



ANNUAL REPORT 2010

ZOA REFUGEE CARE, THAILAND

ZOA Refugee Care's Mission Statement:

“ZOA Refugee Care supports people who suffer because of armed conflict or natural disaster, in rebuilding their livelihoods. We call on our constituency and partners in the North and in the South to take responsibility and get involved. We provide maximum added value to those we support and those who support us.”

พันธกิจ “องค์การโซอา เรฟิวีแคร์ช่วยผู้ที่ตกทุกข์ได้ยากอันเนื่องมาจากความขัดแย้งของกองกำลังต่างๆหรือจากภัยธรรมชาติ ในการฟื้นฟูการดำรงชีพของพวกเขา เราจักเรียกร่องผู้สนับสนุนและพันธมิตรของเราทั้งประเทศทางเหนือและทางใต้ให้มาร่วมรับผิดชอบและมีส่วนเกี่ยวข้อง เราจักให้มูลค่าเพิ่มมากที่สุดแก่ผู้ที่เราสนับสนุนและผู้สนับสนุนเรา”

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Translation of (a part of) ZOA's Mission statement



"In school, you're taught a lesson and then given a test. In life, you're given a test that teaches you a lesson" - Tom Bodett

ในปี 2553 องค์การโซอา ประเทศไทย มีหน้าที่ในการสร้างการเปลี่ยนแปลง ซึ่งเป็นแนวทางสำคัญสำหรับการดำเนินงานในโครงการด้านการศึกษาและด้านการดำรงชีพ ความสำเร็จขององค์กรฯที่นำยีนดีคือมีทุนเพียงพอสำหรับการดำเนินงานตามที่คาดไว้ อีกทั้ง มีวิสัยทัศน์ที่ชัดเจนและได้ก่อตั้งองค์การอุษาคเนย์เพื่อการพัฒนา รายงานฉบับนี้ คงจะทำให้ผู้อ่านเข้าใจการดำเนินงานต่างๆ และสนับสนุนองค์กรฯต่อไป

Note from the Country Director

“Change is the end result of all true learning. Change involves three things: First, a dissatisfaction with self - a felt void or need; second, a decision to change to fill the void or need; and third, a conscious dedication to the process of growth and change - the willful act of making the change, doing something.” Buscaglia, Leo

The responsibility to enact change was clear for people in ZOA Refugee Care, Thailand in 2010. Within ZOA it was felt that maintaining the status quo was no longer an option. This was for the manner in which education and livelihoods programmatic components were implemented, how the organisation had been managed and structured and how ZOA staff members communicated with individuals and organisations that can contribute to the success of projects. Through reflection, those in ZOA saw that ZOA too has contributed to a situation on the border that has kept refugees in a state of dependency and that radical steps were needed for ZOA's work to be more closely aligned with globally accepted standards.

Looking back at the successes in securing funding and implementing as promised, led to celebration about ZOA's achievements. It also created room for reflection of the not-so-useful decisions and approaches of this past year. This also enabled us to see how the staff members have taken those difficult decisions with grace.

On a personal level it has been possible to clarify in my own mind that ZOA is an organisation that one can be proud to be identified with. This has enabled a clear vision for ZOA Thailand and for the newly-created, locally registered successor to ZOA, U-sa Khanae Development Foundation (UKDF). This process has allowed for a clear formulation of a personal commitment to ZOA and to the process of change it is engaged in.

It is hoped that you will be inspired as you read the report to reflect on ZOA's performance and that this report will inspire you to remain actively engaged with ZOA and to hold it accountable in securing the required resources to find ways to ensure that operations and service delivery remain relevant, appropriate, effective and efficient, thus making the difference here on the Thailand-Burma border.

Yours sincerely,

Brian A. Solomon - Country Director

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ZOA Refugee Care Thailand's objective:

Greater sustainability and prospects for the camp education system through improved self-management and linkages to the Thai education and training system.



"In a world full of conflict, injustice, poverty, and disaster, we want to contribute to signs of hope and restoration." - ZOA Refugee Care's vision

วัตถุประสงค์ขององค์การโซอา เรฟิวีแคร์: *ความยั่งยืนและความก้าวหน้าของระบบการศึกษาในพื้นที่พักพิงฯเติบโตขึ้น ด้วยระบบการบริหารจัดการของชุมชน และเชื่อมโยงกับระบบการศึกษาและการฝึกอบรมของไทย*

Towards Better Prospects for Burmese Refugees

ZOA's work on the Thai-Burmese border

ZOA Refugee Care is an international relief organisation dedicated to supporting people whose lives have been affected by violent conflict or natural disasters. In 2010, ZOA was working in Afghanistan, Sudan, Cambodia, Sri Lanka, Burma and nine other countries worldwide.

In Thailand, ZOA is working in seven of the nine official refugee camps along the Thai-Burmese border. Due to the vast geographical spread of ZOA's programme, area offices were set up in Mae Sariang, Mae Sot and Kanchanaburi to support operations in the different camps (see figure 1).

Since 1997, ZOA has been working with the refugee community to sustain and develop the entire primary, secondary and non-formal education system in the refugee camps. Education is a fundamental human right and it can provide students with a sense of routine, normalcy and stability. This is necessary for children in the camps while the crisis in their homeland is ongoing and while the security based policies of the Royal Thai Government place limits on their opportunities to learn about developments outside the camps. Furthermore, through education people can learn new skills that help them to earn their own income, either in the camps, back in Burma or, if they get the opportunity to resettle, in a different country. Figure 2 provides an overview of number of people and the number of students per camp.

A cornerstone of ZOA's activities is to build the capacity of partners and refugee community stakeholders in order to reduce dependency and promote self reliance. To do this we are working towards improving the representation, and therefore the decision making responsibilities to reflect the actual make up of the community, thus ensuring a balance of views in terms of gender, ethnicity, religion and disability.

Building the capacity of local partners and the various communities in the camps is a challenge, due

Translation of ZOA's objective



to the constant turnover of refugee staff and stakeholders, and the lack of opportunities for them to learn from external sources (media, reference materials, publications) and the lack of opportunities to see how education is developing in other places in Thailand and Asia.

ZOA's Agricultural Activities for Income Generation Pilot Project (AAIGPP) corresponds with ZOA's objective to improve the refugees' lives. This project aims to support refugee community stakeholders (as well as Thai villagers) to develop their skills and knowledge in order to generate their own income.

Towards sustainable solutions

To promote lasting benefits ZOA continues to work to align the education system in the camps to the Thai education system. Examples of progression on this are the technical support the Thai Ministry of Education has been providing to ZOA and the refugee community and the Thai language courses ZOA offered in the camps in 2010. However, it is not only the Ministry of Education who should be more involved in the refugee situation, but also other bodies of the Royal Thai Government. To this end, ZOA seeks to build stronger relationships with various parts of the Royal Thai Government.

Increased cooperation and coordination with other non-governmental organisations and

นับตั้งแต่ปี 2540 องค์การโซอาทำงานร่วมกับชุมชนผู้หนีภัยฯในพื้นที่ 7 แห่งตามแนวชายแดนไทยพม่า ในการพัฒนาระบบการศึกษา อันมุ่งสู่การศึกษาแบบเรียนรวมและเป้าหมายการศึกษาเพื่อปวงชน อนึ่ง โครงการเกษตรเพื่อสร้างรายได้เน้นการพัฒนาศักยภาพของผู้หนีภัยฯและสร้างรายได้ด้วยกิจกรรมการเกษตร องค์การโซอาเล็งเห็นความสำคัญของความร่วมมือกับหน่วยงานต่างๆ ทั้งภาครัฐและเอกชนในการดำเนินโครงการต่างๆ

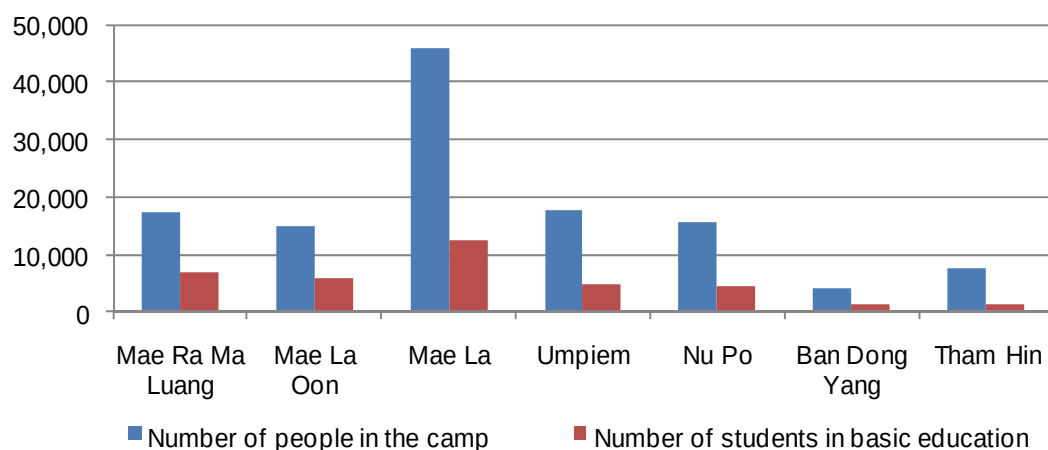


Figure 2: The camps vary a lot in the number of people and the amount of students

community based organisations is also deemed necessary to improve the support given to the refugees. Developing external networks is a core strategy of ZOA. Therefore, ZOA's management continued to be active in CCSDPT (Coordination Committee for Services to Displaced People in Thailand) and ZOA was one of the organisations who took the initiative to gather the non-governmental organisations working on livelihoods to start the Livelihoods Working Group in 2010. See page 30 for more information on ZOA's relations with its partners.



Refugees have few opportunities to be exposed to forms of best practice

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The Ongoing Refugee Situation

Burmese refugees in Thailand

ZOA is helping Burmese refugees from ethnic minorities like Karen, Karenni, Chin, Kachin, Shan or Mon who fled their country due to constant violations of their human rights. People began to establish camps along the border in the 1980's, but because the situation in Burma did not improve, Burmese people have continued to flee their homeland ever since.

In 2010 the population in the camps had risen to around 141,000 refugees¹. Some of them have been living there for decades. Many people in the camps are still afraid to return to Burma because they fear various forms of human rights abuses: persecution, forced labour, forced relocation and/or being unable to take care of their own livelihoods in Burma. Even though about 75,000 refugees have taken the opportunity to resettle in third countries, the camp population has not been reduced

because other people continued to enter the camps. After over twenty-five years, many refugees still continue their lives in the camps. Therefore involvement of ZOA and UKDF in Thailand is still deemed necessary².



Many people fled Burma after the elections in November 2010

Developments in 2010

The political situation in Burma has not changed significantly since the military junta seized power in Burma in 1962. Still, according to the "Roadmap to Democracy", the military government held general elections on 7th November 2010. Opposition groups in Burma contended both the process and the outcome of

ตั้งแต่ปี 2527 จนถึงปัจจุบัน ผู้หนีภัยจากประเทศพม่าหลั่งไหลสู่ประเทศไทยอย่างต่อเนื่อง ในปี 2553 มีผู้หนีภัยประมาณ 140,000 คนในพื้นที่พักพิงฯ ถึงแม้ว่าผู้เดินทางไปได้ตั้งถิ่นฐานมากกว่า 75,000 คนแล้ว แต่จำนวนผู้หนีภัยมิได้ลดลง ภายหลังการเลือกตั้งในประเทศพม่าในเดือนพ.ย. 2553 มีการต่อสู้ของกองกำลังต่างๆทำให้มีผู้หนีภัยข้ามมายังประเทศไทย นอกจากนี้ มูลนิธิอุษาคเนย์ที่จะรับงานต่อจากโซอาแสดงความสนใจที่จะทำงานช่วยเหลือกลุ่มแรงงานต่างด้าวด้วย

The population in the camps has risen to around 140,000 refugees in 2010. Some of them have been living there for decades.

the elections and therefore violence erupted during the days after the elections in Burmese towns along the border. As a consequence, thousands of Burmese people fled the fighting. ZOA worked with other (non-governmental) organisations to be prepared to help the new refugees. As it was clear the refugees were to return home as soon as possible, the Thai authorities only allowed the non-governmental organisations to provide food and temporary shelter to assist the refugees.

After the elections, rumours that the Thai authorities also wanted the refugees in the camps to repatriate started to increase. The Royal Thai Government has always considered the presence of the refugees temporary and it continues to think of the refugees as a potential threat to Thailand's security and its relations with Burma. Many refugees do not believe that it is safe to return yet and their position is shared by ZOA and other non-governmental organisations. Hence, the government's position caused some tensions within the refugee community. At the time of writing, the Royal Thai Government has not taken actual steps to force the people in the camps to return to Burma.

Burmese migrants

Besides the refugees in the camps, there are more than a million Burmese people living in Thailand. Many of these migrants or exiles have relatively more freedom than the people in the camps, but they also have to cope with greater insecurities. Therefore UKDF will increasingly monitor their needs for support and consider new opportunities to work with them. (See page 32 for more information about UKDF.)



ZOA is ready to provide support if more people have to flee Burma

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*"The function of education is to teach
one to think intensively and to think
critically ... Intelligence plus character—
that is the goal of true education."
Martin Luther King Jr.*



Over 38,000 children attend schools that are supported by ZOA Thailand

หน่วยการศึกษาขั้นพื้นฐานขององค์การฯได้ทำงานร่วมกับบุคลากรด้านการศึกษาในพื้นที่ในการสนับสนุนการศึกษาแก่
เยาวชนในพื้นที่ การดำเนินงานที่สำคัญประการหนึ่งคือการอบรมครูก่อนประจำการและครูประจำการ แม้ว่ามีอุปสรรคหลาย
ประการในปี 2553 ทว่า องค์การฯสามารถให้การสนับสนุนโรงเรียนในพื้นที่ได้ทั้งหมด 67 โรง

Basic Education

Number of beneficiaries:	37,259 students (49% female students) 1,537 teachers ³
Implemented in:	All camps
Funding in 2010:	€1,087,138 (MFS/Prisma: 65%, EU: 28%, UNICEF: 2%, ZOA NL: 2%, other: 3%) ³
Funding in 2011:	€455,012 (EU: 89%, ZOA NL: 10%, other: 1%)

To enable camp-based teachers to provide the best education possible to the children in the camps, ZOA continued its Basic Education project throughout 2010. This was done in coordination and collaboration with the Office of Camp Education Entity (OCEE) and the Karen Refugee Committee Education Entity (KRCEE).

A significant part of this project consisted of organizing trainings for about eighty Resident Teacher Trainers. This enabled them to provide

trainings in the camps to 479 new teachers and 519 teachers who were already in service. Besides that, ZOA organized training on how teachers can meet children's emotional needs, trainings on making and using low-cost teaching materials and additional in-service training during the summer break. ZOA has also given material, financial and administrative support to the teachers in the camps by, amongst others, providing support to school (re-)construction, digital education resources for self-study, academic planners and education magazines.

During 2010, the Basic Education project was challenged by low funding as a result of the ongoing need for support to the project. Other challenges for ZOA were a lack of space and resources to develop more child-friendly classrooms, a high teacher turnover and the often low level of formal education of people in the recruitment pool. All of this makes it harder to assess the impact of the project and to support sustainability. Notwithstanding these challenges, teachers at 67 primary, middle and high schools were supported throughout 2010.

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Teachers in higher education schools are supported with training provided by ZOA Thailand

หน่วยการศึกษาในระดับหลังจากมัธยมศึกษาให้การสนับสนุนโรงเรียนจำนวน 16 โรงเรียน การสนับสนุนที่ให้ในปี 2553 ได้แก่ การแจกจ่ายอุปกรณ์การเรียนการสอน ค่าตอบแทนครู เป็นต้น สำหรับมูลนิธิอุษาคเนย์จะไม่ดำเนินกิจกรรมการศึกษาระดับนี้ จึงต้องมีการถ่ายโอนโครงการนี้ให้แก่องค์กรพันธมิตรที่สนใจ

Higher Education

Number of beneficiaries:	1,204 students (45% female students) 157 teachers
Implemented in:	All camps, except Don Yang
Funding in 2010:	€39,327 (Fully funded by MFS/ Prisma) ⁴
Funding in 2011:	N/A: the project will be implemented by Child's Dream and KRCEE

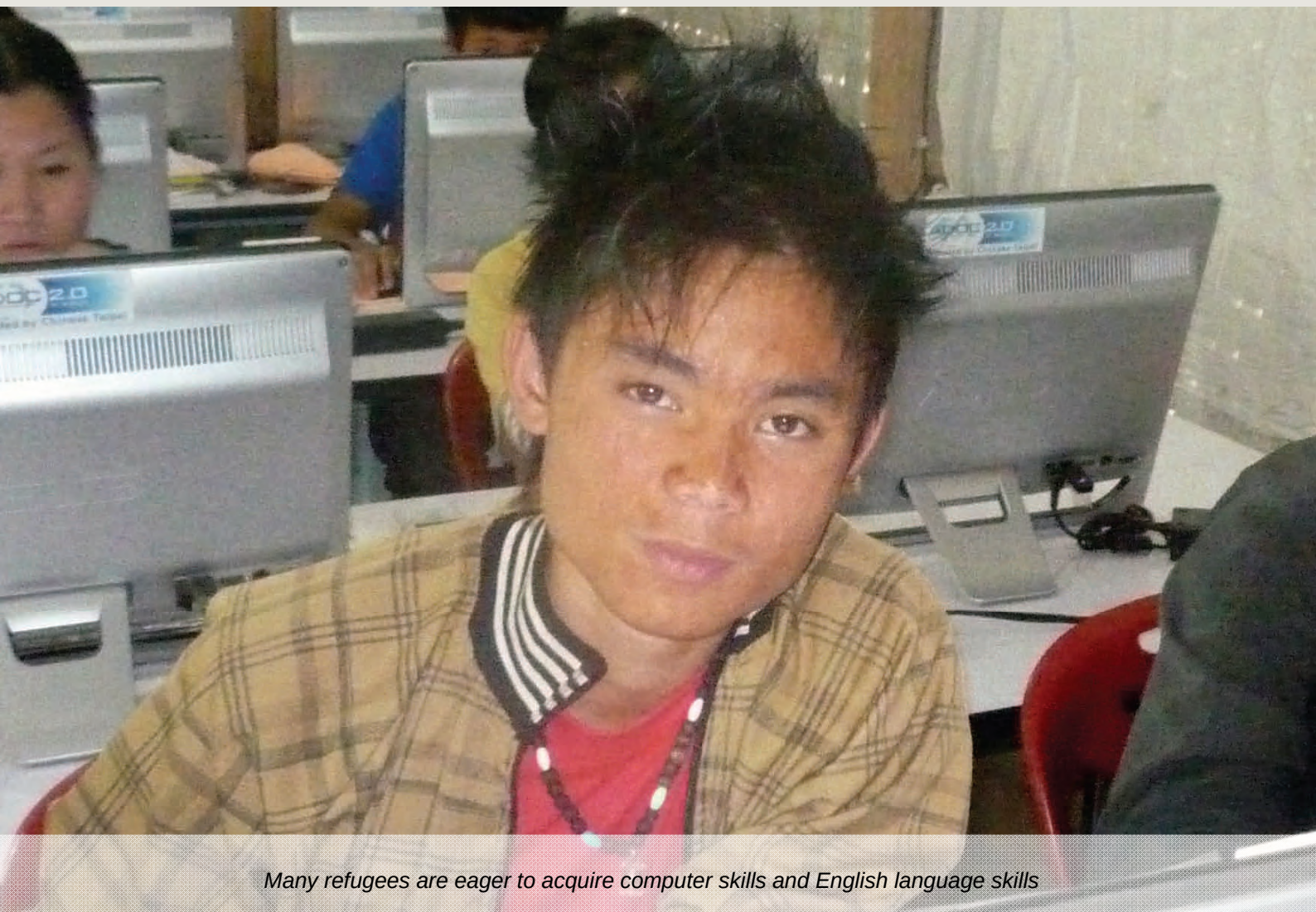
Students in the refugee camps have almost no opportunities to continue their studies after they have completed secondary education. To enable refugees to attend higher education, ZOA has supported 16 Post-12 schools in all refugee camps except Don Yang. Students can study there for two to four more years after Grade 12. The opportunities refugees have to follow higher education are very limited. For example, in 2010, nearly 39,000 students were enrolled in Basic Education in the camps, but only 1,204 in Higher

Education.

ZOA supported these schools with the provision of materials for the construction of the schools, teachers' subsidies, teaching equipment and teaching materials. It has also provided a financial reporting training to head teachers and school administrators. Besides that, ZOA has been playing an advocacy role by assisting students to the request necessary permission from the Thai Ministry of Interior for better access to Higher Education.

Throughout 2010 ZOA has been working to increase cooperation with Child's Dream Foundation and KRCEE (Karen Refugee Committee Education Entity). This cooperation has resulted in an agreement between the three organizations that as of 2011 ZOA will mainly facilitate Higher Education in the camps and Child's Dream Foundation and KRCEE will together implement the project.

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Many refugees are eager to acquire computer skills and English language skills

ในปี 2553 หน่วยการศึกษานอกระบบโรงเรียนดำเนินกิจกรรมการฝึกอบรมทักษะต่างๆ เช่น คอมพิวเตอร์, ภาษาอังกฤษเพื่อการสื่อสาร, ภาษาอังกฤษเพื่อการทำงาน, การคำนวณเบื้องต้น และทักษะเพื่อการประกอบอาชีพเมื่อตั้งถิ่นฐาน ในสหรัฐอเมริกา

Non-Formal Education

Number of beneficiaries:	3,996 students (16% female students)
Implemented in:	All camps
Funding in 2010:	€52,037 (UNHCR: 97%, ZOA NL: 3%)
Funding in 2011:	€110,047 (EU: 65%, UNHCR: 35%)

Many refugees with little or no formal education are motivated to learn things that can help them to improve their livelihoods by earning their own income. Yet for those who are already over the age of 16 and who have, for various reasons, not been able to complete formal education, it is difficult to attend this level of education again. For these people ZOA is running its Non-Formal Education (NFE) project. In 2010 ZOA continued five existing NFE courses. These courses are:

1. Computer training

Computer training is one of the most popular NFE-trainings: 691 refugees were enrolled in 2010. After effective streamlining of several existing trainings, two courses were offered. In “Power Office 2003”, participants learned to work with Microsoft Office, and in “Desktop Publishing”, participants learned to work with programmes like Page Maker, Photoshop and Corel Draw.

Between April and May the trainers of these computer training courses in Don Yang and Tham Hin were given training to upgrade their knowledge and skills. This training was delivered by the Royal Thai Government’s Further Education Colleges in Ratchaburi and Kanchanaburi.

To make more computer facilities available, ZOA has built two computer centers (one in Mae La and one in Umpiem) with twenty computers in each. This is part of ZOA’s new project to create community learning centers in all seven camps and in villages near the camps, to give the people along the border more opportunities to make better use of computers for education and work.

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2. English language training

During 2010, a total of 2,769 people enrolled in English language training. The courses were given at four different levels. Most of the camp-based refugee teachers of these courses have finished training on NFE methodology and curriculum, but it was necessary to improve their English language skills for effective teaching. Therefore, ZOA conducted a two-week training for all NFE-teachers.

3. Job related English language training

The job related English language training was attended by 240 refugees in four camps. In this training, the participants studied English words and phrases which they can apply when working as, for example, child/elderly carer, cook, baker or hairdresser. This is considered especially helpful for people who will resettle; their vocational skills together with their English language skills should give them better chances to find a job or to attend further training in their new country.

4. Numerical literacy

To improve their understanding of basic mathematical concepts, 234 refugees attended numerical literacy training in 2010. This has helped them to do better in vocational training courses. For example, it is necessary to understand how to multiply and use ratios to make clothes of different sizes. The numerical literacy training was given in five camps, and in Mae La and Mae La Oon it included participants of the AAIGP project.



The NFE project enables adults to continue to learn a variety of skills

5. Training for refugees leaving for resettlement in the USA

To bridge the differences between living in a refugee camp and working in the USA, ZOA and Manpower, Thailand, a leading recruitment company, conducted training courses for 62 refugees going for resettlement. These courses aimed to equip the participants with necessary basic soft skills to help them to find employment in the USA more easily.

Students for NFE courses were selected on resettlement intentions, motivations for study and level of education. After that, students were selected as equitably as possible based on gender, race, religion, marital status, and age.

Vocational Training

Number of beneficiaries:	1,276 students (66% female) and 103 trainers
Implemented in:	All camps
Funding in 2010:	€85,588 (UNHCR: 84%, GGP: 7%, ZOA NL: 7%, other: 2%)
Funding in 2011:	N/A: the programme has been handed over to ADRA

supported in 2010. (The kind of courses provided varied per camp.)

As agreed in 2009, ZOA and the Adventist Development and Relief Agency (ADRA) have been working to hand the VT project over to ADRA. Due to limits in funding of both organizations, this process went slower than initially planned. ZOA closed the VT project in the fourth quarter of 2010 and ADRA commenced with it per January 2011.

While preparing to hand the project over, ZOA continued to work with Thai vocational training colleges. This is in line with ZOA's strategic choice to increase the involvement of the Royal Thai Government in the management of the camps and to develop stronger external

In ZOA's Vocational Training (VT) project refugees learn practical skills to help them to earn their own income. Although opportunities to find gainful employment inside the camps have remained very limited, many refugees are motivated to take a VT course, because the courses can increase the possibility of finding employment later. ZOA's VT project contains a range of different courses. Figure 3 shows the number of participants in the VT courses ZOA



Through vocational training refugees learn skills that can be helpful to find gainful employment

โครงการฝึกอาชีพมีเป้าหมายในการพัฒนาทักษะที่สามารถนำไปใช้ประกอบอาชีพได้ **การพัฒนาคุณภาพการอบรมได้รับ**
ความร่วมมือจากวิทยาลัยต่างๆของคณะกรรมการอาชีวศึกษาในการพัฒนาหลักสูตรและครูผู้สอนเพื่อเพิ่มพูนคุณภาพการ
ฝึกอบรม ในปี 2554 โครงการนี้ได้ถ่ายโอนให้แก่ ADRA

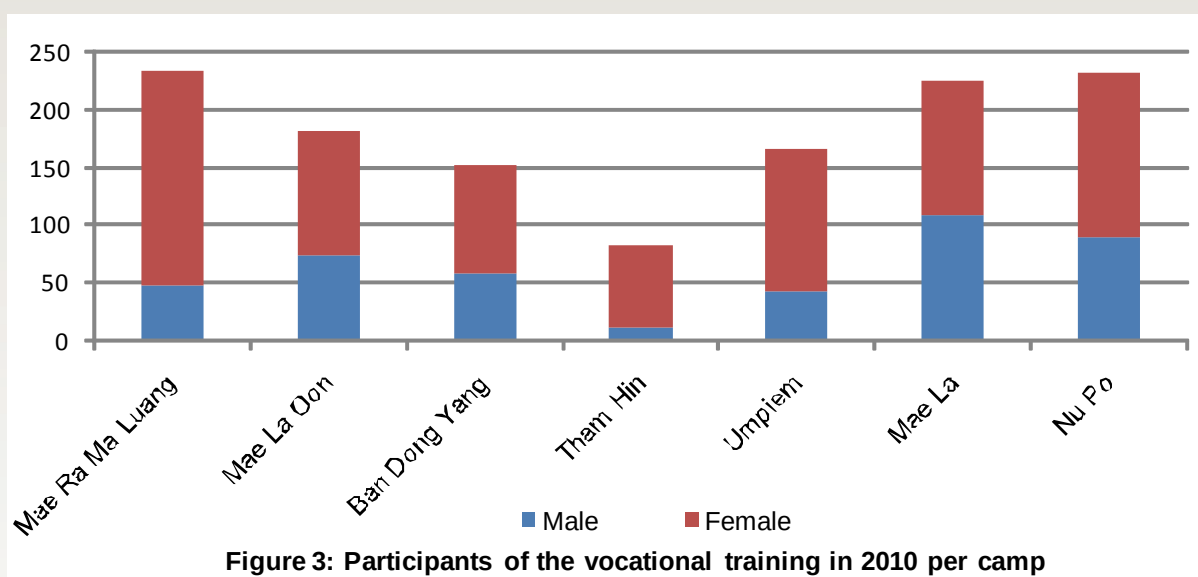


Visit ZOA's You Tube channel "ZOA-TV" to see some movies about the impact of the vocational training courses.



Sewing is a very popular vocational training course even if only in the family situation, the skills taught can be applied directly.

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relations and networks. ZOA has also been working to improve a wide range of courses by providing training for trainers and by coordinating trainings provided by trainers of the vocational training colleges under the Thai Ministry of Education. In the first six months of 2010, ZOA organized the following training of trainers:

- Workshop for elderly care trainers from all three areas where ZOA is working. The fifteen-day training was given in Mae Sot General hospital and attended by twenty trainers.
- Workshop for trainers of all subjects. These courses were facilitated by two Thai Vocational Training Colleges: Ratchaburi Polytechnic and Kanchanaburi Polytechnic. A total of 72 trainers from Tham Hin and Don Yang attended this training.
- Workshop for trainers of all subjects. This training was organized in the Vocational College in Mae Sariang and was attended by 14 trainers.

In 2010, the number of female participants on vocational training courses in all camps was higher than the number of male participants. The number of female trainers was also slightly higher than the number of male trainers.



This man is working to increase his own income: people with disabilities are actively engaged in ZOA's livelihoods project

โครงการดำรงชีพดำเนินกิจกรรมการเกษตรเพื่อสร้างรายได้ให้แก่ผู้พิการและราษฎรไทยในหมู่บ้านรอบๆพื้นที่ฯ โดยอบรมทักษะและส่งเสริมการผลิตด้านการเพาะปลูกและการเลี้ยงสัตว์ กลุ่มเป้าหมายหลักได้แก่ สตรี, ชนกลุ่มน้อย และผู้พิการ โครงการนี้มีความร่วมมือกับหลายฝ่าย ทั้งองค์กรชุมชน องค์กรของรัฐ และสมาชิกกรรมการประสานงานองค์การช่วยเหลือผู้พิการในประเทศไทย

Livelihoods

Number of beneficiaries:	351 participants (41% female participants)
Implemented in:	Mae La, Umpiem, Mae La Oon
Funding in 2010:	€163,925 (Fully funded by UNHCR)
Funding in 2011:	€296,372 (UNHCR: 52%, ECHO: 44%, ZOA NL: 4%)

in: First-aid, literacy, fire prevention (provided by the Forest Department) and basic financial management. This project offered the participants an opportunity to increase their household income by practicing economically viable agriculture and livestock production. It demonstrates that income-generating projects have the potential to benefit both the refugees and the local Thai people in surrounding villages.

In the Agricultural Activities for Income Generation Pilot Project (AAIGPP), refugees and Thai villagers can develop their knowledge and skills in organic agricultural production, managing a small farm and marketing the products that are grown on the farm. Also more generic and transferable skills have been integrated into the AAIGPP. For example, the participants received, amongst others, training

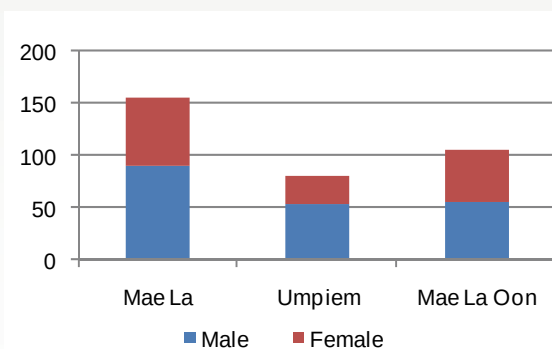


Figure 4: Number of participants of the AIGPP

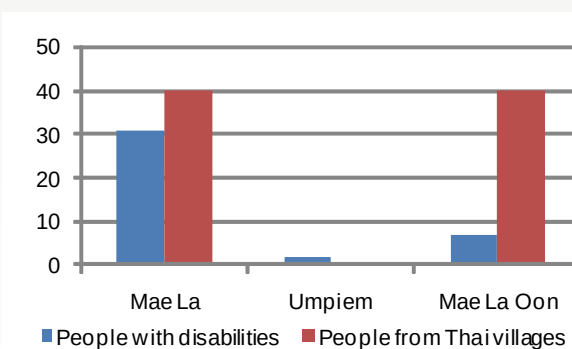


Figure 5: People with disabilities and Thai villagers in the AIGPP per project

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Income-generating projects can provide options that benefit both the refugees and the local population in surrounding villages.

Since ZOA is aware of the need for environmental conservation, the AAIGPP is using methods of organic farming and locally available fertilizers and medicines.

The project has been running for several years now, and it still faces some challenges. One of them was the reduction of daily work stipend (from 50 Baht to 30 Baht per day), which caused several participants to leave the project. ZOA deemed the stipends as set too high and unsustainable. Another challenge is the availability of water. This is due to fluctuations between the dry and rainy seasons but solutions are being explored, including alternative sources, storage and crop rotation.

On the other hand, the AAIGPP is beginning to show additional benefits too. For many refugees and Thai villagers who participated in the project earlier, the office of the AAIGPP has become a resource center where they can go with questions on agriculture or animal raising. Furthermore, as women, minorities and persons with special needs have been actively approached and integrated in the project, people with disabilities now make up to about a third of the total number of participants.



ZOA strives for equal opportunities for men and women in the AAIGPP.

To implement the AAIGPP and to create lasting benefits, ZOA created working relationships with camp committees, camp commanders, Thai district and sub-district administrations, the Tak Agricultural Technical College, the Royal Thai Forestry Offices, the Coordination Committee for Services to Displaced People in Thailand, (see also page 9) and new donors. For this reason, the AAIGPP is seen as a very successful project.

In Mae La Oon and Umpiem the area available increased slightly from 20 rai (3.20 hectares) to respectively 25 and 35 rai (4 and 5.60 hectares). The total area available for the project in Mae La remained the same as in 2009: 210 rai (33.6 hectares).

Competence Development and Capacity Building

Number of beneficiaries:	7,669 parents of students 46 OCEE staff 67 head teachers 15 KRCEE staff
Implemented in:	All camps
Funding in 2010:	€ 19,644 (Fully funded by MFS/ Prisma)
Funding in 2011:	€34,921 (Fully funded by EU)

In line with ZOA's objective to support the camp community to improve their self-management, ZOA is running the Competence Development and Capacity Building project. This project provides ZOA's partner (KRCEE) with ongoing support to increase their ability to manage education projects more independently. The project also increases the involvement of other camp-based stakeholders in educational activities. This should enable ZOA's partner and

camp based stakeholders to take over the project implementation role after the phase-over (see page 32 for more information about the phase-over). The project centered around three main activities:

1. Build the capacity of camp education management

As part of this activity, ZOA provided several trainings that included Camp Education Administration, General Management, School Monitoring and Office Management. For the first time ZOA organized a coordination and planning workshop in Mae Sot, which was attended by KRCEE staff and camp staff from all seven camps.

2. Support development of an integrated educational vision and long-term educational strategies

ZOA intends to support KRCEE with the development of educational policies and strategies. Therefore it provided assistance to the set up of the Committees for Camp Education Entity and Parent Teacher Associations in each camp. These organizations should contribute to improved coordination and community participation in the future.

โครงการพัฒนาสมรรถนะและสร้างศักยภาพจัดการฝึกอบรมแก่องค์กรภาคีเพื่อเพิ่มขีดความสามารถในการบริหารการศึกษา กิจกรรมที่ดำเนินการได้แก่ การสร้างศักยภาพแก่เจ้าหน้าที่ด้านบริหารการศึกษาในระดับพื้นที่, การพัฒนานวัตกรรม, นโยบาย และยุทธศาสตร์ด้านการศึกษา และการสนับสนุนการมีส่วนร่วมของผู้มีส่วนเกี่ยวข้องในกิจกรรมการศึกษา



Building the capacity of camp based organizations is one of the ways to enable refugees to manage their education system more independently

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3. Support involvement of stakeholders in educational activities

Throughout the year a number of activities were organized to support the involvement of the refugees in the education activities in their camp.

A total of 7,669 parents attended training on parenting concepts and techniques. These trainings were organized to promote good practices of parenting and to get the parents more involved in their children's education. Education staff in the camps are beginning to notice the effects of the parent involvement programme. Parents understand the importance of their role in their children's education better and they are more willing to contribute to it. In Umpiem, for example, parents agreed to make a donation of one bamboo pole and 20 Thai Baht for the reconstruction of their children's schools. They can also contribute by volunteering in the school or by helping their children with their homework.

Around 5th October ZOA organized celebrations in all camps for World Teachers' Day to publicly emphasize and acknowledge the important role teachers play to the education and development of the refugees.



ZOA supported the celebration of World Teachers' Day such as in Mae La Oon Camp



ZOA supports the education system with the distribution of education materials for students

โครงการพัฒนาวัสดุอุปกรณ์การศึกษานับสนุนโครงการต่างๆด้านการศึกษาและการอบรมด้วยการผลิตคู่มือครู, ตำราเรียน, ประมวลรายวิชา เป็นอาทิ การพัฒนาคุณภาพการศึกษาของพื้นที่ๆโดยการพัฒนาตำราและคู่มือในวิชาต่างๆให้สอดคล้องกับระบบการศึกษาของไทย โดยได้รับความร่วมมือจากเขตพื้นที่การศึกษา

Education Material Development

Number of beneficiaries:	All students and teachers
Implemented in:	All camps
Funding:	The Education Material Development project supports the various education projects, the available budget is integrated in these projects.

The Education Material Development unit supports the production of teaching materials and textbooks for the whole education programme (e.g. Basic Education, Non Formal Education, Higher Education, and Vocational Training). In addition, the unit facilitates workshops at the initial stage of syllabus development (e.g. Social Studies, Karen and Burmese subjects at primary and secondary level).

ZOA is planning to use the Thai National Curriculum for Mathematics, Science, English language and Thai language and as such, is in the process of developing text books for these subjects. In addition, during 2010 text books and teacher guides were produced for the new RTG subjects: Health & Physical Education (Grades 1 – 4), Career and Technology (Grades 1 – 3), Art (Grades 1 – 3).

The new English language text book and teacher guide (Grade 1) was piloted in two schools in Mae La Camp, including the training of the English teachers and the weekly monitoring and support visits.

The Thai language teaching programme, also set within this unit, has worked closely with the RTG Ministry of Education Office, Tak Educational Service Area 2 (TAK ESA 2) in order to develop project staff (Thai Language Camp Coordinators) in the use of teaching and learning materials and activities. This part of the programme has faced challenges during 2010, largely because the camp community have not prioritized the learning of Thai language because students have very limited opportunities to practice the language in the camps. Furthermore, students already have to learn a range of other languages (Burmese, Karen and English). For these reasons, the project refocused to

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Finance and Management

Donors and other partners

As in previous years, ZOA has been able to help the refugees mainly because of the generous support of several institutional donors. Figure 6 shows ZOA's main donors in 2010 (see page 33 for an explanation of the acronyms)⁵.

In 2010, ZOA continued developing partnerships with various non-governmental organizations. The relationships with ADRA, Child's Dream and KRCEE were strengthened to enable them to take over much of ZOA's Vocational Training and Higher Education projects from 2011. ZOA also developed a new partnership with APEC Digital Opportunity Centre (ADOC), the computer company ASUS and Taiwan Baptist Convention for the construction of Community Learning Centers in the camps and in Thai villages.

Throughout 2010 there was an increase in the interest of donors to support livelihood projects along the Thai-Burmese border. After decades of financial support to the camps several donors began to find it necessary to decrease the refugees' dependency on aid by supporting projects that will help them to earn their own income. The steps that ZOA has been taking to set up livelihood projects and to start a livelihoods coordination group have been noticed by donors and this has led to increased funding for ZOA (see table on page 23).

At the same time, ZOA has witnessed, with growing concern, that the support for education projects has been decreasing. Compared to other sectors in development aid, education is already largely underfunded, but because of the

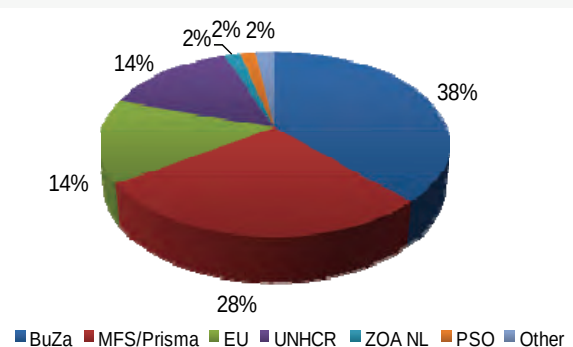
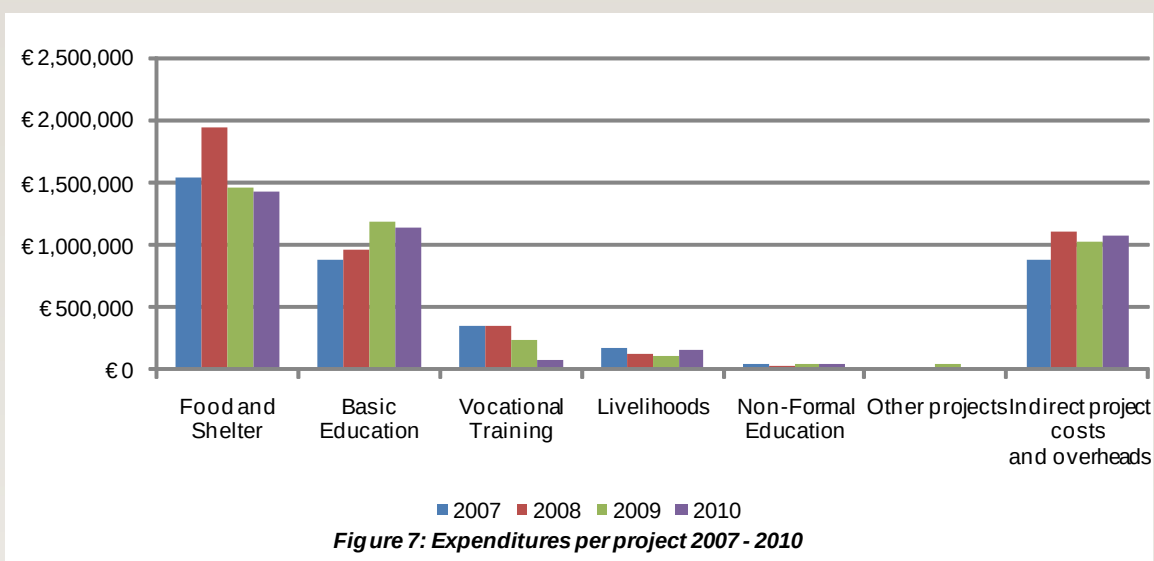


Figure 6: ZOA Thailand's main donors in 2010

รายชื่อผู้สนับสนุนเงินทุนหลักขององค์กรฯได้แสดงไว้ในแผนภูมิที่ 6 การพัฒนาความสัมพันธ์กับองค์กรพันธมิตร อาทิ เช่น ADRA สำหรับการส่งมอบโครงการวิชาชีพ และ ADOC, ASUS และศูนย์แบปติสต์ไต้หวัน สำหรับการสร้างศูนย์คอมพิวเตอร์ ในปี 2553 เงินสนับสนุนโครงการด้านการศึกษาลดลง แต่ได้งบประมาณช่วยเหลือเพิ่มเติมจากองค์กร PRISMA



protracted situation of the Burmese refugees the will to continue support for education is declining. The support from several donors ended in 2010 and it was only with an additional grant from Prisma in mid-2010 that ZOA was able to cover its expenditures for 2010. As a consequence, ZOA had to make some major cuts in its overheads and indirect project costs for 2011. These reductions are a concern because education is a fundamental human right and an important tool to mitigate the effects of living in a protracted conflict situation.

Besides education and livelihoods, ZOA also supported food and shelter. ZOA has signed a funding contract with the Dutch Government to support TBBC (Thailand Burma Border Consortium) for food and shelter. All the money (100%) from the Dutch Government has been channeled through ZOA to TBBC.

Finally, a very small portion of ZOA's total budget was spent on other projects, such as assistance during the new influxes of refugees in November 2010.

Human Resources

	Background of staff			Total number of staff	Position of staff	
	Locally hired staff	Internationally hired staff	Volunteers		Field/ programme staff	Country office/ support staff
31 Dec. 2010	49	2	3	54	30	24
31 Dec. 2009	54	3	2	59	30	29
The 24 (29 in 2009) support staff in above table includes 10 (9 in 2009) staff reporting to a Country Office support function, but these people were based in the field in direct support of programme implementations.						

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Phase-over to the U-sa Khanae Development Foundation

In 2008, ZOA Refugee Care started a process that will result in the phase-out of operations in Thailand. After years of isolation and dependency on international aid, it has been deemed necessary for the refugee community, along with the Royal Thai Government, to accept responsibility and accountability.

In order to accomplish this, ZOA is setting up a new, Thai registered foundation that will continue working with vulnerable communities along the Thai-Burmese border. The organization is called U-sa Khanae Development Foundation (UKDF), which means “hope for a new day”. It will most likely continue the Basic Education project and the AAIGP project.

For more information about UKDF you can visit the forthcoming website: www.ukdf.or.th



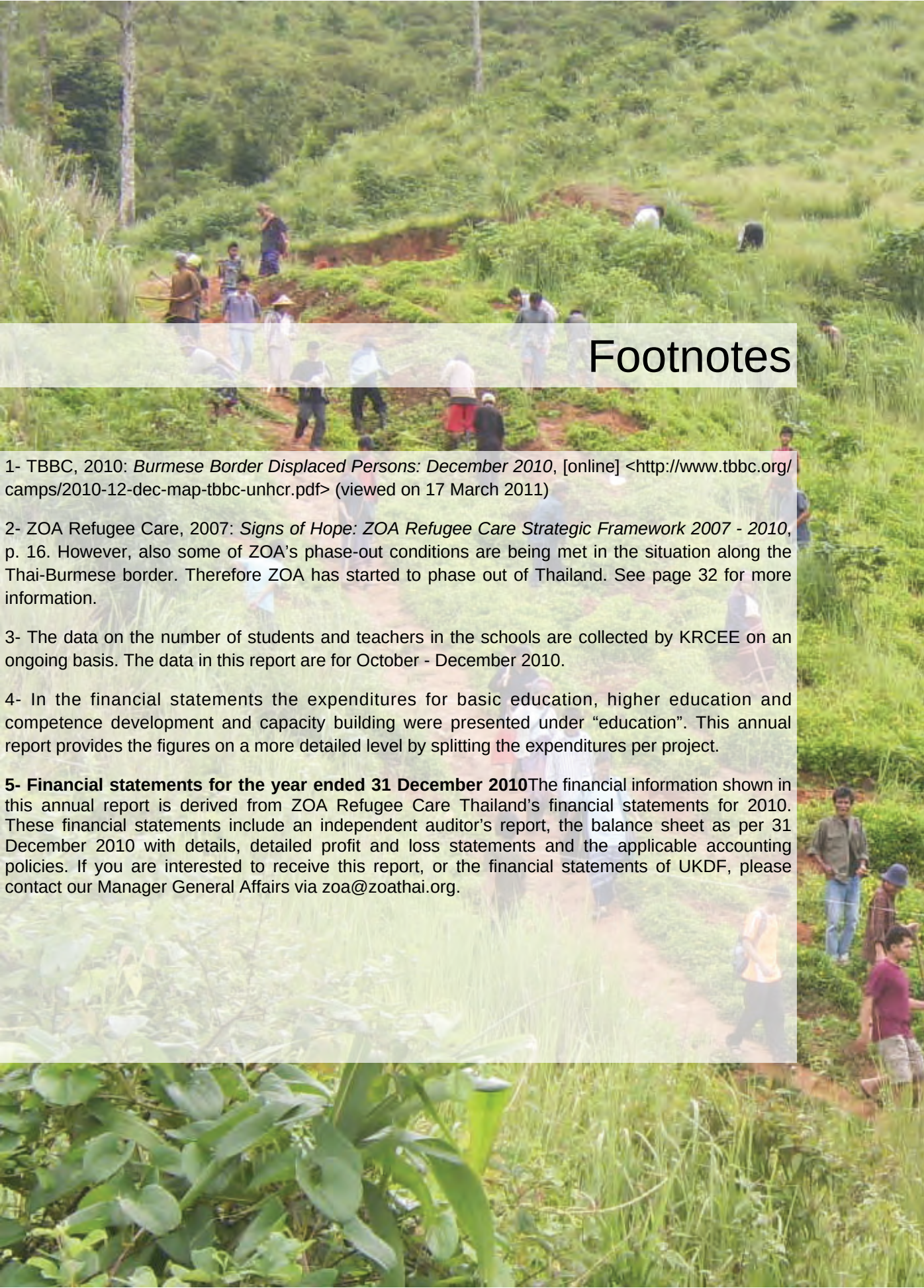
UKDF plans to take over ZOA's work along the border.

ในปี 2551 องค์การโซอาเริ่มกระบวนการส่งมอบโครงการ
ให้แก่องค์กรอุษาคเนย์เพื่อการพัฒนา ที่มีเป้าหมายที่จะ
สร้างความเข้มแข็งให้แก่ชุมชนต่างๆ ด้วยการสนับสนุน
กิจกรรมการศึกษา

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Acronyms

AAIGPP	Agricultural Activities for Income Generation Pilot Project
ADOC	APEC Digital Opportunity Center
ADRA.....	Adventist Development and Relief Agency
APEC	Asian-Pacific Economic Cooperation
BuZA.....	Ministry of Foreign Affairs (the Netherlands)
CCSDPT	Committee for Coordination of Services to Displaced People in Thailand
ECHO	European Commission's Humanitarian Aid Office
EU.....	European Union
GGP	Grant Assistance for Grassroots Project (Japanese Embassy in Thailand)
KRCEE	Karen Refugee Committee Education Entity
MFS/ Prisma	Co-financing system of BuZa; channeled though Prisma
NFE.....	Non-formal Education
OCEE.....	Office of Camp Education Entity
PSO	Organisation for aid-workers and Capacity Building (the Netherlands)
TBBC	Thailand Burma Border Consortium
UKDF	U-sa Khanae Development Foundation
UNHCR.....	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VT	Vocational Training
ZOA NL.....	ZOA Refugee Care's headquarters in the Netherlands



Footnotes

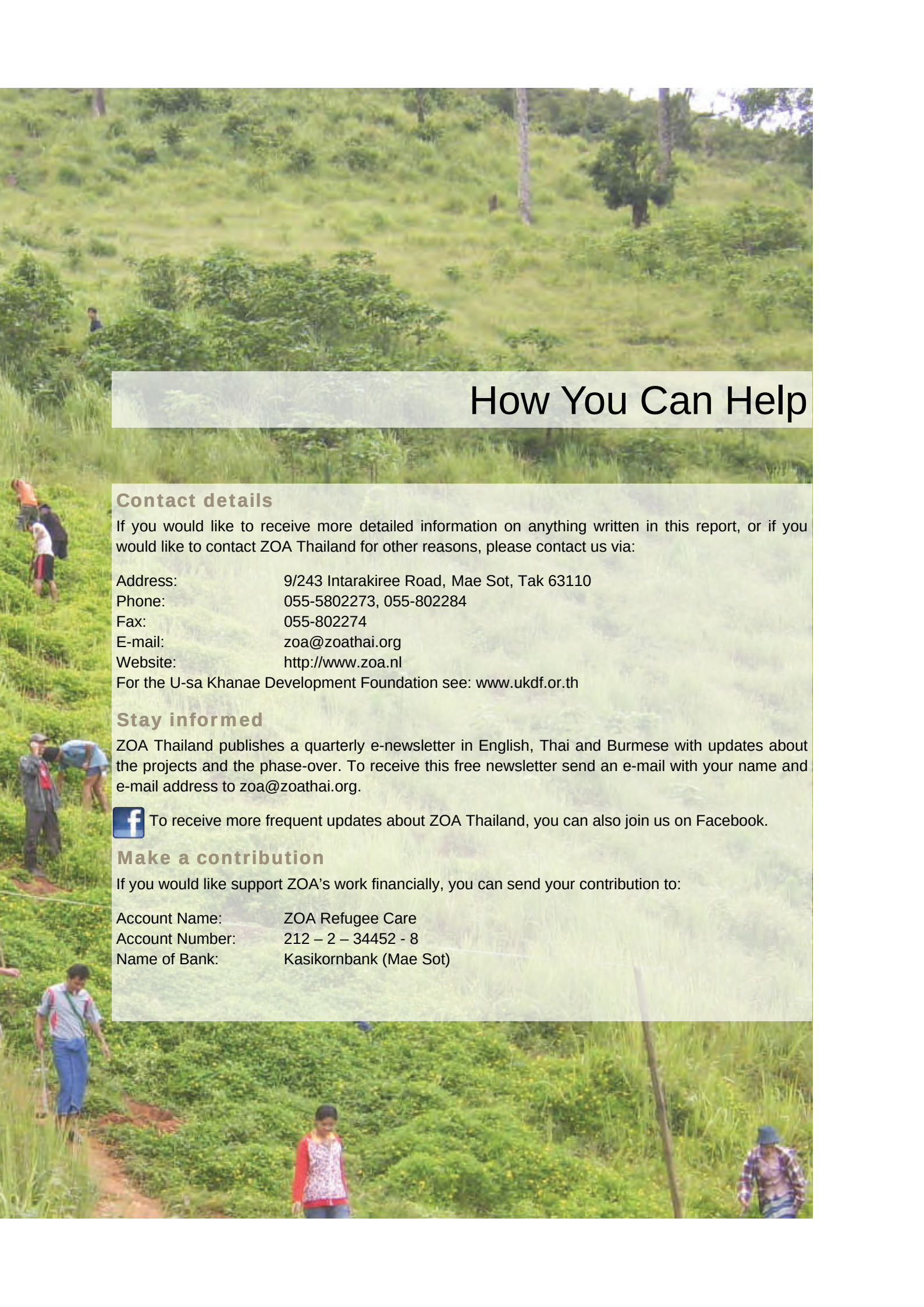
1- TBBC, 2010: *Burmese Border Displaced Persons: December 2010*, [online] <<http://www.tbbsc.org/camps/2010-12-dec-map-tbbc-unhcr.pdf>> (viewed on 17 March 2011)

2- ZOA Refugee Care, 2007: *Signs of Hope: ZOA Refugee Care Strategic Framework 2007 - 2010*, p. 16. However, also some of ZOA's phase-out conditions are being met in the situation along the Thai-Burmese border. Therefore ZOA has started to phase out of Thailand. See page 32 for more information.

3- The data on the number of students and teachers in the schools are collected by KRCEE on an ongoing basis. The data in this report are for October - December 2010.

4- In the financial statements the expenditures for basic education, higher education and competence development and capacity building were presented under "education". This annual report provides the figures on a more detailed level by splitting the expenditures per project.

5- Financial statements for the year ended 31 December 2010 The financial information shown in this annual report is derived from ZOA Refugee Care Thailand's financial statements for 2010. These financial statements include an independent auditor's report, the balance sheet as per 31 December 2010 with details, detailed profit and loss statements and the applicable accounting policies. If you are interested to receive this report, or the financial statements of UKDF, please contact our Manager General Affairs via zoa@zoathai.org.



How You Can Help

Contact details

If you would like to receive more detailed information on anything written in this report, or if you would like to contact ZOA Thailand for other reasons, please contact us via:

Address: 9/243 Intarakiree Road, Mae Sot, Tak 63110
Phone: 055-5802273, 055-802284
Fax: 055-802274
E-mail: zoa@zoathai.org
Website: <http://www.zoa.nl>
For the U-sa Khanae Development Foundation see: www.ukdf.or.th

Stay informed

ZOA Thailand publishes a quarterly e-newsletter in English, Thai and Burmese with updates about the projects and the phase-over. To receive this free newsletter send an e-mail with your name and e-mail address to zoa@zoathai.org.



To receive more frequent updates about ZOA Thailand, you can also join us on Facebook.

Make a contribution

If you would like support ZOA's work financially, you can send your contribution to:

Account Name: ZOA Refugee Care
Account Number: 212 – 2 – 34452 - 8
Name of Bank: Kasikornbank (Mae Sot)

