

2020

Impact Report



EMPOWERING REFUGEE EDUCATION

OUTREACH & COMMUNITY

Cahaya Surya Bakti (CSB) is a registered Malaysian Society founded by Mdm Soraya Alkaff with the vision of providing community-based support and assistance to the refugee population in the state of Johor, Malaysia.

CSB operates **CSB Learning Centres** for refugees in Kempas, Kluang, Pekan Nanas, Muar and Kota Tinggi. It also manages the **Johor Outreach & Community Centre (JOCC)** in Kempas.

CSB is an Implementing Partner of United Nations Refugee Agency (UNHCR) since 2019.



From our Founder

2020 has been a year like no other. For the world, for Malaysia and for refugees living in Johor.

When CSB started, it was with the mindset of creating a safe learning space for refugee children, denied access to local schooling. We started 2020 with high hopes to expand our Education program. Little did we know what lay ahead.

Within a week of the Movement Control Order (MCO) in March, we were receiving desperate calls from the refugee community. The MCO meant no employment and thus no food on the table. In our 2020 plan, we never expected to conduct an emergency food drive distribution in the first quarter of the year! Yet, within weeks of the SOS call, we were distributing food hampers to vulnerable families across Johor. By the end of May, we had reached over 2,500 families in Johor. Children were also receiving home-learning packs but it was evident that the absence of teachers was having an impact on their learning.

Like the rest of the world, we rode the various waves of Covid, having to adjust our programs and operations accordingly.

In June, we were able to re-commence our major project of 2020, the establishment of an Outreach and Community Centre in partnership with United Nations Refugee Agency (UNHCR). Work on the premises was able to be completed by July and operations started in early August. Not without its challenges during a global pandemic, the JOCC program has seen the employment of 6 dedicated and talented Centre staff committed to developing and expanding services for refugees in Johor.



As the year draws to a close, I am incredibly proud that despite its challenges, in 2020, we have more children than ever before receiving an education, having opened a 4th Learning Centre in Muar in August and 5th Centre in Kota Tinggi in October.

Furthermore, by opening the Johor Outreach and Community Centre, refugees in Johor now know that there is a safe space to access credible information and services so they can make empowered decisions about their futures.

It is heartening to see the growth of CSB in the face of the unique challenges and obstacles presented throughout the year. I wish to thank our committed volunteers, teachers, donors, supporters and partners - you have all played a vital role in the transformative journey of CSB.

A handwritten signature in black ink, appearing to be 'Sm' or similar, written in a cursive style.

Mdm Soraya Alkaff
Founder & Executive Director



Whiteboard content:

- Triangle (with a drawing of a triangle)
- Star (with a drawing of a five-pointed star)
- Circle
- Square
- Date: 5 February 2020



About Refugees in Malaysia

Refugees are people fleeing conflict or persecution. They are defined and protected in international law, and must not be expelled or returned to situations where their life and freedom are at risk. As of October 2020, more than 178,450 refugees are registered in Malaysia, including over 14,000 in the state of Johor.

The majority of refugees in Malaysia and Johor are Rohingya refugees. The Rohingya are a stateless Muslim minority in Myanmar and over one million Rohingya refugees have fled violence in Myanmar in successive waves of displacement since the early 1990s.

Due to a lack of domestic policy and framework in Malaysia, refugees are susceptible to detention and arrest. They are unable to work legally and have no access to formal education and while healthcare is available, it is expensive and out-of-reach for families with no regular income.

Refugee community structures are in place across Johor, with communities normally gathering in leader's houses, mosques or refugee schools. CSB's new Outreach and Community Program, the Johor Outreach and Community Centre (JOCC) is aimed at being a neutral ground where refugees can organise themselves and catalyse their own initiatives and activities. It would also be a referral point in Johor for refugees needing assistance in accessing services or receiving protection interventions. Read more about JOCC on pages 16 - 18.



A CSB Learning Centre student returns to his family home after being dropped off by the school van

Our 2020 Goals

1

Expand CSB's Education program to include more out-of-school refugee children in Johor

With over 14,000 registered refugees in Johor, there are many more children going every day without an education. In 2020 we increased the enrolments in our Kempas Learning Centre and prepared and opened a 4th Learning Centre in northern Johor.

2

Open Johor Outreach & Community Centre (JOCC) to bring services closer to refugees

At the end of 2019, CSB partnered with United Nations Refugee Agency (UNHCR) to establish an Outreach Centre in Johor in 2020 to bring services closer to refugees living in Johor rather than having to travel to Kuala Lumpur.

3

Develop CSB's internal controls and procedures to support organisational growth

Even before the unpredictable events of 2020 unfolded, CSB had committed to developing internal controls and procedures in order to ensure that any future expansion was supported by a solid organisational foundation. This includes Finance, Accounting and Administration.

4

Build awareness and engagement about refugee issues, through effective communication

Much of the perception Malaysians have about refugees living in Malaysia has been created on a basis of misunderstanding or misinformation. CSB is committed to doing its part in raising awareness through increased online and offline communication.



GOALS

DETAILS

OUTCOMES

1 Education Program

Continuation of existing 3 CSB Learning Centres and opening 2 new Centres in Muar and Kota Tinggi

- Mobile Education Learning Program launched during Covid pandemic;
- Tablets acquired for 90 students to increase learning engagement;
- Out-of-school children identified and enrolled into 2021 Program.

2 Outreach & Community Program

Opening of Johor Outreach & Community Centre (JOCC) in August 2020

- 3,245 refugee enquiries resolved and actioned;
- 84 vulnerable cases managed;
- Service Mapping undertaken to identify new service providers.

3 Organisational Capacity Development

Development of Internal Controls and Procedures

- Transition to online SQL Accounting and HR software;
- Development of Manuals for Procurement, HR and SOPs for Education and Outreach Programs.

4 Awareness Building & Engagement

Provide engaging content to donors and stakeholders to inform and inspire on CSB's work

- Further development of donor communication and reporting feedback mechanisms;
- Increased online presence via website and social media.

Madam Soraya hands out Christmas gifts to CSB children, donated by an International School, on the first day of the 2020 academic year





Education Program



EMPOWERING REFUGEE EDUCATION

We commenced 2020 with an optimistic outlook. Across our 3 Learning Centres: Kempas, Kluang and Pekan Nanas, a total of 290 Primary students and 24 Secondary students were enrolled for the school year. Extra-curricular activities had been planned with various community partners, including a Creative Arts program with a social enterprise from Singapore and Music, Sports and Craft programs with various International Schools from Johor and Singapore.

When Covid started to take hold globally and the Movement Control Order (MCO) was announced on 18th March, our Learning Centres were forced to close along with all other educational institutions across Malaysia. Our planned activities were drawn to a halt as well as our scheduled fundraising events.

CSB's first priority was responding to urgent SOS calls from the refugee community who, unable to work during the MCO, were struggling to make ends meet. Read more about CSB's Food Distribution response on page 11 - 12.

As part of this response, our teachers prepared home learning packs including, worksheets and activities to occupy the children for 2-3 weeks at a time. Distributions were made on 30th March, 22nd April and 18th May during which time the completed work was collected and new material given out.

The majority of children attending our Learning Centres are Rohingya. Their parents, denied an education in their home country of Myanmar are mostly illiterate. As a result, our children receive very little academic guidance or support at home. This was evident with a response rate of 60% for homework completion during the MCO period. It was clear that without guidance and active encouragement from teachers, our children's learning was regressing despite best efforts to make it engaging and simple to comprehend.

CSB was incredibly fortunate to receive funding from UNHCR to acquire 20 tablets for our Secondary students, including a monthly data subscription so they could have their own dedicated device, affording them the opportunity to be connected at all times. The tablets allowed both independence and the option to seek teacher guidance and support, when required.



Home learning packs ready to be distributed to students during the MCO

We also started WhatsApp groups with the subject teachers in order to facilitate further interaction between students and teachers. Not all students had access to their own mobile phones. Some were shared with siblings or parents which was problematic as they did not receive information on time.

For our younger students, CSB experimented with teachers travelling to different areas of the community to deliver a 90 minute lesson. After some minor changes, we commenced an Outreach Learning Program. Teachers for Kindergarten and Primary visited 2 areas per day covering a total of 10 areas per week. Older students were trained to oversee and mentor the younger students in their work to assist in the time in-between teacher visits.

Later in the year, CSB received further funding from UNHCR for an additional 70 tablets for Kindergarten and Primary students. Using **Kitkit School** software gifted by **Enuma Inc**, our students were able to experience an exceptional early reading, writing and maths learning tool.

To replace the physical extra-curricular activities, we found creative ways to engage with various community partners and are grateful to all of those who persisted during the year in providing exciting opportunities for our children, in the absence of real-life experiences. You can read more about some of these activities on pages 14 - 15.



Secondary students proudly show their new tablets

Despite the difficulties, CSB was still able to meet its obligations in opening a 4th Learning Centre in Muar in August and a 5th Learning Centre in Kota Tinggi in October.

The year started with optimism and ends with optimism as we strive forward to 2021 where we have 550 children enrolled in Primary School and 30 in Secondary School. During our Covid Outreach work, CSB discovered many more out-of-school refugee children. It is our commitment and mission to reach as many of these children as we can for every single one deserves the right to an education, regardless of their 'status.'



Students attend an induction at CSB's newest Learning Centre in Muar, northern Johor



Students line up for lunch at CSB Learning Centre, Kempas. Since the outbreak of Covid-19, CSB must provide lunch to all students as part of new Standard Operating Procedures to ensure a safe and hygienic environment

Covid-19 Response

MCO Extension/Calls of SOS

Following the announcement by the Government that the first Movement Control Order (MCO) 18 - 31 March would be extended until 14 April, CSB immediately started to receive urgent calls of assistance from the Rohingya community throughout Johor state.

Funds Mobilisation

CSB launched an emergency Food Drive Appeal via website/email/social media appealing to donors in Singapore, Malaysia and internationally.

Community Liaison

CSB works with key community focal points to compile data and assess needs.

Resource Mobilisation

Supplies sourced, ordered, delivered and collated with the help of refugee community volunteers, using CSB Learning Centres as storage and assembly points.

Food Distribution

Over 2,500 food parcels including, cooking oil, rice, lentils, onions, canned food, sugar and on some distributions, fresh eggs and fish. During Ramadan, fresh dates were also included.

Financial Assistance

Financial-based assistance was made by CSB to vulnerable refugees including: single mothers and children and medical cases.

Home Learning

'Home learning' packs - each personalised to the ability level of every student - are delivered despite logistical challenges. Our message to our students: 'keep reading, keep learning, keep dreaming....keep moving forward.' Three of our students (pictured right: aged 5, 6 and 7yrs) were so excited to receive their packs that they immediately put on their school uniforms.

Urgent Covid-19 Refugee Food Drive



Refugee families in Johor are greatly suffering.

Please help:

RM 90 or SGD 30 will provide a food parcel for a Rohingya family for 1 month

www.cahayasurya.org





EMPOWERING REFUGEE EDUCATION

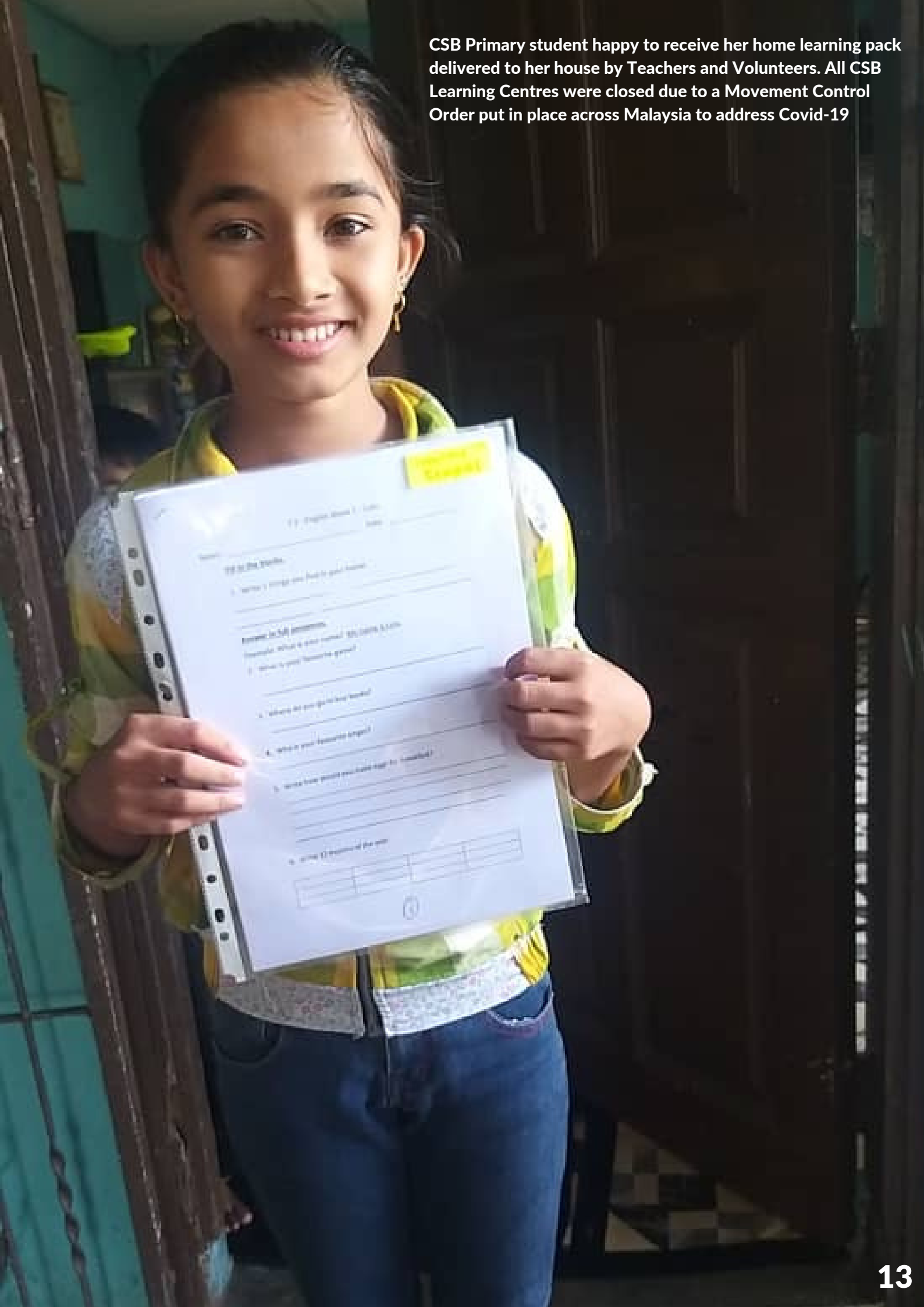
OUTREACH & COMMUNITY

COVID-19 REFUGEE FOOD DRIVE...

WWW.CAHAYASURYA.ORG



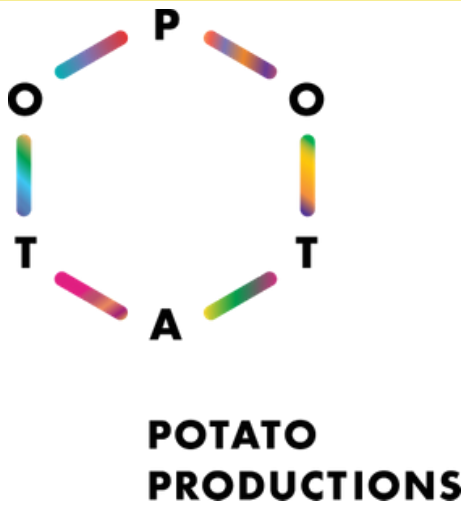
CSB Primary student happy to receive her home learning pack delivered to her house by Teachers and Volunteers. All CSB Learning Centres were closed due to a Movement Control Order put in place across Malaysia to address Covid-19



Key Activities & Collaborations



Newcastle University Medicine Malaysia raise funds for CSB Education Program pre-Covid



Potato Productions Singapore collaborate on several initiatives, including a creative arts program and donating funds to Covid Food Appeal



The Lost Food Project facilitates donation of 200kg of rice by Sunway Group to CSB Learning Centres

RAI Refugee Awareness Week
6 Jun · 🌐

Rohingya in Malaysia subjected to increasing xenophobia and hostility in the face of

... See more



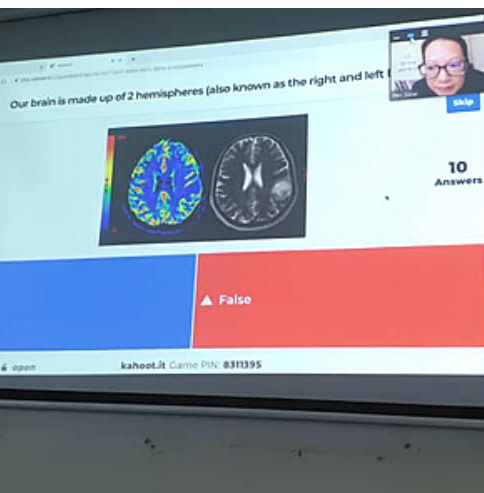
Advocates for Refugees (AFR) Singapore promotes positive discourse as part of Refugee Awareness Week 2020 and hold a fundraising appeal for CSB



Red Crescent Malaysia and GM Seafood donate over 200kg of fresh fish, which were later distributed by the JOCC team to refugees



CSB receives the support of many Volunteer Teachers at all our CSB Learning Centres during the year



Discovering without Borders (DWB), Yen Siow, based in Australia, provides a series of interactive STEM lessons for CSB Learning Centre Kempas students



Coach Henry provides pro bono football coaching to some of CSB's students throughout the year, providing much needed skills development outside the classroom

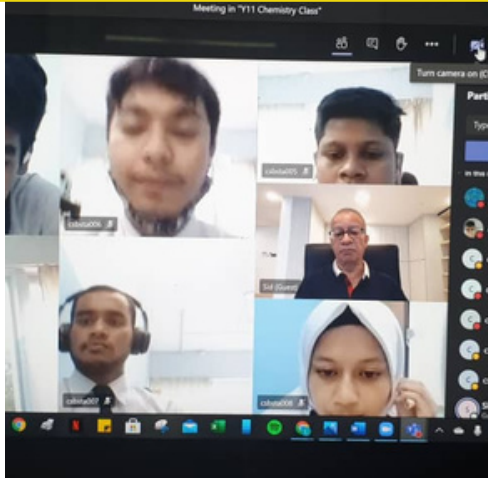


Grade 2 of United World College (UWC), Dover Campus Singapore raised funds for CSB Learning Centres and donate books to our libraries

Key Activities & Collaborations



Singapore group, **Masks4Refugees**, donate cloth, funds, skills and time to purchase materials and facilitate logistical support for the provision of 1,000 masks to CSB



Volunteer **Teacher Sid**, undertakes weekly Zoom Science lessons to CSB Learning Centre, Kempas



Critical operational support for 3 of our Learning Centres by **SonShine Johor** led by dedicated **Teacher Chew**.



Soroptimist International Iskandar Puteri (SIIP) sponsor 5 students' education and transport and also contribute to our Covid Food Appeal



Generous support from a **private donor** enabled CSB to purchase an additional van to transport our children to and from school



Wheelchair donated by **Malaysian Red Crescent National Committee for Community & Services**



International School student, **Sohana Jethnani**, holds a second-hand book sale to raise funds for CSB Learning Centres



Funds donated to CSB Learning Centre by **100 miles to nowhere**, a community fitness challenge to complete 100 miles walking or running before the end of 2020



Individual and Organisational supporters generously contribute towards CSB's Education Program

Outreach & Community Program



JOHOR OUTREACH & COMMUNITY CENTRE
(JOCC)

Key Features:

- JOCC is highly accessible and refugees may reach the JOCC team through any one of these methods: walk into the outreach centre, call the office line, reach out to JOCC's field phones, or send WhatsApp messages.
- 32% of all enquiries received by JOCC through phone call come from refugees settled outside of Johor.
- JOCC also maintains active contact with the focal points among refugee communities, creating another avenue to receive enquiries from refugees.
- JOCC works closely with the partner referral network, health unit, and Gender Based Violence/Child Protection unit in UNHCR. Consequently, the team has been able to make accurate assessments of cases and advocate it to the relevant unit in UNHCR and other service providers for further management.

The Johor Outreach and Community Centre (JOCC) opened its doors to refugees in Johor on 3rd August 2020. Following commencement of operations, the JOCC team has consistently gone above and beyond to ensure community outreach is the centre stone of our activities. We are in a constant state of brainstorming and developing new approaches toward assisting refugees, with high levels of success.

JOCC developed a mobile outreach programme that brought JOCC's services to the refugees' doorstep, mitigating the risks and costs involved in refugees travelling to the centre. The JOCC team advocates on behalf of refugees, connects them to the services they need, seeks out solutions to their problems, and distributes aid.

The biggest challenge JOCC has faced in its journey has been the lack of services accessible to refugees in Johor. We are navigating this by reaching out to service providers to extend their services to refugees.

Refugees may access a wide variety of services at JOCC itself, reducing their need to travel to the UNHCR office in Kuala Lumpur. This substantially reduced the travel and accommodation costs. They also avoided a loss of wages involved in travelling outstation to Kuala Lumpur.



84

Vulnerable cases identified and referred onto relevant agencies

3,245

Refugees queries attended to by JOCC via phone, in-Centre and via Mobile Outreach trips.



JOCC Centre Assistant Durga attends to walk-in refugees at JOCC



JOCC on the Ground

On a JOCC mobile outreach trip to Kulai in September, the team discovered a community of refugees that had been living long-term in Malaysia without being registered with UNHCR. 81% of the community members who attended the outreach programme were unregistered and had been in Malaysia between 3 and 15 years.

"The existence of JOCC in Johor is a blessing for us."

- Rohingya Community Leader



"Being able to be on the ground enables us to better understand the challenges faced by refugees and to extend our services based on needs."

- JOCC Staff Member



JOCC Centre Associate Farin, makes a house visit to a vulnerable refugee

How You Can Help:

DONATE

via PayPal or Credit Card
www.cahayasurya.org/donate

via Bank Transfer

Malaysian Account:

Pertubuhan Kebajikan Cahaya Surya Bakti
RHB BANK BHD
Account No: 251076 0000 5037
RHBBMYKL - Swift code

Singapore Account:

Alwiyah Ali Alkaff
CIMB Account No: 1001 130 246
CIBBSGSG - Swift code

For bank transfers, please email:
donate@cahayasurya.org following transfer so that
we can issue a receipt or, if you have any issues
making your donation. Thank you.

VOLUNTEER

Volunteer your time, expertise or
professional services

Email: volunteer@cahayasurya.org

COLLABORATE

Speak to us about how we might
be able to collaborate

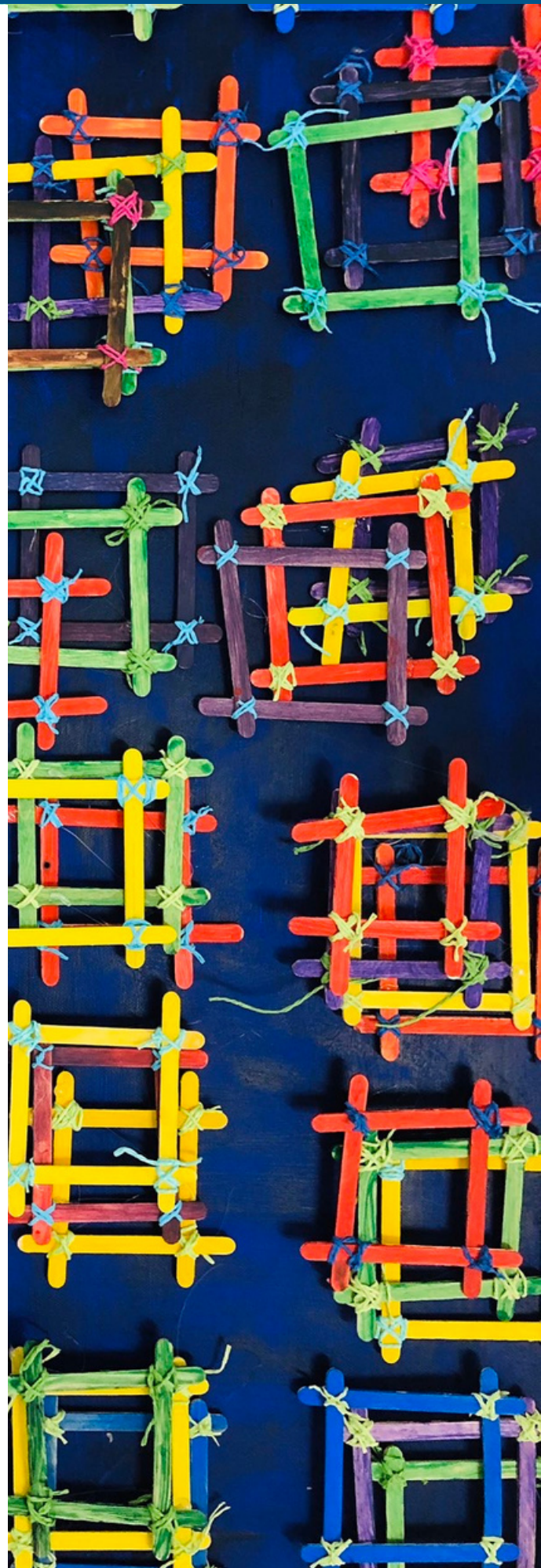
Email: partnerships@cahayasurya.org

SPREAD THE WORD

Arrange for CSB to give a *Refugee
Awareness Talk* at your School,
University or Workplace

Email: info@cahayasurya.org

www.cahayasurya.org



We thank you for your ongoing
support of our programs



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OUTREACH & COMMUNITY

CSB Education | info@cahayasurya.org | www.cahayasurya.org
CSB Outreach & Community | info@johorocc.org | www.johorocc.org

PERTUBUHAN KEBAJIKAN CAHAYA SURYA BAKTI (CSB)
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Photos by CSB Staff & Volunteers