



Our mission... to restore Hope, Dignity and Promise to these once proud and prosperous people

Newsletter

August 2013

Your Donations Fulfil our Dreams From Kemsour our Founder & Managing Director

Over the past few months, there have been several noticeable achievements accomplished at New Hope Cambodia. These triumphs have helped to reduce demands, strengthen management and increase services to the neediest people in our community. Many problems facing these people have been resolved, which is extremely satisfying for staff & students here at New Hope.



The whole compound has progressively changed, creating a safe, comfortable and aesthetically pleasing environment. The grounds were initially dirt, but renovations saw this area covered with pavers. The children can now play happily both in rainy and dry season. This has also reduced the amount of dirt and dust that managed to find its way into classrooms, the restaurant and medical clinic. An alfresco area now graces the entrance to our restaurant, offering a beautiful outdoor area to relax among the flowers and shrubbery. Staff, volunteers and visitors frequent this area daily. Our sincere thanks go to Carmel Haymen & Jenny Dryer for funding this initiative.

The presence of the new security hut provides a safe and secure environment, using the latest technology of an electronic finger print system for staff. Visitors must sign in and receive an identification tag during their visit to NHC, effectively restricting the entry of strangers on the premises. The information board is an efficient way of ensuring our community is kept up to date with important events and happenings at NHC. Some of our staff are delighted with their new

uniforms, proudly designed and sewn by the women who participate in sewing classes.

We value our staff and volunteers, aiming to improve their working conditions continually. One of our most recent projects included providing wheelchair accessibility to all buildings at ground level. Regarding education and training programs, we have increased cooperation with other NGOs to share valued experience and knowledge.



In January this year NHC bike repair shop opened, providing free repairs for students, volunteers and the poor people. This was opened through necessity as we often had children or families applying for a bicycle only for us to find that they already had a donated bicycle but what we found was that because these poor people had barely enough money to cover their food needs they had nothing left to repair the bicycles that had been donated. Three people are now employed as permanent staff members to operate the repair shop, often with the assistance of our maintenance staff & occasional volunteers. Many donated bicycles were being left at home unused as the poor families had no money to repair them. We thank Southport School for funding the building & the Walk on Water girls for supplying many spare parts.

"Taylor House" the Women's Shelter has also received a facelift recently with paving along the front, a new playground, bench seats, and the establishment of a vegetable garden. We grow many popular vegetables including morning glory, lemon grass, spinach, radish and eggplant.



Achievements List:

- ❖ NHC gravel paving
- ❖ Wheelchair Access to School and Clinic
- ❖ Library shelving
- ❖ Restaurant Department uniforms
- ❖ Tour Department uniforms
- ❖ Education Department uniforms
- ❖ External wall
- ❖ Child Protection training
- ❖ Spare laptop computer
- ❖ 2 x Moto's for Clinic
- ❖ Security Guard office
- ❖ Information board
- ❖ Internal wall flower bed
- ❖ Wheelchair access to restaurant
- ❖ Sewing machines & material for children's uniforms
- ❖ Helmets for Outreach & Clinic staff
- ❖ Driving licenses for Outreach & Clinic staff
- ❖ Air conditioner for IT room
- ❖ Electronic fingerprint machine
- ❖ PABX Telephone System
- ❖ Bike repair shop
- ❖ Restaurant garden furniture
- ❖ Children's playground equipment
- ❖ Furniture for PR Manager's office
- ❖ Repairs to old clinic
- ❖ Cameras for Outreach Department
- ❖ Wall fans for Clinic waiting area

NY MAKARA



Outreach is pleased to introduce a new member of our team, Ny Makara. Makara, who will turn 18 this year and has completed his high school education in his homeland Kampong Thom. He is now attending University in Siem Reap where he is studying English Literature. Makara is a quiet, polite young man with a cheeky sense of humour; he has proven to be a valuable addition to our team.

To Support our Crisis Care Club go to the website:

www.newhopeCambodia.com/crisis_care_club.pp

If you would like more information please contact outreach@newhopeCambodia.com

OUTREACH REPORT

The last few months have been very busy for the Outreach Department. We have a huge demand on our limited resources and with the rainy season approaching a large number of families have requested help to repair their houses in order to have sufficient shelter from the rain. During this season people have nowhere dry to sleep and are constantly sick as a result of this, so we are trying to repair as many houses as possible.

We have given out the following items to our poor families over the last three months

Outreach Stats over the last 3 months

Mats	72
Bicycles	71
Mosquito nets	119
Shoes	323 pairs
Blankets	65
Tarps	41

We have also repaired 17 houses, installed a new water pump and distributed 1,875kgs of rice over and above our monthly quota of about 12 tonnes of rice to our sponsored families.



The following two stories depict families at opposite stages in their lives showing our sponsored families cover a wide range of ages and family structures.

LONG SAN



Long San is 84 years old & his long life has been a constant struggle with poverty. He and his first wife had two daughters, who both died from starvation when they were very young. Long San and his wife were sent to work in a forced labour camp under the Khmer Rouge. Sadly she succumbed to illness and died as there was no medical help for the workers who worked long hours in horrific conditions.

A few days after his wife's death Long San was told that he was too old for the hard work and was sent to another Province to look after cows. On his arrival he was horrified to learn that he was to be married that day to a woman selected by the Khmer Rouge. Fortunately the couple became very close and they remained together happily after Pol Pot's downfall. Long San sadly never had more children. He and his wife worked as labourers in return for rice and shelter for many years but this was becoming harder as they were getting older and the years of forced labour were taking their toll on their health.

Six years ago Long San's wife died, he was devastated and left the village where they had been so happy together as it had too many memories. He eventually made his way to Mondul Bai where he found the HBHC and came in asking for medical care. The clinic staff asked that Outreach review his home situation and they found him sleeping under a tarp, collecting rubbish and sharpening knives to buy a little food.

He has now been provided with a small house and has a sponsor so he no longer has to go without food. He has been given glasses and a hearing aid by the New Hope Helen Bonner Clinic and is a favourite with the staff. We will do our best to make his last years as comfortable as possible.

MAM SOKHEM



Mam Sokhem is a 25 year old lady who was raised by a surrogate grandmother who was a Buddhist Nun. They lived at a Pagoda in Battambang. She met her husband Samourn at her grandmother's funeral. They lived with his family until she was four months

pregnant but they were then asked to leave, Samourn's family did not approve of Sokhem as she was an orphan.

The young couple struggled to survive and when she was 7 months pregnant Sokhem began bleeding heavily, she had to travel to Siem Reap where their son Pakseth was delivered by caesarean section. He weighed just over 1 kg. One week later the mother and tiny baby were discharged from hospital, returning to Battambang to discover their belongings in the street as they had been unable to pay the rent. They struggled to find work and most of their earnings were spent on milk for Pakseth who was unable to breastfeed due to being born prematurely.

Then Samourn became sick, coughing up blood, when he could no longer work they were again evicted and on the streets & they had no money for a doctor. They sought shelter in different Pagodas and the monks gave them a little rice, Sokhem came to the New Hope Helen Bonner Clinic desperate for milk for Pakseth.

The family have all been treated at the clinic, Samourn is now a lot better and Pakseth has milk. Outreach has found them a sponsor and a house & they have also been provided with household goods. Hopefully their lives will continue to improve and Pakseth will receive an education when he is old enough. Sokhem will finally have the home and family she has dreamt about



Dental treatment at New Hope Cambodia



In 1st world countries people complain and complain about the state of health care and often a particular focus is given to dental waiting lists and the limited access to dental care struggling people often have. And while this may be considered

shameful of the Western governments that people sometimes have to wait a year for their free dental care, here in Cambodia not only is the wait much longer but the free treatment is generally just pulling teeth out.

The local adult hospital here has a “free” dental service, which you have to pay to see the doctor and then buy your own medications after your extraction, which is generally the only procedure that is performed. If you are unlucky enough to have a front tooth that has a cavity or has been damaged in some way due to an accident, well unfortunately unless you have a hundred dollars to spend on your free dental care, you are going to end up with the toothless grin of a 6 year old.

NHC has negotiated a contract with a western standard dental practice here in Siem Reap where they will see our patients and staff free of charge with resulting procedures charged at a discounted rate. So far we have had 12 of our staff undergo treatments at the practice as well as four patients.

The procedures have varied but for each person it has brought a relief from pain, embarrassment and the significant risk of ongoing health issues related to extensive tooth and gum decay.

We are very grateful for the financial support raised by Nerida Firth, which has enabled us to treat so many staff. Nerida and her very generous supporters have raised a substantial amount of money but as the cost per patient is so variable, it is impossible to calculate how long Nerida’s tagged donation will last.

We will be continuing with the program as it is within our established approved budget but, we also have started looking for ongoing donors to support the work long term. If anyone is interested in finding out more about the dental program including our education and tooth brush exchange programs or the dental practice we partner with, please contact Jody, Medical@newhopeCambodia.com

Volunteer Department



The Voluntourism area of New Hope Cambodia is often the first point of contact for people wanting to Volunteer with New Hope Cambodia. We have a tight knit team consisting

of Ches Channy, Anthony Ellbourn and Mark Addington who all work well together and are constantly looking at ways on how to improve things in this busy and expanding area of New Hope Cambodia.

The role of this department is to answer all incoming e-mails from people who are interested in volunteering with New Hope Cambodia then following up with their applications and their requests, providing them information which will help them better prepare for their time with us.

Voluntourism works very closely with our good friends at G Adventure Tours a large Canadian based Tour Company and we liaise very closely with the team in Bangkok. We look after booking accommodation for the incoming volunteers at Golden Village where we enjoy corporate rates plus meeting all volunteers at the airport, taking them back to their Guesthouse or Hotel and then giving them an orientation tour around Siem Reap.

We enjoy a close working relationship with the team at Golden Village as that’s where the majority of Volunteers stay including Anthony and Mark, both from the volunteer department.

The orientation around town is a walking tour which goes through the Old Market, pointing out Restaurants, Pharmacies ATM/Banks as well as the 2 western style Supermarkets here in Siem Reap.

We organize the buying of bicycles, from our bicycle repair shop for those who want to buy a bike for their use whilst staying here in Siem Reap and who then generously donate it back to New Hope Cambodia for the Outreach team to then pass onto a family in need. Cycling around Siem Reap is a great way to get around and we tend to cycle out to and from New Hope Cambodia as a group.

We give all volunteers, on their first day an orientation around the campus where we explain what we do and how we do it. We are the point of contact for all the volunteers and we have an open door policy where all volunteers can come and sit in with us if they want a break or a bit of quiet time.

Staff Profile; Ches Channy



Ches Channy, or Channy to everyone here at New Hope Cambodia moved from a poor rural background. He spent the first 12 years of his life living in the floating village

named Kompong Kleang with his Mother, Father and older Brother and Sister. His Father was a fisherman and his Mother worked on a lotus farm growing Lotus flowers, although she had been trained as a medic. Neither of his parents were fortunate enough to receive a formal education, only learning by secretly watching through the window of the school at the local Pagoda.

At age 12 Channy moved to Dam Dek district to live with his Uncle and help him in their market stall in the afternoon so that he could attend school in the morning. His parents were very sad for their little boy to move away but were so proud of Channy for deciding to make the move away from his family to better his future. He would often ride the 3 hour trek on his bicycle back to the floating village to visit his family for the weekend.

When he was 16 years old, he decided it was time to enter the next phase of his life and move to Siem Reap to stay with friends so that he could further better his education and hopefully find a job. He had heard about free English schools in Siem Reap and thought this would be a great opportunity for him. He had managed to pick up a few phrases of English to get him by with the tourists and knew that he wanted to learn more, so Channy studied at a Pagoda for 1 year where he would walk 30 minutes through the forest and rice fields to get to school. His neighbour in Mondul Bai opened a new NGO, Channy offered to help him find students for this new school and Channy also enrolled in this school as it was closer to home. This new school was called New Hope Cambodia. His parents also sponsored Channy to get an education at a Public Khmer school so that he could complete his Public education and in 2013 Channy will successfully pass his Year 12.

Channy quickly took to the opportunity of getting an education at New Hope Cambodia and before long because of his bright outgoing personality, language skills and his enthusiasm he was offered a job working in the restaurant as a waiter. This was a job that he loved as it gave him a chance to practice his expanding vocabulary and mix with the people who came into the restaurant. In short he was brilliant.

When New Hope Cambodia moved in September 2011 from its previously rented premises into its purposely built new premises Channy relished the new environment and improved on his already amazing skills. As there was an opening in the Outreach Department, Channy was a natural choice as it furthered his already extensive knowledge of what New Hope Cambodia was doing but also because of his compassion in understanding the problems that most Khmer people face on a daily basis. Channy quickly became an integral part of the Outreach team working in the field, visiting families, writing updates as well as helping build the profiles.

Then as the Voluntourism area was growing Channy was the perfect choice to move across from the Outreach Department and meet the challenge of this department. In true Channy fashion he met this head on and has excelled and quickly become a favourite with all the Volunteers who come to New Hope Cambodia and give us their valuable time. His positive attitude, warm and friendly nature and his work ethic are a bonus and he has gone from strength to strength in this department.

Channy is a real success story of what New Hope Cambodia is trying to do and that is giving the poor people of this struggling country an opportunity to get an education and help them on their life's journey.

Social Media

In keeping with ever fast paced trends NHC now has its own Social Media sites which include Facebook, a Blog & we are also listed on Tripadvisor for our fabulous Training Restaurant which is sponsored by GAdventure & Planeterra.

Minea our new Marketing Assistant whose story we will tell in a future issue has the important responsibility of maintaining each of these sites & responding to issues raised so please take the time to read some of the stories she is posting about NHC activities & please like the Facebook page to stay updated.

Anybody that has visited our Training Restaurant & has enjoyed the amazing food & service please feel free to put a review on Tripadvisor.

Our Facebook site can be visited on NewHopeCambodia & the blog can be found on newhopecambodia.blogspot.com

Run Forrest, Run!



Sally volunteered for 6 months at New Hope Cambodia (NHC) with the Outreach and Crisis Care team in Siem Reap. Through her work with Outreach she became increasingly aware that many of the poverty stricken families being assisted had housing that would not withstand the upcoming monsoon rain and **floods**.

While some had thatched houses in really bad repair, others had no actual house as such and lived under shelter constructed from anything they could find - tarps, rice bags, bamboo thatch, wooden crates etc all mashed together to try and provide some form of shelter.

Sally and her partner Rob, a cabinet maker who hates running, recently ran the Sydney half marathon (21ks!!) in May to help raise funds for our Go Fundraise: Run Forrest, Run!! project on the New Hope Cambodia website.

Their goal was to help as many impoverished families as possible stay dry and safe and without serious illness like typhoid, pneumonia, malaria, dengue fever etc which increase 10 fold during the rainy season, by supplying them with materials to weatherproof their homes.

With the help of the amazing Khmer Outreach staff and a burly NZ volunteer named Joe McBride, they assessed 32 families in the Mondul Bai slum area in desperate need of urgent house repairs, and 5 at risk families who need a new (permanent) home.

Living and working with these beautiful, gentle people in their homes really made Sally aware of the differences between lives in Australia and lives in Cambodia. Cambodia has no government funded housing, no health care like Medicare, no disability or aged pension, no disability or other social support services... And Australia hasn't had a megalomaniac like Pol Pot wipe out all of the educated people 30 years ago causing a crippling cycle of poverty.

The average Khmer (Cambodian national) earns between \$40 and \$90 per month for 10 hour shifts with one day off per month, and many spend each day struggling to find their next meal, let alone afford any 'luxuries' like medicine if ill, rental of a decent room/house, or education for their children.

New Hope Cambodia would like to congratulate Sally and Rob on their amazing efforts; together they raised a total amount of \$6751. This money has helped repair & rebuild houses in Mondul 3 as well as pay rent for families for one year.

Mareeba High School



In March/April this year a group of Students & Teachers from Mareeba High School volunteered their time at New Hope. This was the second such visit by Mareeba following a similar trip in 2011. Thanks to the students fundraising efforts we were able to purchase a new Marquee to be used at our monthly Rice Drop when most of our nearly 300 families come to collect food supplied by our very generous sponsors, The food is supplied on condition of their children attending our school as without education there is no hope to break the cycle of poverty.

Unfortunately due to the growing number of families we had insufficient shelter from the hot sun in summer or the torrential rains in the wet season.

Thanks to Mareeba Schools kind donation we are now able to provide shelter from the elements for these wonderful people.

Contact Us

Sot Kemsour- Managing Director
(kemsour@newhopecambodia.com)

Ron Carter- Operations & Public Relations Manager
(publicrelations@newhopecambodia.com)

Roden Peng- Education Coordinator
(education@newhopecambodia.com)

Jody Bonar- Service Manager and Medical Coordinator (medical@newhopecambodia.com)

Cheryl Elliot- Outreach Coordinator
(outreach@newhopecambodia.com)

Mark Addington- Volunteer Coordinator
(voluntourism@newhopecambodia.com)

New Hope Cambodia
Mondul 3 Village Slokrom
Commune Siem Reap
Kingdom of Cambodia
info@newhopecambodia.com