

# ANNUAL IMPACT REPORT

2021



## A Snapshot of VOICE's work in 2021



510

Clients received emergency crisis support (eg. clothes, food, shelter)



4,978

Counselling sessions and mental health check-ins were provided to people in crisis (20 per work day)



42,306

Meals were provided to people in crisis.



8

Voice university scholarship recipients graduated from university

## Overview



162,504 Total Spending



13 Staff Employed

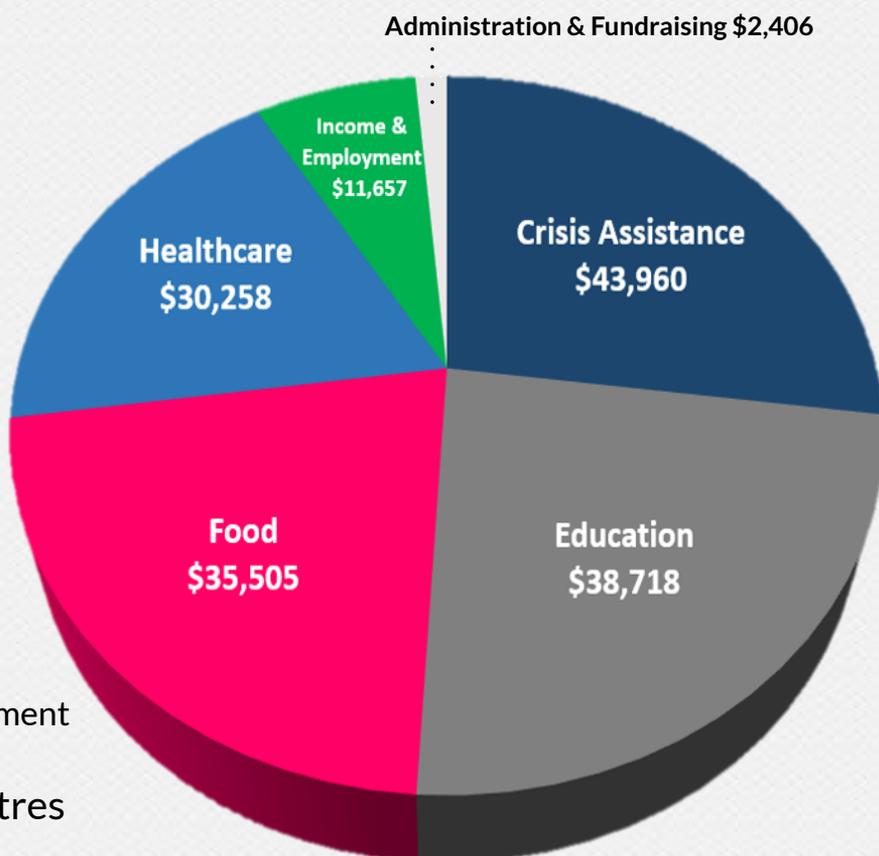


5 Key Program Areas

- crisis assistance
- access to education
- access to food
- access to healthcare
- access to income & employment



2 Community Crisis Centres



# Crisis Assistance

In 2021, during the height of the COVID pandemic, VOICE continued to provide emergency relief to people in crisis.



4,978

counselling sessions and mental health check-ins provided



38,900

emergency meals provided to clients in crisis to prevent extreme hunger in COVID isolation



39

people received emergency shelter assistance to prevent homelessness



195

provisions of documentation assistance to 137 clients (ID documents and poverty certificate to get COVID govt assistance and vaccine)



269

distributions of emergency materials (clothes, mosquito nets, toiletries, masks/PPE, seeds)



294

instances of travel assistance provided to enable clients to access crisis-related services (eg. healthcare, counselling)



1

emergency response support to domestic violence cases affecting 4 people



50

people benefitted from 15 VOICE small business grants and employment assistance



5

new mothers in crisis received hospital treatment and newborn baby supplies

People were being taken away in COVID Ambulances from right outside our VOICE crisis centres.



In 2021, the COVID pandemic caused crisis levels like VOICE has not witnessed in our 10 years of work.

In February 2021, COVID cases started to rapidly rise in Cambodia. Many parts of Phnom Penh were put into strict lock down (known as "red-zones") and people were unable to leave their houses. Schools were closed. Businesses were closed. People were sick, dying, had no income and no food. People began to starve. Whole families were struggling to survive alone.

Located within the red zones, hundreds of people came to VOICE for help.



**When COVID hit in 2021, unprecedented numbers of people came to VOICE Community Centres asking for help. VOICE staff worked overtime to meet the huge demand for food.**

VOICE's Community Centres are located in what were "red-zones" where there was high COVID community transmission and police-enforced lock-downs were in place. VOICE staff already had good relationships with local authorities and people in crisis in these areas so we were well positioned to provide crisis assistance, although the increase in demand was overwhelming.



# Food

In 2021, VOICE undertook a mass distribution of emergency food. Many had no income, no food, and were locked in their houses, starving.



# 4,978

counselling sessions and mental health check-ins provided to people in crisis (20/work day in 2021)



VOICE food deliveries were the only access to food for many people.



In 2021, VOICE delivered more emergency food rations than ever before to ensure families had enough to eat.

VOICE rapidly adjusted our service provision to ensure that people in crisis were not starving alone in their homes. All of our staff had been vaccinated and they bravely conducted contactless delivery of emergency food rations directly to our clients most in need.





People testing positive of COVID were collected from their homes and taken directly to a COVID quarantine facility. Their houses were fumigated and taped off. Other members of their household were stigmatised, isolated, and had no access to food and essentials. **VOICE was often their only source of food.**

The nationwide food shortage (with all businesses closed and people forced to stay at home) led the Government to eventually establish a subsidised food distribution scheme, but accessing it required ID documents and an official poverty certificate. Most of our clients did not have these official documents and required extensive assistance from VOICE to obtain them.



# 137

clients received full documentation assistance to obtain official identification documents and the poverty certificate required to get COVID government assistance and the COVID vaccine





**38,900**  
emergency meals  
provided to clients in crisis  
to prevent extreme hunger



VOICE worked with local authorities to establish safe, contactless food collection points at our VOICE community crisis centres.



# Food

VOICE provides emergency food assistance.  
No one should go hungry.



We continued home delivery of food when necessary.





VOICE staff welcomes a new mum home from hospital

**VOICE provides holistic crisis support to expecting mothers in crisis. First we listen.**

We assist expecting mothers in any way they need, ranging from helping them access professional medical check-ups and birthing facilities, ensuring they have someone with them at their birth, ensuring they have a safe place to come home to and food to eat, and providing all the essential items a baby needs.



In 2021, Voice provided



**5**  
new mothers in crisis with hospital treatment, baby supplies, and crisis assistance



**Photos below: A nurse from Kompong Chnang (a rural province in Cambodia) contacted VOICE. She had just assisted a lady in crisis to give birth. The lady is blind, her husband is elderly, they had no food, or support - the nurse knew they needed help. By the next day, VOICE had supplied baby materials, crisis supplies, and a month worth of food to the family to ease their burden as they welcomed their new bundle of joy into the world.**



# Shelter

VOICE understands that every human has the right to safe shelter and adequate standards of living



In 2021, Voice provided



39

people with **emergency shelter** and **shelter upgrades** to prevent homelessness and improve standards of living



When VOICE first met Mr T\* and his daughter, it was rainy season in Cambodia and their small hut was far from weather-proof. They asked us for a tarpaulin to protect them from the rain and a water tank so they could collect rain water for drinking/bathing.

VOICE gave them water tanks and a tarpaulin so they could be protected from the weather, until we built them a completely new house. VOICE worked with local authorities and Mr T's siblings to arrange for a plot of land to be allocated to Mr T and his daughter.

Mr T and his daughter rely on the generosity of their community for food and supplies. During COVID, they didn't have any food. VOICE supplied them with food, school materials, and other essentials and we continue to help them access disability support.



# Income & Employment Assistance

VOICE empowers people in crisis to regain independence.



50

people benefitted from 27 small business grants and employment assistance

VOICE purchased Kim's family a sugar cane juice cart .



A terrible incident plunged Kim\* (16 years old) and her family into crisis in 2021. VOICE provided trauma counselling and legal support. Kim (an orphan who was cared for by her Grandma) wanted to go back to school instead of working to support her family. VOICE brainstormed with the family how they could earn an income and Kim go to school. They decided that they could take turns selling sugar cane juice during the day (Kim after school).

# Education

VOICE understands that education is the key to unlock their future.



148

School packs provided to at-risk children



8

Full-fee paid University Scholarships provided



2

Full-fee paying Vocational Education Scholarship provided



397

"extra class" scholarships were provided to 66 students for whom the classes were compulsory but cost-prohibitive



4

Full-fee paying English School Scholarships



17

mobile phones were provided to enable "online learning" while schools were closed



71

phone cards (phone credit) were provided to 17 students to enable online learning



352

instances of homework assistance was provided to 71 clients



7

VOICE Scholarship Recipients Graduated University



With schools closed throughout 2021 due to COVID, it was more important than ever to ensure children had access to text books and learning materials.




**352**  
instances of  
**homework assistance** was  
provided to 71 clients



COVID-safe collection/drop-off point with 2 metre social distancing barriers and signs.

With schools closed and no access to remote learning or a quiet place to study, when the Government allowed it, VOICE supported the most vulnerable students to study at our VOICE Community Crisis Centres in scheduled shifts. VOICE hired a qualified teacher to assist the children to continue their studies (despite COVID ambulances regularly driving by to collect people from their community).

As school closures continued, we recognised our students were becoming particularly stressed. **Most had no access to a smart phone, internet, or even a printer in order to continue "online learning" with their peers.** Disadvantaged students were becoming increasingly disadvantaged and were at risk of discontinuing their education.



A household collecting their educational materials, smart phone and phone card from our VOICE COVID-safe Collection Hub enabling the children to continue their education remotely.

VOICE printed out school materials, distributed smart phones and phone cards, and assisted students to continue their learning however possible.



**17**

mobile phones were provided to enable "online learning" while schools were closed



**71**

phone cards (phone credit) were provided to 71 students to enable online learning





# 148

School packs provided to disadvantaged and at-risk children







## In 2021

Voice provided



# 8

Full-fee paid VOICE University Scholarships

## AND



# 7

VOICE University Scholarship Students Graduated University



## CONGRATULATIONS to our University Graduates!

### The future of Cambodia is bright

VOICE scholarship recipient, Moniroth, graduated with her Honours degree in Architecture in 2021, completing a thesis and developing a design for a new Performing Arts Training Centre for Cambodia.

VOICE has known Moniroth and her family for many years. She is a worthy VOICE scholarship recipient and we are very proud of her.

Moniroth now has a job as Architectural Designer at an established architectural firm and is proudly supporting her family. She wants to become a famous architect and develop her country.

*"I grew up with VOICE organisation and I am so thankful to VOICE. VOICE helped my family in times of need and adversity, which allowed me to focus more on my studies. I have worked hard, and now I have success in my study and my work. Now I am an Architect. Thank you VOICE for helping me achieve my dreams with a Voice University Scholarship.*

*Over the years, your kindness has helped me, my family, and many people in Cambodia, to get better. I am happy to volunteer to help VOICE whenever they need me under any circumstances."*



**Thoun Moniroth**  
Graduated with a Bachelor of Architecture (Hons) from PPIT



*"This scholarship has been very important to me. It reduced the poverty on my family and has helped me reach my goal. Without the scholarship, I would have no choice but to find a job to support my family instead."*

*I am the oldest boy of 5 children. I have had a hard life. It was difficult for me to study and work. If I work too much my study fails, if I study too much my work is not good. I applied for a scholarship with VOICE and I was so happy when I passed the interview. Now I've studied 5 years and finished. I love my job and I dream to one day have my own construction company.*

*I hope VOICE donors have good luck all the time, have happiness with family, and get more salary from your job. Thank you so much for the scholarship."*



**Oeurn Sokon**  
Graduated with a Bachelor of Civil Engineering from Norton University



**Thoun Vichra**  
Graduated with a Bachelor of Tourism from Mekong University

*"Thank you so much VOICE for your scholarship and for your help to my family."*

*Your generosity has inspired me to help others and give back to the community. I hope one day I will be able to help students achieve their goals just as you have helped me."*

*"Getting the VOICE scholarship was a huge achievement for me. I am poor and I am an orphan. VOICE gave me the chance to get a better life than my past. I want to become a manager in a company, and when I have enough money, experience, ability, and management skills I am going to start up my own business."*



**Khen Na**  
Graduated with a Bachelor of Management from National University

*I am thankful to VOICE staff for always helping and guiding me so I can achieve my goal"*



**Chan Linda**  
Graduated with a Bachelor of Accounting from Mekong University

*"I met Kristy when I was young. If VOICE didn't help my family, I wouldn't be able to continue to study, then or now."*

*Without this VOICE university scholarship, I would have had to find a job to support my family and help my siblings go to school and finish grade 12. After that, maybe I could save money to go to university. But instead, VOICE helped all of us.*

*Now I've graduated and I am an accountant. And my younger brother has a VOICE Scholarship to study to be a doctor. We will look after our family. "*

*"I plan to help other people like me in the community. I will share my skills (such as teaching English, helping each other, speaking in public) to help the next generation."*

*My mother died when I was 12. After that it was hard. Before I met VOICE, I used to be a quiet person, very shy, not brave, and not good at communicating or talking about my emotions. VOICE has helped me feel confident and I can now speak in public in front of many people.*

*I'd like to thank VOICE and VOICE donors for supporting me - a girl that lives in a poor family, without anything. I wish my donor good health and luck."*



**Sreng Chitra**  
Graduated with a Bachelor of English from Western University

VOICE believes everyone deserves access to professional healthcare if they are sick or injured.



**441**

Instances of **health support** (GP visits, hospitalisations, medication & treatments) provided to people in crisis



**216**

Instances of **transportation** to access healthcare and treatment provided to people in crisis



**85**

Hospital admissions covered to support people in crisis



**43**

Instances of specialised **treatments and medicines** provided to people in crisis



**22**

people in crisis received **emergency dental treatment**



**117**

people in crisis supported to visit a professional **medical doctor** when needed



VOICE assists clients access specialised medical treatments



VOICE provides basic first aid and family health assistance



VOICE provides access to vaccinations



47

people with Thalassaemia Major were assisted to access healthcare and other services



82

Blood Transfusions were received by Thalassaemia patients through VOICE assistance



97

Units of blood donated for clients with Thalassaemia Major



9

Courses of Iron Chelation Medication provided to Thalassaemia clients



12

provisions of food, transport, and accommodation assistance to enable a remote Thalassaemia client to access medical care.



104

Instances of health support (GP visits, health information, medication, hospital visits) to Thalassaemia clients

## Thalassaemia Clients



In 2021, VOICE assisted 47 young people with the genetic blood disorder Thalassaemia, and their families, to access medical care (including 82 blood transfusions) and to ease the burden of living with a chronic illness.



## VOICE Volunteer Blood Donors



We are very grateful to all of the 97 **VOICE heroes** who volunteered their blood to help our Thalassaemic clients to receive their life-saving blood transfusions.

Despite COVID and the extreme blood shortage in Cambodia, in 2021 these blood donors enabled VOICE to facilitate 82 blood transfusions for people living with Thalassaemia in Cambodia.

## Profit & Loss

Voice Inc	
1 January 2021 to 31 December 2021	
	31 Dec 21
<b>Income</b>	
Aust: Donations	\$197,190.39
Aust: Reimbursement	\$37.75
Camb: Bank Interest	\$37.73
Camb: Client/Staff Loan Repayments	\$745.20
Camb: Donation direct to Cambodia	\$8,944.72
<b>Total Income</b>	<b>\$206,955.79</b>
<b>Gross Profit</b>	<b>\$206,955.79</b>
<b>Less Operating Expenses</b>	
Aust: Business Expense - Accounting Fees	\$603.46
Aust: Business Expenses - Bank & Currency Transfer Fees	\$92.09
Aust: Business Expenses - Printing, Posting, Marketing & Fundraising Fees	\$1,244.12
Aust: Business Expenses - Internet, Office Supplies, Office Equipment, Sundry	\$443.27
Aust: Business Expenses - Telephone	\$390.25
Aust: Employee Benefits - Professional Development	\$22.89
Aust: Employee Benefits - Superannuation Paid	\$5,130.00
Aust: Employee Benefits - Salary	\$36,000.00
Camb: Business Expense - Bank Fees	\$164.36
Camb: Business Expense - Business Registration Fees	\$334.33
Camb: Crisis Centre - Beoung Kak - Rent	\$7,460.17
Camb: Crisis Centre - Beoung Kak - Utilities, Office Supplies, Cleaning & Maintenance	\$3,359.55
Camb: Crisis Centre - Chouk Va - Utilities, Office Supplies, Cleaning & Maintenance	\$1,368.67
Camb: Crisis Centre - Chouk Va - Rent	\$3,979.83
Camb: Crisis Centre - Food & Food Related	\$2,592.10
Camb: Crisis Assistance - Food	\$7,976.46
Camb: Crisis Assistance - Loans/Grants	\$1,419.66
Camb: Crisis Assistance - Other	\$1,589.19
Camb: Crisis Assistance - Rent, Clothes, Supplies	\$1,167.99
Camb: Crisis Assistance: Live-In Clients (Not-Food)	\$98.01
Camb: Education - School Packs	\$3,086.51
Camb: Education - University	\$7,262.42
Camb: Education - Vocational Education & English School	\$1,627.75
Camb: Education - Transport to School	\$268.57
Camb: Education - Other Educational Assistance	\$1,535.96
Camb: Healthcare - Transport & Accomodation	\$363.23
Camb: Healthcare - Treatment & Medicines	\$2,470.67
Camb: Healthcare - Dentist related	\$517.19
Camb: Healthcare - First Aid Supplies	\$397.05
Camb: Healthcare - Other	\$347.83
Camb: Healthcare - Thalassaemia Assistance Project	\$1,077.54
Camb: Income & Employment - Business Loan/Grant	\$287.21
Camb: Income & Employment - Other	\$13.30
Camb: Staff Benefits - Salaries (12 Staff, 2021)	\$54,677.39
Camb: Staff Benefits - Insurance	\$4,092.44
Camb: Staff Benefits - Leave Payout	\$171.96
Camb: Staff Benefits - March Bonus Salary	\$3,390.02
Camb: Staff Benefits - Professional Development	\$275.86
Camb: Staff Benefits - Self Care, Staff Training, Meetings, Networking	\$378.19
Camb: Tax - Income & Other Tax	\$30.41
Camb: Telephone - Country Rep, Case Worker/s, Thalassaemia	\$865.05
Camb: Travel	\$3,002.98
Foreign Currency Gains and Losses	\$890.67
Miscellaneous	\$37.02
<b>Total Operating Expenses</b>	<b>\$162,503.62</b>
<b>Net Profit</b>	<b>\$44,452.17</b>



*Helping people in crisis in Cambodia.*  
First, we listen.

**Australia - VOICE Bank Account**  
Account Name: Voice Inc  
BSB: 013-423  
Account Number: 1853-52247  
Financial Institution: ANZ

**Cambodia - VOICE Bank Account**  
Acc Name: VOICE CAMBODIA  
ORGANIZATION  
Acc Number: 000341700  
Bank Name: ABA Bank  
SWIFT Code: ABAKHPPXXX