

EXTERNAL EVALUATION FINAL REPORT



Refugees & Asylum Seekers
Information Center (RAIC) Programs

May 2022

Dr. Realisa Masardi
realisa.massardi@ugm.ac.id

PROJECT INFORMATION

Project Title : Resourcing Refugee Leadership Initiative

Agency : Refugees & Asylum seekers Information Centre (RAIC)

Country : Indonesia

Funding : USD 1,5 million over 5 years

Sponsor : Larsen Lam ICONIQ Impact Award. Sponsored by philanthropists Chris Larsen, Lyna Lam and the Sea Grape Foundation

Programs

1. Basic needs: provision of shelter, food, hygiene needs.
2. Medical: dental and eye care (plus some urgent care such as surgeries, etc)
3. COPE mental health program
4. Legal aid and advice
5. Solutions: resettlement through private sponsorship.

Project Evaluator : Dr. Realisa Masardi
External Evaluator for RAIC 2022
Researcher/Academic
Gadjah Mada University, Yogyakarta
realisa.massardi@ugm.ac.id

Table of Contents

1. PROJECT INFORMATION	2
2. INTRODUCTION	7
Purpose and Objective of the Evaluation	7
Scope of the Evaluation	8
Evaluation Methodology	8
3. PROGRAM OVERVIEW: WHERE ARE WE NOW?	11
Basic needs program	13
Medical program	23
Cope mental health program	31
Legal aid and advice	44
Solutions program	52
4. BEST PRACTICE	63
5. CHALLENGES	67
6. RECOMMENDATION	70
7. CONCLUSIONS	74
8. ANNEXES	76

Executive Summary

RAIC Indonesia (Refugees and Asylum seekers Information Center) is a refugee-led initiative founded in 2017 to respond the needs of refugees and asylum seekers transiting in Indonesia. RAIC is one of five refugee-led organisations that granted with Larsen Lam ICONIQ Impact Award, receiving a total of USD 1,5 million over 5 years to allocate to impactful programs such as Basic needs (provision of shelter, food, hygiene needs), Medical program (dental care, eye care, emergency cases), COPE mental health program, Legal aid and advice, and Solutions program (resettlement through private sponsorship).

This evaluation is directed to see the current stage of RAIC's programs and to evaluate the design and the implementation of each RAIC programs by examining its Relevance, Accessibility, Management System, Impact, Cultural Sensitivity, Sustainability and potency for programs' development, and Openness for suggestion in each program.

The data collection methods for this evaluation are in-depth interviews with Directors, Program Managers, Staffs, Volunteers (12 interviews) and with selected beneficiaries (7 interviews); online survey of all programs in English (91 respondents) and offline survey with beneficiaries of Basic Need Program in Farsi, Arabic, and English (39 respondents); and analysing secondary data (RAIC documents, manuals, reports, and info on RAIC Website and Youtube Channel).

Findings and Recommendations

This evaluation found that RAIC has developed relevant programs for refugees which are impactful, easy to access, sustainable, considering cultural sensitivity, and open for suggestions from beneficiaries. All programs have reliable management systems.

Indicators	Basic Need	Medical	COPE	Legal Aid	Solutions
Relevance	Very relevant	Very relevant	Very relevant	Very relevant	Very relevant
Accessibility	Accessible	Accessible	Accessible	Accessible	Accessible
Management System	Good	Good	Very good	Good	Good
Impact	Impactful	Very Impactful	Very Impactful	Very Impactful	Very Impactful
Cultural Sensitivity	Good	Good	Good	Good	Good
Sustainability	Good potential	Good potential	Very good potential	Good potential	Good potential
Openness for suggestion	Very good	Very good	Very good	Very good	Very good

RAIC has successfully demonstrated its importance to fill the service gaps for refugees and asylum seekers in Indonesia. RAIC has successfully implemented its previous plans and goals and has made a huge leap when it affiliates with the coalition.

Some of the best practices that need to be highlighted are RAIC's consistency to deliver programs that are unique from other organizations in Indonesia, RAIC's availability and its respectful treatments to refugee community members, the distinctive criteria used to select beneficiaries, its reliability to implement programs that are impact-oriented, and balanced management system that is organic but also professional.

Several **challenges and potential problems** are also identified, such as human resources issue related to regeneration and team expansion, written documentation of SOP that is yet available in all programs, networking with Indonesian institutions for referral system betterment and potential collaborators, the issue of financial sustainability for all programs, and the issue of staffs and volunteers care especially in the aspect of mental wellbeing.

RAIC has a great potential to expand and to be a reputable organization. With sufficient supports and more systematic planning, RAIC will sustainably become a stable and reliable organization that supports refugees and asylum seekers in Indonesia. To advance the RAIC's performance and service to refugees in Indonesia, **there are some recommendations** that can be considered, such as to conduct regular inter-programs coordination meetings, to revisit (and develop) RAIC's roadmap, to plan for more systematic budget and donor strategy, to use more advanced technology to manage database system, to manage all information to be equally accessible for all refugee communities transiting in Indonesia, and to involve more Indonesian activists, social workers, and academics in RAIC's activities

INTRODUCTION

RAIC Indonesia (Refugees and Asylum seekers Information Center) is a refugee-led initiative founded in 2017 to respond the needs of refugees and asylum seekers transiting in Indonesia. In May 2020, Lever for Change and ICONIQ Impact announced award the Resourcing Refugee Leadership Initiative which aims to “support innovative and scalable solutions toward a brighter, more durable future for refugees around the world.” RAIC is one of five refugee-led organisations that granted with the award, receiving a total of USD 1,5 million over 5 years to allocate to impactful programs such as:

- Basic needs: provision of shelter, food, hygiene needs.
- Medical: dental and eye care (plus some urgent care such as surgeries, etc)
- Cope mental health program
- Legal aid and advice
- Solutions: resettlement through private sponsorship.

Purpose and Objective of the Evaluation

This external evaluation is intended to support the fundraising, programmatic, and advocacy goals of individual organizations and the Coalition at large.

The evaluation is conducted for the purpose of:

- To learn more about the impact of a program or programs, and to provide information that to improve programs.
- To use with donors, to demonstrate programs’ impact and value.
- To share with the Coalition’s M&E staffer for advocacy and fundraising materials.
- To collect data on the programs that have great potential to be pushed further as a collective.

Scope of the Evaluation

This evaluation is directed to see the current stage of RAIC's programs including Basic needs program, Medical program, COPE mental health program, Legal aid and advice, and Solution program. This evaluation also measures the current impacts of abovementioned programs according to feedbacks provided by beneficiaries.

The external evaluation evaluates the design and the implementation of each RAIC programs by examining its:

- **Relevance** to the needs of refugee community in Indonesia;
- **Accessibility** of the programs for refugee community in Indonesia;
- **Management System** of the program including reporting and volunteer care;
- **Impact** of each program for the daily life of refugee community in Indonesia;
- **Cultural Sensitivity** in the implementation of the program;
- **Sustainability** and potency for programs' development; and
- **Openness for suggestion** in each program.

Evaluation Methodology

The evaluation is conducted by cross examining various data resource, including primary and secondary data, such as:



- **In-depth interviews.** All interviews are conducted via zoom and recorded with consent from all participants. Afterwards, the interviews are transcribed in verbatim to record all details of information in the interview.

1. In-depth interviews with Directors, Program Managers, Staffs, Volunteers (12 interviews)
2. In-depth interviews with selected beneficiaries (7 interviews)



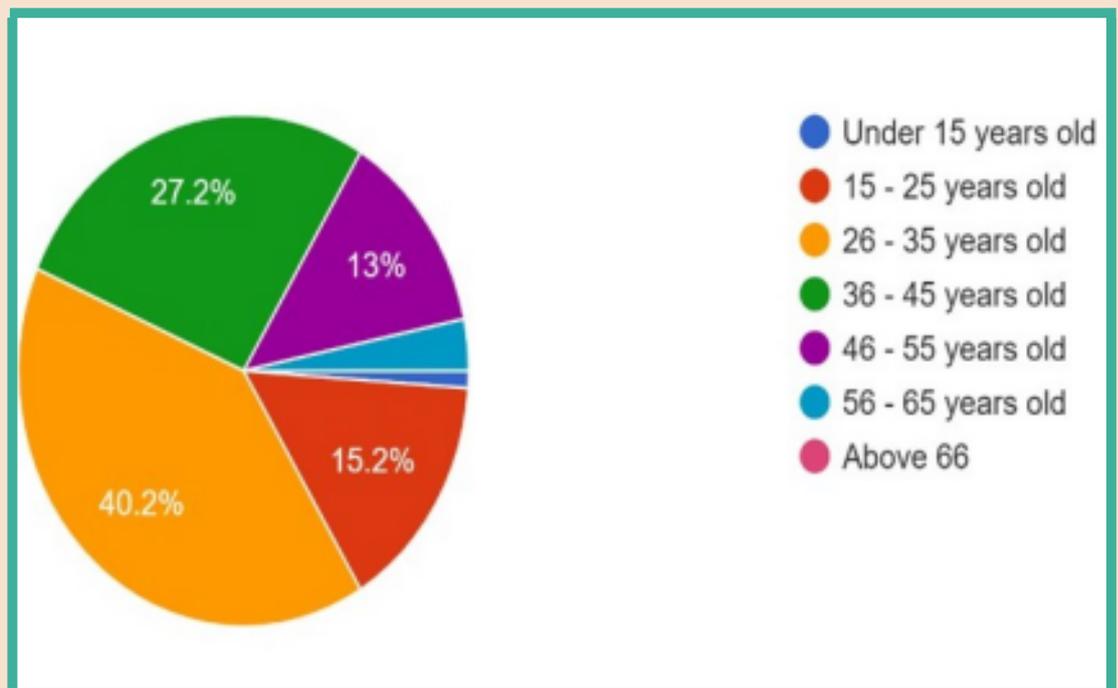
- **Survey.** The survey is intended to record the response from programs' beneficiaries. The feedback is use to analyse the impact of the programs for the community members and to record the suggestions from the beenficiaries.



1. Online survey for all programs with total of 91 respondents.

From this number, 73 people received and responded to basic need program, 10 people responded to Medical program, 8 people responded to COPE mental health program, 9 people responded to Legal aid and advice, and 9 people responded to Solution program. The online survey is held with google form as it is accessible for the community members. All the questions in this survey are in English.

The country of origins of the respondents are very diverse including Afghanistan, Pakistan, Iran, Somalia, Ethiopian, Sudan, Myanmar, Iraq, Palestine, Iraq, Eritrea, and Yemen. The majority of the respondents are from Afghanistan (70,7%) and Sudan (16,3%). Mostly, the respondents are from the age group of 26-35 year old (40,2%) and 36-45 year old (27,2%).





2. Offline survey with beneficiaries of Basic Need Program. The total recorded response is **59 feedback forms**: 39 in Farsi, 18 in Arabic, and 2 in English. The survey was conducted in one event of package distribution in Cisarua.



- Analysing available **secondary data**, such as:

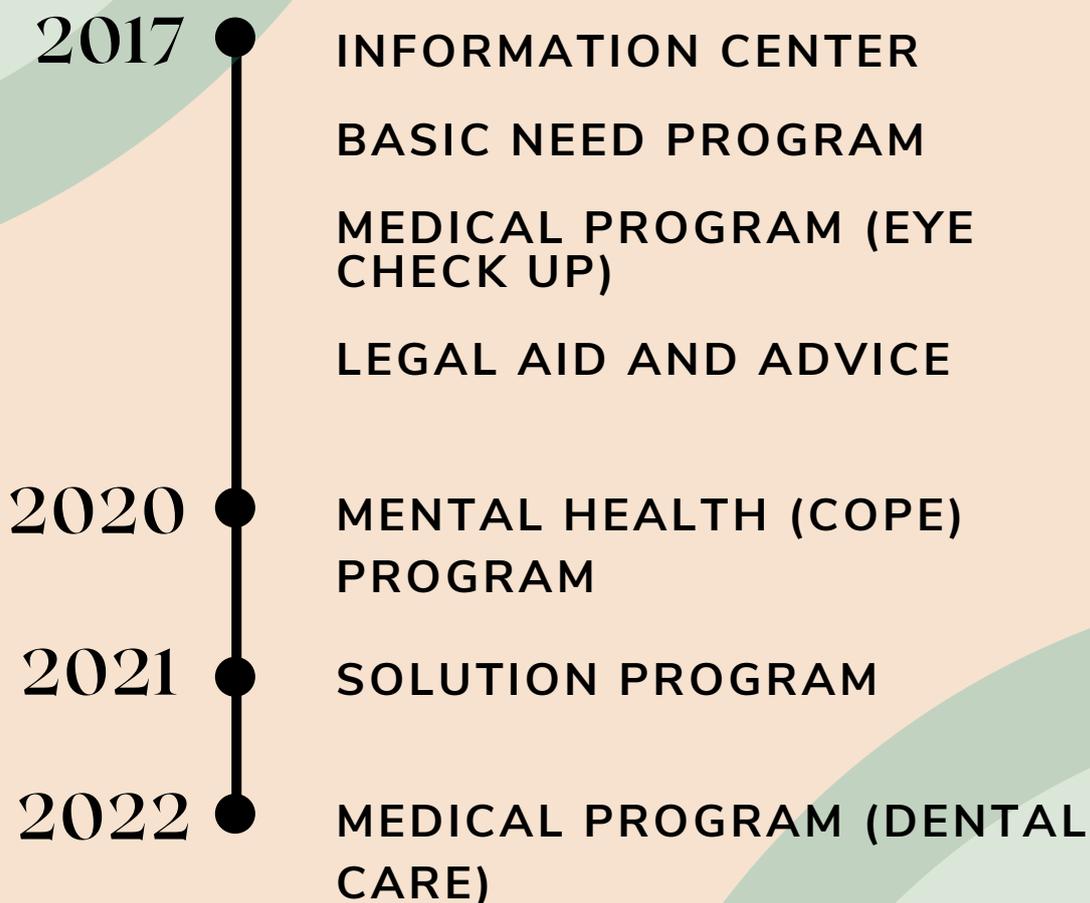
1. RAIC documents relevant to each program
2. Manuals and report from each programs particularly from COPE mental health program.
3. Information on RAIC Website and Youtube Channel.

PROGRAM OVERVIEW : WHERE ARE WE NOW?

In 2017, RAIC was established by two refugee activists who at that time serve as community interpreters. The initial aim of the initiative was to provide all necessary information for refugees and asylum seekers to survive in Indonesia, such as how to find housing, where to go if someone ill, who to contact for legal support, etc. The RAIC program was then developed further to respond the needs of refugee community members that have not been addressed by other organizations.

In the same year, RAIC already identify the dire needs from refugees and asylum seekers who do not have any rights protection in Indonesia: the need to access proper accommodation, the need to afford daily meal, and the need to access medical care. RAIC started small with 45 care packages that they deliver for homeless refugees who stayed in front of UNHCR office in Jakarta. Afterwards, they managed to collect private donations including donation from church congregations that is used to help them distribute more packages. RAIC also rented some accommodation for refugee families and single persons who were without financial support in Indonesia. From the close encounters with broader refugee community members, RAIC identified more urgent needs from the community, and it decided to expand its program. Starting from information center and distributing care package, RAIC currently conducting essential programs such as basic needs programs, medical programs, cope mental health program, Legal aid and advice program, and Solutions program.

Timeline of Program Development



BASIC NEEDS PROGRAM

Under Basic Needs Program, RAIC assists refugees and asylum seekers community by:

1. Distributing Food Packages and Hygiene Packages

Every month, RAIC distributed 327 food packages and 100 hygiene packages for refugee communities in Jakarta and Cisarua.

The food packages are from RAIC project (227 packages) and from church donation (100 packages).

The goods that are distributed inside the care package are 3kg of rice, 1kg of sugar, 1 pack of tea, 2 litre oil, and 4kg of flour, which approximately cost Rp 130,000-150,000/ pack.

Inside the hygiene package, RAIC provides 170ml of shampoo, liquid soap, detergent for washing the dishes, detergent powder for washing clothes, two packages of tissue, lady's sanitary napkins. Every few months RAIC also provides toothbrush and shaving kit for men. The cost of the hygiene kit is approximately Rp 80-100,000/ pack.

2. Rent a spacious house to accommodate five (5) families and distribute monthly subsidy for accommodation rents for eight (8) other families in Cisarua.

The donor from this program is from a church in Jakarta.

3. Provide monthly grocery allowance for five (5) families staying in RAIC's rented accommodation.

The donor from this program is from a church in Jakarta.

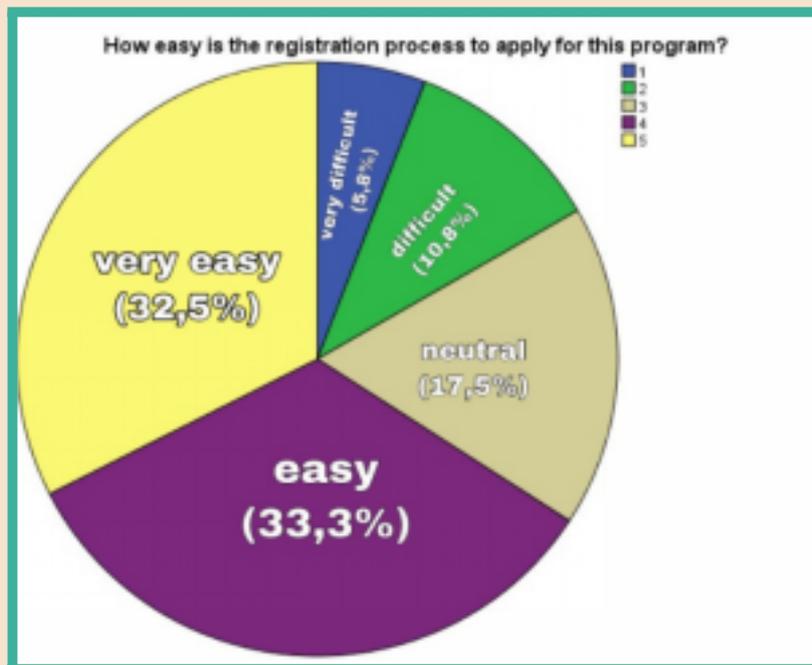
Relevance

RAIC is not the only organization conducting program that aims to address refugees' basic needs in Indonesia. Other organizations (such as JRS, CWS, and CRS) also provide cash assistance for refugees to pay rent or to purchase groceries. However, RAIC's care and hygiene packages as well as the rent and groceries allowance are still very **relevant** to the need of refugee community in Jakarta and Cisarua. By receiving the packages and assistance, the beneficiaries can fulfil their daily basic needs in Indonesia. They can allocate their money, if any, for other expenses.

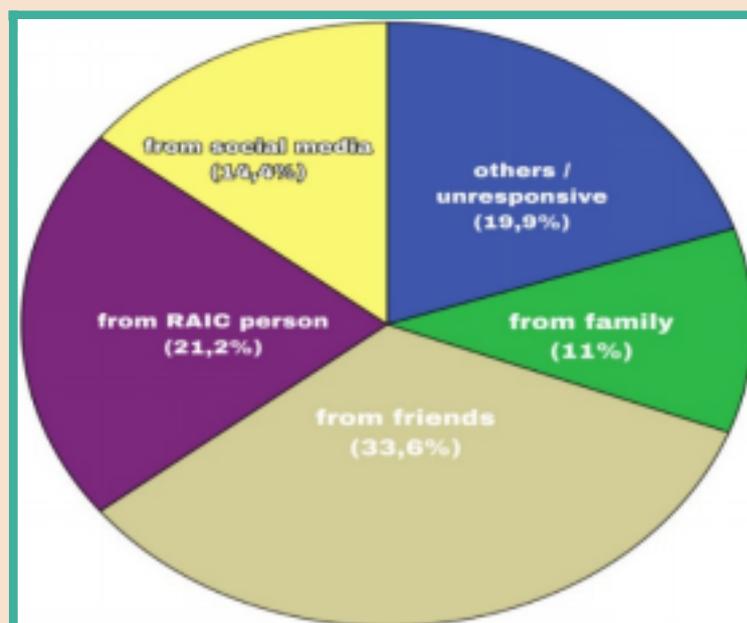
RAIC currently has listed around 2,000 people in their data base who request assistance in basic need program. Every month, RAIC contacts around 200-250 people or family from the list to receive the packages. 10 families are currently receiving the total of 50 packages every month given that they are in dire need of such assistance. The other families on the list must wait every two months or more to get their turn to receive package.

Accessibility

Basic need program is accessible for refugee communities from all nationalities. RAIC has provided a WhatsApp contact number where refugees may contact them. The admin stores all request into a database. From 132 respondents who received assistance from basic need program, mostly rate that the registration process is "easy" (33,3%) and "very easy" (32,5%). Nevertheless, there are 5,8% respondents still rate "very difficult". From the commentary section those who felt that the registration is very hard generally received package once in more than three months.



Regarding the information about this program, most survey respondents indicated that they knew Basic Need program from friends (33,6%) and from RAIC person (21,2%). Only 14,4% of the beneficiaries knew the program from social media and 11% from their families. This feedback reflects that information about this program is spread through word of mouth. It is partly intentional that RAIC does not regularly post about this program in its social media given that RAIC's current financial capacity to respond to such request is still around 15% (300 packages out of 2000 people in waiting list).



Management System

Basic need program's management system is conducted with such organic organization culture that is quite distinctive. The fact that the program manager and RAIC staffs are from refugee community has developed a warm and trustworthy working culture among the people in this program. The relations between staffs and volunteers reflect deep sense of friendship, understanding, and family ambience. The personal figure of the program manager is very strong. The warm **organizational culture is good** and need to be adopted as a general norm, so the success of the system does not rely on one key person.

"I am happy because every month it's like refreshment. We sit together, we talk together, and also we are doing something there are that's make us feel happy and give us a good energy. And also I cooked for everyone once a month, and we are all making jokes, and we are laughing together, it's a pleasure. It's not a work, I don't feel like it's a work!" (Female volunteer, 30-year-old, interview on March 4th, 2022).

Volunteers for basic need program are recruited based on their experiences and willingness to learn. RAIC noticed about special skills owned by community members such as photography skill, managerial skill, and communication skill so it invites these people to join the initiatives. Volunteers are trained informally by joining the monthly events. There is no formal training or strict standard operating procedures (SOP) in place for this program. Nevertheless, volunteers are happy with current management system as they consider it to be fit given the circumstances.

"Everyone actually follows a system. Which like 'okay I should do this, I must prepare the food, I have to be like this, this number of photos should be taken, and I should take photo from this part, the packaging should be prepared this way... but everything - all the system, with the way that Khala Ameneh tell us, we don't feel that it is a system.'" (Female volunteer, 23-year-old, interview on March 4th, 2022).

In regard to reporting, all events are neatly recorded, and the numbers of packages and names of beneficiaries are also reported through text messages and photographs. Given that not all refugees have computer and have skill to operate Microsoft Windows, it is considered as efficient yet effective to do reporting with these methods.

RAIC also takes volunteers care seriously. RAIC now has 10 volunteers for basic need program. The program manager maintained good relationship with all volunteers. All organization and personal problems are shared with the manager, and the wellbeing of all volunteers are always be monitored. Every month during the events, RAIC staffs and volunteers prepare and enjoy meal together. Occasionally, RAIC took volunteers for a trip to beaches or other tourist attractions in Jakarta and surroundings. This volunteer care is highly appreciated by the community.

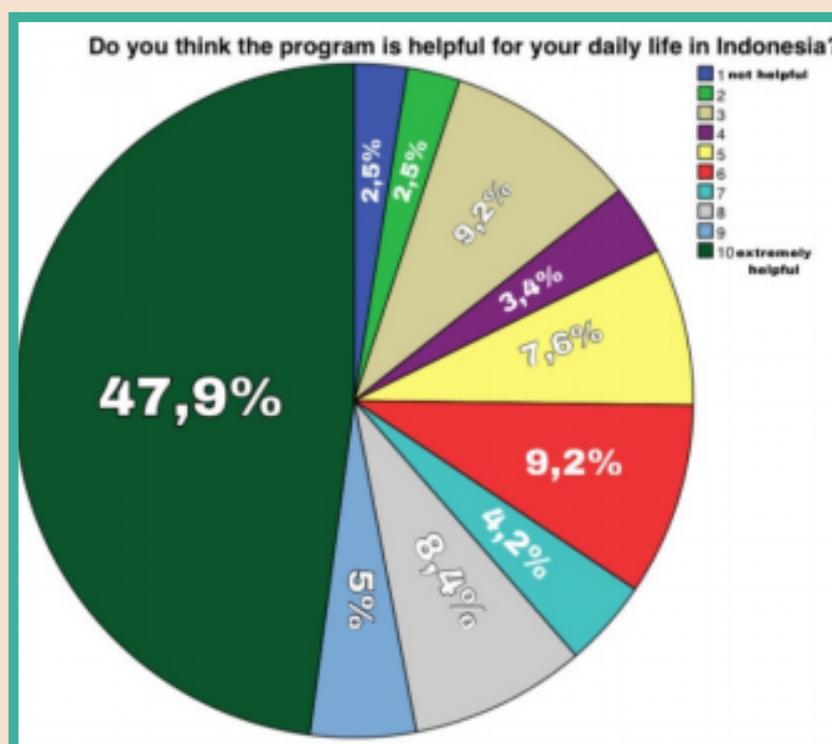
The main challenge for the more elaborate volunteer care is the budget.

“I have a lot of ideas to make the volunteer happy. But unfortunately, the budget is not enough. I try to do my best to make them happy and become the space to them to share. To give time to them, so they can tell me everything, and spend time with them... also together share things like that. Even the boy volunteers felt comfortable to share anything” (project manager, interview on March 2nd, 2022).

From this testimony, RAIC has made the volunteer care as a priority that need to be taken seriously. RAIC manager is willing to develop program for volunteer care if the budget allows.

Impact

From both online and offline surveys for basic need program, most of beneficiaries confirmed that the program is helpful for their daily life in Indonesia. From 132 respondents, 47,9% stated that the program is **extremely helpful** which is followed by 9,2% respondents who scored 6 out of 10 scale (helpful a little bit).



Basic Need Program is designed with consideration to bring significant impact for refugee community. RAIC ensures to make such program impactful by measuring the quantity of the package received by each family according to members of each family. When confronted if RAIC would consider reducing the number of package distributed to each family to raise the number of families receive package in a month, the program manager said:

“The amount of item in these packages now is ideal. If we reduce it, I don’t think it would have much impact for them. Obviously, the idea would be have more packages to distribute in more people, because we can’t reduce the item inside packages. I’m cooking, I know that how much among of the stuff enough for one family to survive for a month. I know that if I’m giving 3 food packages to family of 5 have two children, they’re going to have enough items. Even I think, the flour might not reach the whole month. If I give them 5, they might have all the little bit. But I know that it would not be enough if I reduce the packages. Two years that I’m sharing those packages, I can see the impact in there live, the ideal is not to reduce the item” (program manager, interview on March 2nd, 2022).

Other highlight for the basic need impact is the fast improvement of living quality of the families receiving support for accommodations. Families with children who were homeless are now able to assure safety and healthy environment for their children to develop. The children now teenagers who can socialize with community and attend refugee learning center in Cisarua.

Cultural Sensitivity

RAIC mindfully chooses the quality of the packages and items that **suit to the need of refugees from different cultural background**. For example, Afghan refugees who consume self-cooked bread receive more flour in their packages instead of rice. Refugees from African countries such as Ethiopia and Somalia consume canned food more than Afghan people so when these items are available, RAIC will distribute canned food for the African families.

Above all, refugee community members appreciate how RAIC treats the beneficiaries with dignity by distributing package of good quality. The basic need program staff said,

“The item that we put in the packages is for all have been useful for people and never people throw the item for could not use it. When we shop, we don’t go to the cheapest on the market. When I’m buying for refugee, I’m thinking that it is for me, not for them. So, whatever I want to buy for myself, I buy for refugee.” (interview on April 28th, 2022).

One beneficiary testifies that RAIC really treats refugees as human with dignity.

“The package from RAIC is always really nice and in good quality. But other organization didn’t care. For example, they gave a pair of sandals for you. They didn’t care whether you could wear it or not, whether it fits for you or not. Some food materials, they gave ingredients like Chinese food. Afghan people do not use it and they don’t know how to use it. It is like that they don’t throw it, so they give it to refugees. RAIC is not like that. They gave what we use and important for us.”

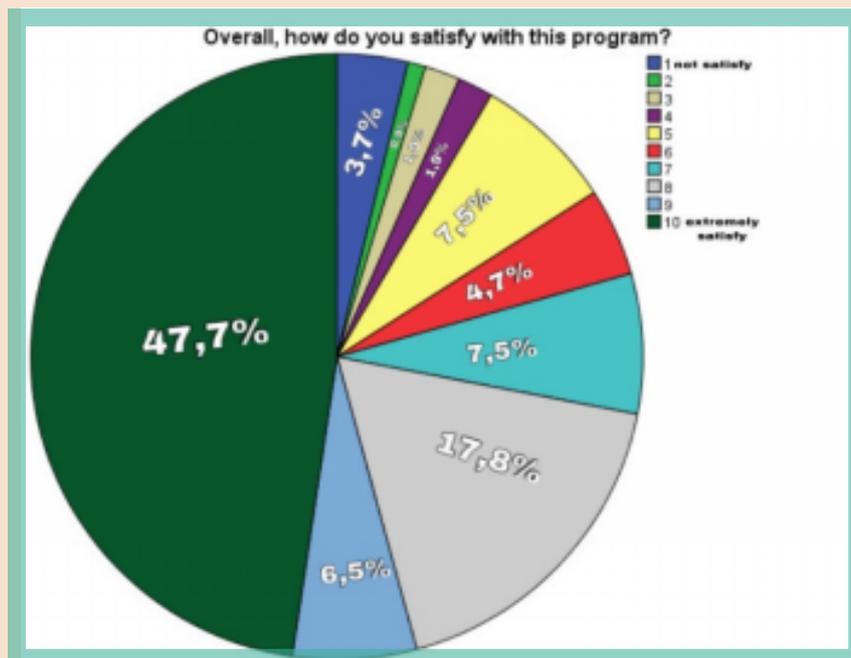
Sustainability

Basic need program depends on the donations and to grow, RAIC needs to attract more fundings for this program to be able to sustain long term. Looking at the communication skill of RAIC managers and staffs, their external links to churches in Indonesia can be broaden and many potentials for fundraising and broaden more links for such collaboration.

According to the program manager and staffs, human resources of basic need program can handle more packages and even more frequent distribution for the packages if the budget allows. They calculate if RAIC has enough money to distribute 400-500 package per week, it means that 1,600-2000 packages can be distributed per month and each person/ family who requested will always get package at least every other month.

Openness for Suggestion

Given the close relationship with refugee community, feedbacks are received in any given time. Some **critics and suggestions have been addressed by RAIC**. For example, one time a refugee woman complaint that women sanitary pad distributed in hygiene package has caused skin rash in her intimate area. Receiving this information, RAIC changed the brand altogether for the following package distribution to avoid same thing happen to other women. Every month RAIC staffs ask feedback from the community if they are happy with the products and if the package still help them.



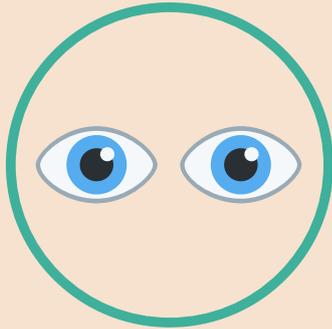
From the survey, majority of the respondents said they are extremely satisfied with the program (47,7%), followed by those who rate satisfy (17,8%). Nevertheless, there are some suggestions and requests from the community members that they need from RAIC's basic need program:

- Children needs, such as diapers, formula milk, children's clothes and shoes, and school equipment.
- Milk and vitamin for pregnant women.
- Canned food preference: tuna fish rather than beef cornet.
- Assistance to pay for monthly rent (one person request Rp 500.000/ month).
- Monthly living cost (if possible).

The issue of quantity was mentioned in the feedback, that majority said that they hope RAIC can deliver the package per month for everyone. Some respondents highlighted that they have many family members and hope that RAIC can give them more packages in the distribution. Aside from that, the issue of inclusivity appears on few of respondents' feedback. One refugee gave feedback that the information and the package distribution is often only known by refugees who are in close contact with RAIC, but not known by other community members. This feedback can be noted to improve the inclusion of beneficiaries in the future.

MEDICAL PROGRAM

RAIC offers several medical programs that is not provided by any other organizations working for refugees in Indonesia. The programs are:



1. Eye Check-up



2. Dental Care



3. Emergency Health Assistance

The medical program started with eye check-up for refugees in 2018. RAIC has conducted around five events of eye check-ups with the total of 350 refugees have benefited from the program. RAIC collaborated with a team of medical professionals consists of eye specialists and general practitioners. After eye examination, refugees received medicine and prescription glasses (if needed). The prescription glasses was usually available one week after the events. During the Covid-19 pandemic, RAIC did not held eye check-up given that such event will invite crowded people. When situation get better, RAIC plans to conduct eye check-up again in the future.

Responding to many requests from refugee community, when RAIC received funding for medical treatment from a church, they decided to provide dental care for refugees. In 2022, with budget of Rp 7,000,000 /month, RAIC have been assisting two people on average per month.

“If the first patient that month does not have severe case and the treatment only costs Rp 3,000,000, - we still have room for another patient. But if the patient that month needs to treat three of his teeth and it will cost Rp 6,000,000, we should wait for another month to invite another refugee for dental care. If there is emergency case such as bad tooth infection, RAIC can top up the cost of the treatment from the next month’s budget.” (program staff, interview on March 9th, 2022).

RAIC has covered dental treatments and medication for sixteen refugees until this report is written. With the current staff availability, RAIC can serve up to twenty refugees for dental care treatment per month, if funding is available.

For the dental care, RAIC cooperates with Greenfield Clinic in Jakarta. Given that all beneficiaries are mostly from Cisarua, the transportation cost is covered by RAIC. Translator is also provided to help refugees have clear consultation with dentists. RAIC has three translators for people from different country of origins.

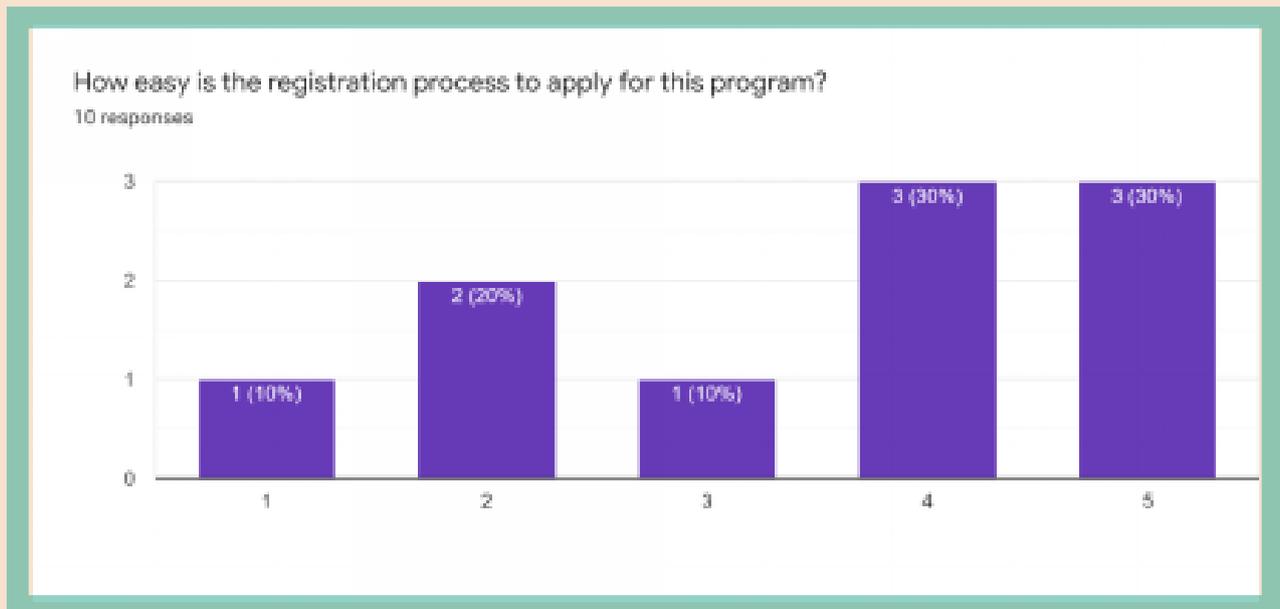
RAIC also assists medical emergencies on some occasions. For example, there is a case of ear, nose, throat (ENT) disease and a case of severe eye infection of refugees that need immediate treatment. RAIC director reached out to her connection in church and other organization and was successfully collected some donations to assist the refugees. RAIC brought them to hospital and covered all medical expenses from the emergency cases.

Relevance

Medical Programs held by RAIC is **very relevant** to fulfil the need of refugees as it fills the service gap provided for refugees in Indonesia. Many refugees have eye and tooth problems, but other humanitarian organizations do not cover the medical treatments for these problems. The cost for eye and tooth treatment are often too expensive for refugees who do not receive any assistance. Number of requests for this program reflects that this program is very needed by refugees in Indonesia.

Accessibility

In the survey, ten (10) refugees responded and provided feedback for medical program: four (4) persons received dental care and nine (9) persons have benefited from eye check-up. It means that three (3) people have accessed both programs. When asked about the accessibility to apply for medical program (1= very difficult and 5= very easy), 30% of the respondents rate 4 and 30 % rate 5. That means that beneficiaries think that registration process is **relatively easy**, and they can easily contact RAIC contact person to request for the program.

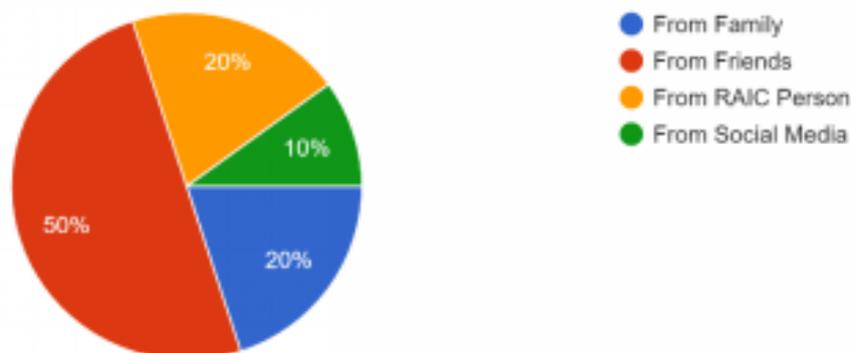


RAIC has posted the information about the dental treatment on its website and social media. However, RAIC has not posted specific application system or form on the website given that its capacity to assist the medical care is still very limited. Nevertheless, the information has been spread between refugee community and everyday RAIC receives request of medical care on a WhatsApp number specifically designated for medical care.

From the survey, 50% of respondents confirmed that they know about the program from friends, followed by information from family (20%) and RAIC person (20%), and only 10% learnt the program from social media.

How do you know that RAIC provides this program?

10 responses



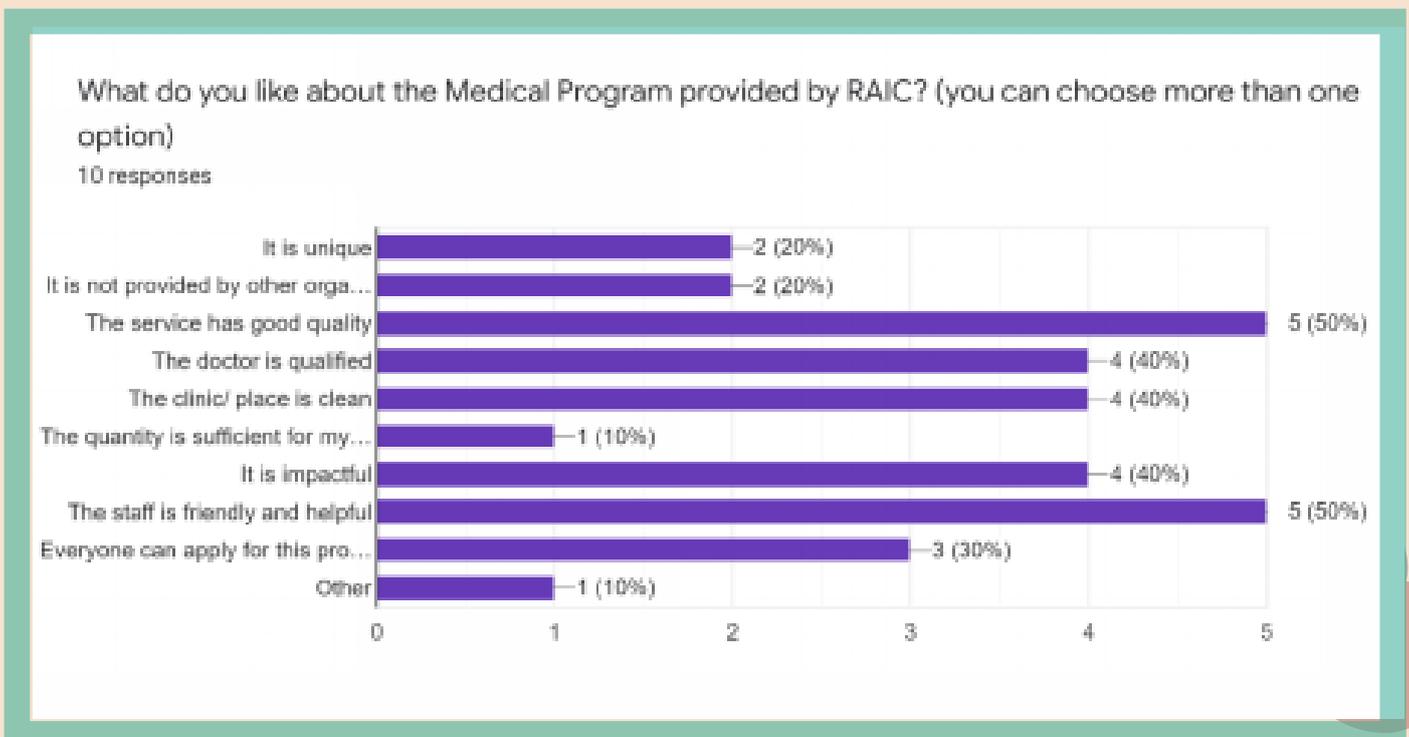
Currently, the applicant must wait patiently given the limited funding. Refugees from all nationalities may access the medical care. Refugees who contacted RAIC first will first served, unless there is an emergency cases, such as tooth infection, and bleeding or swollen gums.

Management System

The medical program is held **effectively and efficiently**. When RAIC held eye check before the pandemic, they collaborated with teams of medical professional that they knew through personal connections. RAIC also co-organized with humanitarian organizations as well as refugee-led organizations to hold the eye check-up events to assist with their limited human resources. All activities are well documented, particularly with photographs and simple reporting.

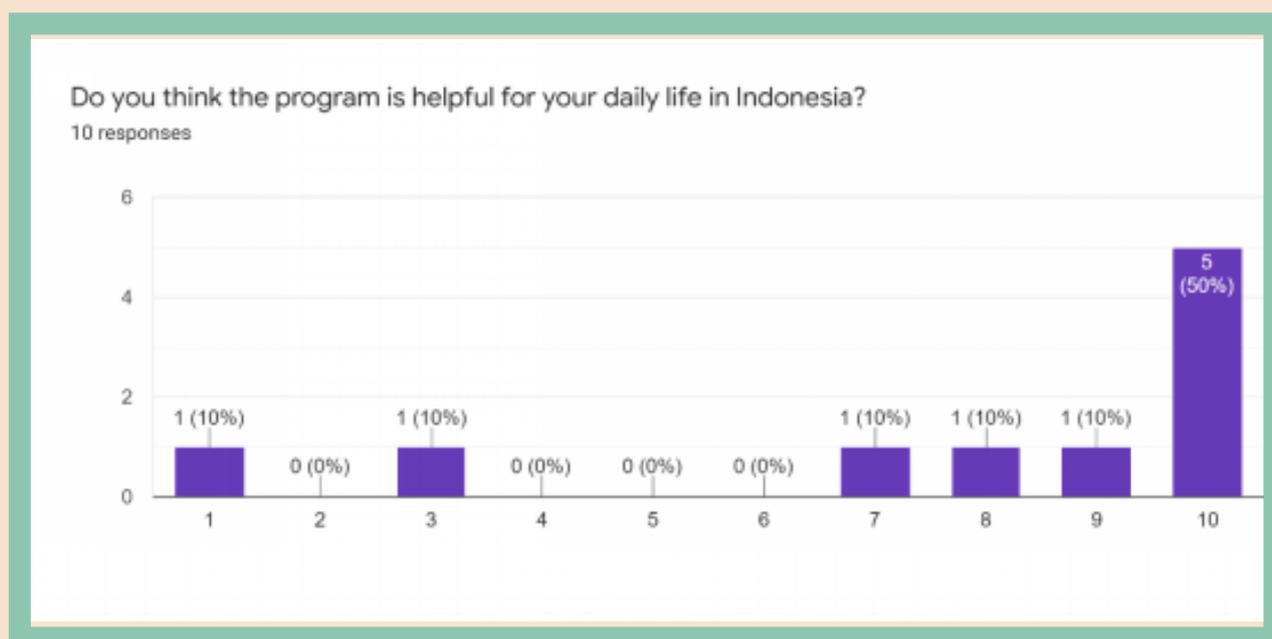
The dental care is very manageable given that only 1-3 persons are assisted a month. The program manager and staff handling for medical program are two people who also manage the basic need program. Given that the event for basic need program happens once a month, there are still time to manoeuvre. The procedure for registration, scheduling the doctor visit, accompanying refugees to dental clinic, recording the refugee medical needs, reporting to manager and to financial staff is all clear. There is no written SOP for medical care but there is no problem reported with current occurrence of dentist visit.

The choice of dentist clinic was made professionally, with consideration of cleanliness and procedure that involve swab test for covid-19 virus detection. It is apparent that RAIC prioritizes the quality and the safety of the refugees they assist. According to the survey, beneficiaries indicated that they most appreciate the service quality and the attitude of the staff, followed by the quality of the doctors provided, the cleanliness of the clinic, and its impact.



Impact

From the survey, 50% of respondents give the best score (10) when rating the impact of the program and 30% rate score 7-9. One respondent gave score 1 given that he/she only received eye check-up but has not been able to access the dental care program.



Refugees who benefited from eye check-up and dental care give testimony that the program is impactful for their wellbeing in Indonesia. Given that eye care and dental care are expensive, and no organization cover the services for refugees in Indonesia, RAIC's medical program has filled the service gap successfully.

"I was having a lot of trouble and pain in my root canal, which was the basic one, the most important one. it was growing very fast. And I was in that situation for two years, it was very painful. And I didn't know what to do. But when they are treating me, I'm feeling fine. And hopefully this Ramadhan I will not have smelly mouth. I'm grateful for that! It was like someone heard my voice and help me out. The registration was also easy. Just put your name on the list and they will inform when the time come." (Female refugee, 20-year-old, interview on April 1st, 2022).

“As a refugee I cannot afford to fix my teeth. One of my teeth has been painful, almost since I came to Indonesia ten years ago. Now RAIC has them fix with this program. And you know, the fun part is, umm... I have not eaten anything in ten years with this left side. And now my teeth have been fixed, my teeth have no problem. Now when I eat with this side of my teeth, I think like this side feels strange, like it is not mine! Hahaha...” (male refugee, 27-year-old, interview on March 14th, 2022).

Cultural Sensitivity

In medical program, RAIC shows its **concern on cultural sensitivity** issue by providing translator in all medical consultations that refugees have with Indonesian doctors. Not only in eye check-ups and dental consultations, RAIC also assists refugees in emergency. There was a case that RAIC assisted a refugee woman that was falsely diagnosed by Indonesian doctor because she was not accompanied by a trained interpreter. She bled heavily due to severe cyst problem, so RAIC brought her to hospital, accompanied her consulting with doctor and assisted her with the treatment.

RAIC treats refugees who request assistance nicely and treat them with dignity. They build trust and good communication with the community members particularly because the organizers and staffs are also from the community. This is also reflected in the survey that refugees appreciated the friendly and helpful treatment from RAIC staffs to them.

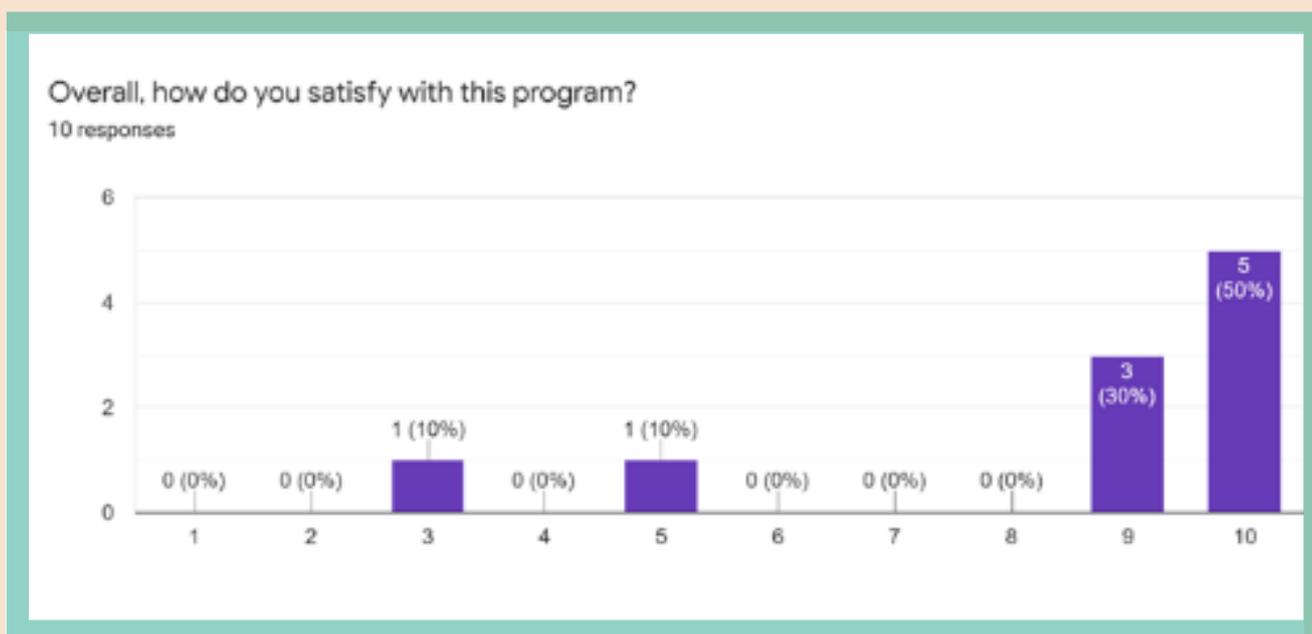
Sustainability

Medical program heavily depends on donor, in this case from Church. RAIC needs to strategically plan to raise sustainable funding for the program to be able to help more people in the community.

With the number of current staff, RAIC has **potential** to manage four times of the current number of beneficiaries specifically for dental care. When the pandemic is over, RAIC has potential to conduct at least one eye check-up events per month if the budget allows.

Openness for suggestion

The medical program is provided as the response from community's suggestion that they need assistance in eye check-up and dental care. From 10 responses, 30% rate 9 and 50% rate 10 for their **satisfaction** to the medical program



There are some suggestions recorded in the survey that beneficiaries hope RAIC could assist more people in the medical program, particularly the dental care. As for a practical suggestion, in an interview, a young female beneficiary suggested that RAIC would also cover the transportation cost for one person who accompanies the treated person.

“Person like me needs someone to accompany me, like brother or mother to travel from Bogor to Jakarta. It is a very long way. Also, the teeth problem is very sensitive because the teeth relate to the brain. So, someone should takes care of the [treated] person during the travel and the treatment. I am suggesting RAIC also provides [transportation] allowance for someone who accompanies as well” (Female refugee, 20-year-old, interview on April 1st, 2022).

COPE MENTAL HEALTH PROGRAM

In 2018, RAIC started the conversation about providing mental health program/ training with Flora Cohen, a trained social worker focusing on the refugee mental health. The initial team has developed group and personal manual for Refugee Online Mental Health Program (ROMHP). The manuals were written based on the previous researches on the treatment components of Culturally Adapted Cognitive Behavioral Therapy (CA-CBT) and Trauma Focused Cognitive Behavioral Therapy (TF-CBT). The manuals are also adjusted to fit with the needs, the cultures, and social condition of refugees in Indonesia. After two years of preparation including developing manuals and creating workbook, RAIC held the first mental health workshop in 2020 with 30 participants who are identified as vocal points or active in their refugee communities. After the one-time workshop, RAIC selected ten (10) refugees from Afghanistan, Somalia, and Sudan. With this first batch of refugees, RAIC has been running two group therapy sessions: a women group consists of four (4) persons and a men group consists of six (6) persons. The group sessions were held online every week for two hours per session.

The session of this program is divided into two sets of meetings.

- Phase A: Group therapy program (6 regular sessions)
- Phase B: Pop-up training communications (exercise) based on participants' request (6 sessions)
- Phase C: Participants practice being facilitator (10 sessions)



The ten refugees who have been trained as facilitators will facilitate next batch of refugee groups that are recruited for COPE program this year. RAIC has received 56 applications for the next batch and will select 25 people from the applicants. RAIC team will divide them into groups and train them in the languages they speak. Different from the first batch group who must followed the sessions in English, the next batch will join the session in their own languages given that the facilitators are persons from their own communities.

Today, COPE program has developed manuals and guidebook such as:

1. Group Manual for Refugee Online Mental Health Program (ROMHP)
2. Personal Workbook for Refugee Online Mental Health Program (ROMHP)
3. Self-Guided Journal for Cognitive Behavioural Therapy: An Adaptive Manual for Survivors of Trauma and Dislocation.
4. Group Manual for Cognitive Behavioural Therapy: An Adaptive Manual for Survivors of Trauma and Dislocation.

COPE team also has been responding to individuals who need personal support. The team has a referral pathway to psychologists based in Australia and America who are willing to do the service for free.



Relevance

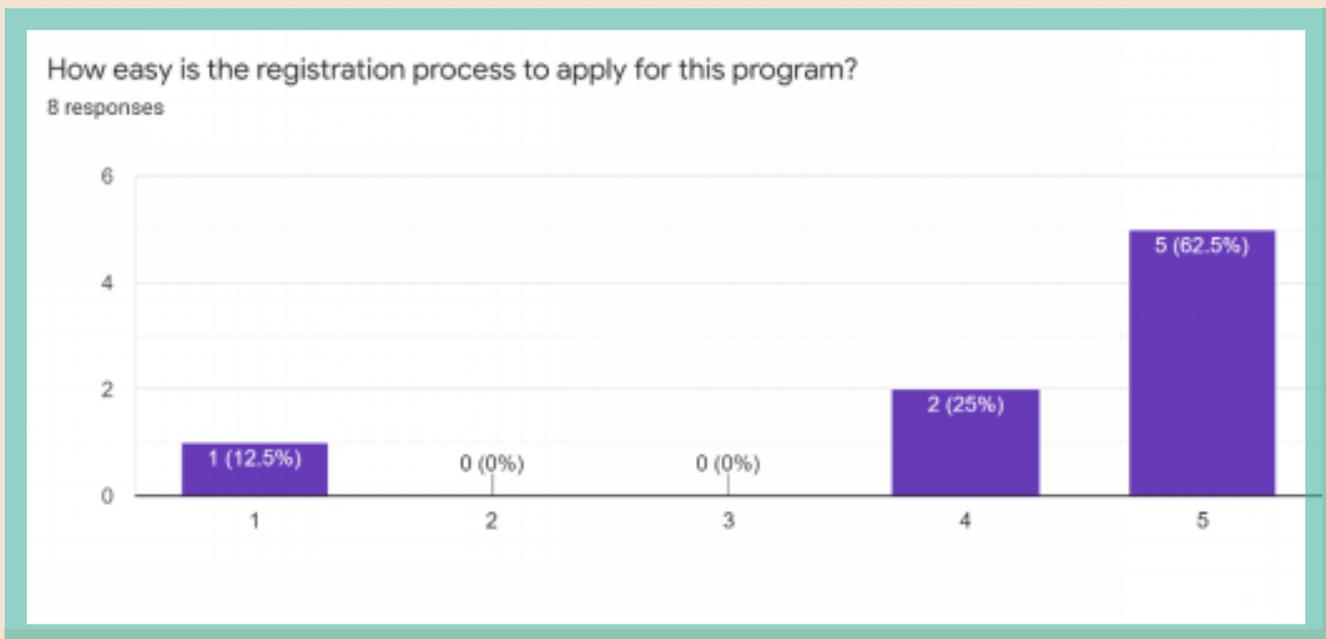
COPE mental health program is **very relevant** for the need of refugees in Indonesia. It is another great initiative from RAIC in filling the service gap for the refugee community. With the prolonged waiting period of transit in Indonesia, many refugees are frustrated and increasing numbers of the population have committed suicide. Health service provided by other organisations usually focuses on physical wellbeing, and few that have program for refugee mental health generally only provided one-time consultation. Thus, there is an urgent need to build an accessible and sustainable mental health programs and psycho-social support for refugees in Indonesia. RAIC is the first organization in Indonesia to provide trainings and supervisions for refugees both to cope with their mental health situation as well as to have skill set to assist other refugees in the community to deal with their mental health problems.

Aside from that, there are very few mental health practitioners in Indonesia who has been identified to have sufficient knowledge or experience specifically dealing with refugee situation. The manuals and workbooks developed by COPE team are specified to address the mental condition of refugees and dislocated person so it can be concluded that this program has provided a significant contribution for refugees' need in Indonesia.

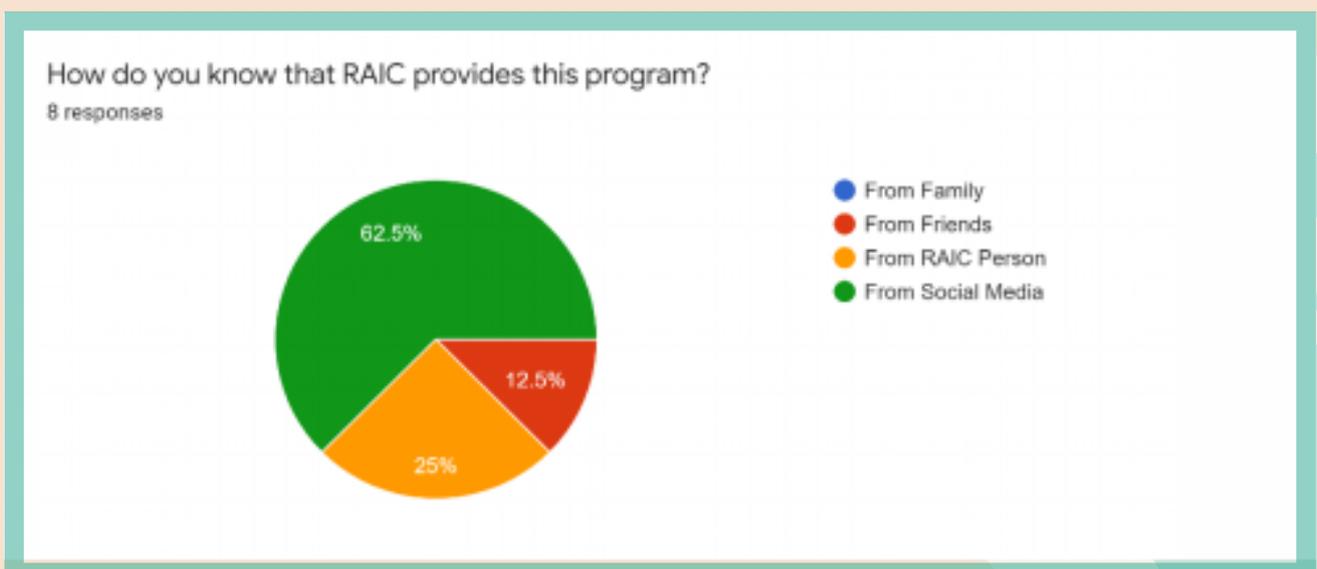


Accessibility

Eight (8) refugees who participated in COPE program rate that the registration process for this program is **very easy** (62,5%) and **easy** (25%).



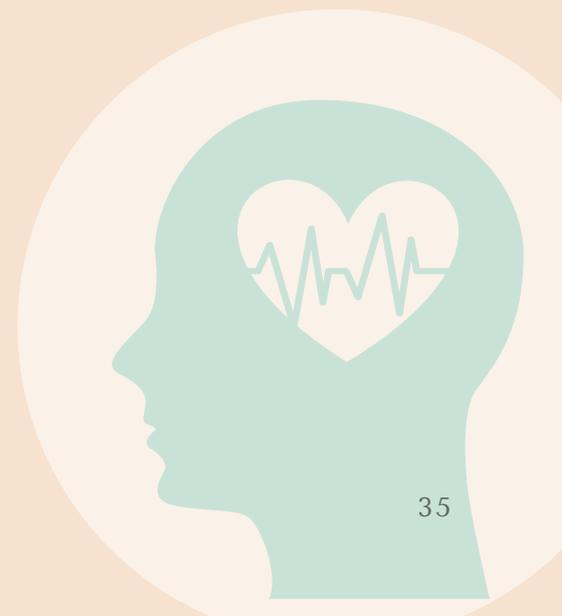
Information about COPE Mental Health Program is available in RAIC website and the recruitment of participants generally spread via RAIC's social media. Majority of the respondents (62,5%) confirmed that they know Cope Mental Health program from social media.



The information about registration was accessible online and circulated through social media including WhatsApp groups. The applicants then must send their motivation letter and CV to the email of program developer. Application for second batch has been closed on March 20, 2022. Refugees can access online application forms in RAIC's social media platform which is available in several languages such as English, Farsi, Arabic and Somali.

In the first stage, Refugee Online Mental Health Program (ROMHP) was only accessible for a small number of refugees given that the group training is identified as most effective with a small number of people. The first criteria to be selected in the first batch of the program is English speaking proficiency. Given that the training will be facilitated and supervised by social workers, therapist, and psychologist from America and Australia, all participants must be able to communicate in English. The second criteria are willingness of the applicants to support people in the community. Therefore, in the first batch, many refugees' focal points and refugee representatives are selected. The third criteria are their commitment and time availability to continuously join the meetings at least for one complete session.

For the second batch recruitment, the criteria is more flexible given that applicants do not need to be able to communicate in English. All trainings in the sessions will be conducted by refugee facilitators who have graduated from the first batch. However, participants' commitment to serve the community and the time availability are still considered in the selection process.



Management System

The COPE program team consists of a Program Coordinator and two program developers who consult with Steering Committee. The program design has been **developed plausibly** with comprehensive manuals and guidelines both for facilitators and for participants. The organization of the program has been performed very well according to plan with consideration of refugees' needs and feedbacks along the way.

Since 2021, the Program Coordinator has been developing elaborated tools for COPE and make the structure of the program more presentable. Currently, RAIC has a monitoring and evaluation plan, a logic framework, scheduled quarterly reports and then also reports on any feedback that we get from participants.

Team members of COPE program are professionals with experience in the field. Flora is a trained social worker focusing on the refugee mental health and Kevin is psychology therapist for Lifespring, a counseling center based in Jakarta. Both facilitating and supervising the group sessions: Flora coordinated and facilitated the women group and Kevin handled the men group. Every month, the team has a meeting with steering committee to discuss the progress and issues that need to be addressed. In this meeting, COPE program manager will do reporting and provides relevant documents for the meetings.

Regarding the improvement of the system, there are some ideas from the team that is gathered during the evaluation:

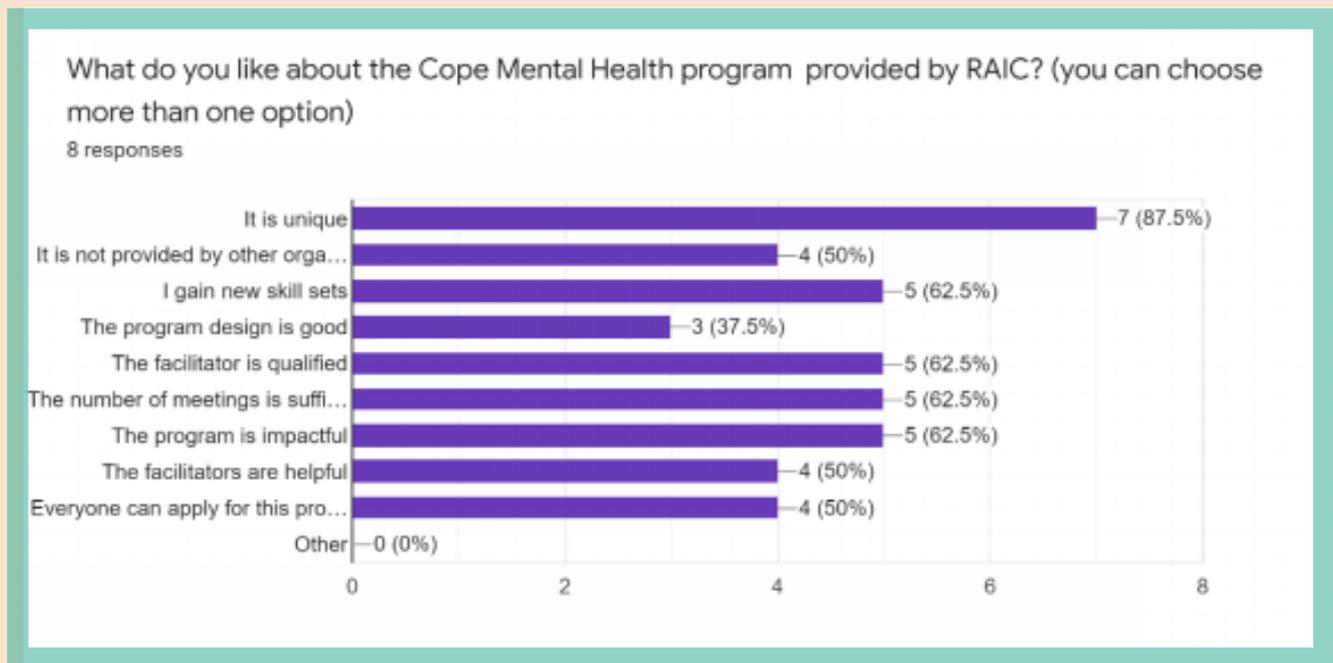
1. COPE program team needs to build better triage system to be able to do referral for emergency cases. To be able to make this system, the team needs to set up a hotline and needs to broaden its links to have partners who are ready to receive emergency referral. According to Cope Quarterly Report (Jan - Mar 2022), the team has contacted other mental health support services in Indonesia such as hospitals, CWS and Lifespring to initiate partnerships/MOUs to support the COPE triage and referral system. The program manager also started to build a database of mental health practitioners for potential collaboration.

2. There are needs to address the mental health issue for refugee children given that the **population of children and teenagers** growing up in transit is significant.
3. The team needs to **hold scheduled trainings** for staffs or social workers in other organizations particularly those who work with refugees to increase their capacity in handling refugees who have mental health issues.
4. The team needs to do more **consistent reporting**: monthly rather than quarterly report.
5. The program manager needs more **routine coordination** with RAIC director to assure that the program is still in the right path.
6. There is a need to **bring the right people** (those who have expertise, experience and/or links) as members of the steering committee.

The team members also considered that to achieve these improvements, RAIC needs sufficient human resources to implement this and need to secure a long-term funding. Otherwise, the program will not expand rapidly. **COPE program is very potential, and it needs attention from donor and community to grow excellently. COPE program must be considered as a program that can be held and advocated collectively by the coalition.**

Related to staff and volunteer care, there is a suggestion that RAIC would hold a trip together with all staffs and volunteers once a year to spend time and just to relax for a week. In the trip, all RAIC staff can brainstorm and work on programs' plans. It will be appreciated by everyone given that the staffs have worked very hard, and the trip can tighten the bond between persons in RAIC to be more solid team.

From beneficiaries' point of view, there are several factors that they like about COPE program, such as its unique characteristics (87,5%), followed by some answers such as "I gain new skill sets", "the facilitator is qualified", "the number of meetings is sufficient", and "the program is impactful".



Impact

At current stage, COPE program is very **impactful** for the first batch of participants. A young refugee woman said that COPE has helped her find herself again. Aside from the group program, she also talks with therapist every other week considering she has emotional problems with her family.

“After joining the program, I started building trust to other people, to be able to share my pain to others. I mean like scars, sorrow, and [the facilitator] suggested that I should give myself some time. I should start loving myself. Cope group has given me opportunity to find myself. Today I know that it’s only me who matters. If I am not okay, I cannot help anyone. If I am okay, at least, I can help one person. I should be the first I care” (female participant, 25-year-Old, interview on March 4th, 2022).

Similarly, another participant also shared her thoughts on the program:

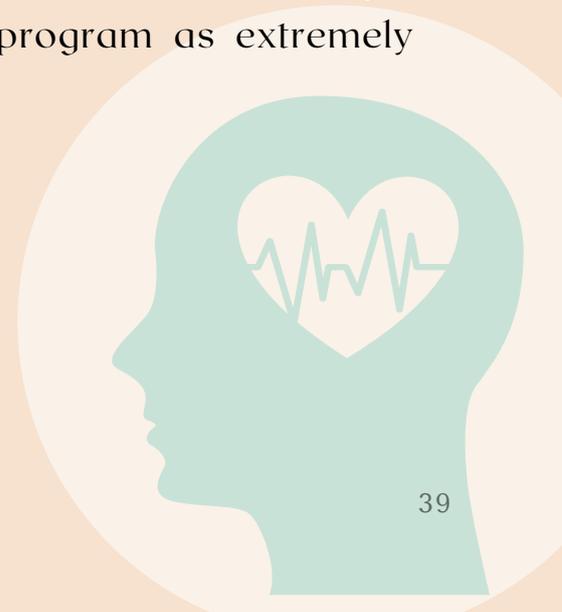
“The program helps me personally as a teenager to grow up and to understand about my struggling. It helps me coping with my feeling and emotion... mentally and physically. So ya... I am really grateful for that” (female participant, 20-year-old, interview on April 1st, 2022).

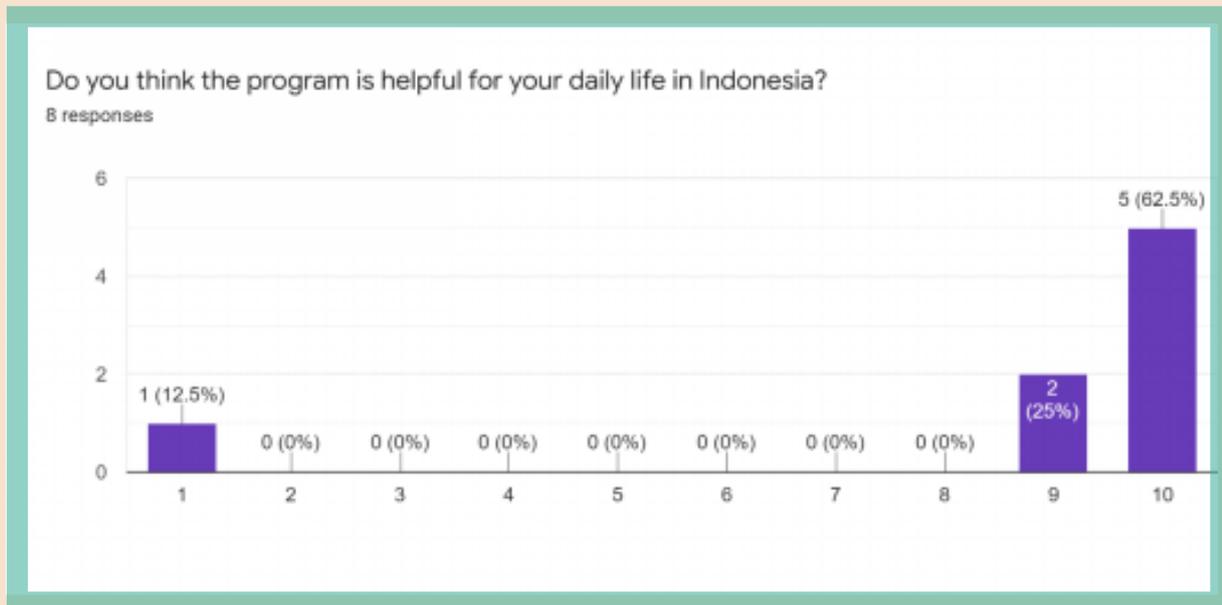
A young Somalian participant testified that COPE program has been saving life. He said that COPE has a great impact on the mental wellbeing of refugee activist or refugee representatives who must take care of other refugees but often do not have anyone who take care of them.

“I can say this program saves life. Because there are many refugees who are going by themselves. I think we can facilitate refugee to control their emotions. Also we learn about self-care. When we are refugee representative, no one can help us. We voluntary help our community. Sometimes, some of them become mad, crazy. So when we are trying to help them, we also must know how to care for ourselves. Maybe they can harm you, they can bother you, so we should keep ourselves out of the problem. The topic that i like most is grief and lost because it helps me a lot. I lost my father; I lost my country... I am a refugee. I lost all my dreams. I came here, I lost my small house and the village, so i lost everything. But now I try to control my emotions. I learn to keep my hope. If you have a hope, maybe one day it will be true... so this topic is helping me a lot” (Male participant, 23-year-old, interview on April 9th, 2022).

The participant even has used the skill he learned from COPE program to help his community. He already motivated a refugee man in the community who is frustrated with the slow process of resettlement. He told him that one day they all will leave Indonesia and the COPE participant taught the old man how to control his emotions with the knowledge he got. After sometimes, the old man thanked him for motivating him and said that he will wait for another years.

The testimonies are consistent with the result of the survey. From eight (8) respondents, five (5) people rate the Cope program as extremely helpful and (2) people rate very helpful.





Cultural Sensitivity

The development of COPE program considers **cultural factors and social factors** that relevant for refugee situation.

- The group sessions for men and women are separated to accommodate issues that in some cultures people are not feeling comfortable talking about psychological struggle in the presence of other gender.
- Responding the condition that many participants are not only struggling with their own mental health but also dealing with mental crisis of people around them such as families and friends, the team decided to add more “psychological first aid” material in the sessions.
- The team carefully discusses about the readiness of some participants in becoming facilitators given that they are still struggling with their own self-motivation.
- The team is not forcing participants to continue to the next phase as facilitators if they only want to participate in the group sessions on the mindfulness and understanding mental health issue.
- Considering the topic of domestic violence in the manuals given that it must be applicable for both genders and planning to develop it with considering the cultural sensitivity.

Sustainability

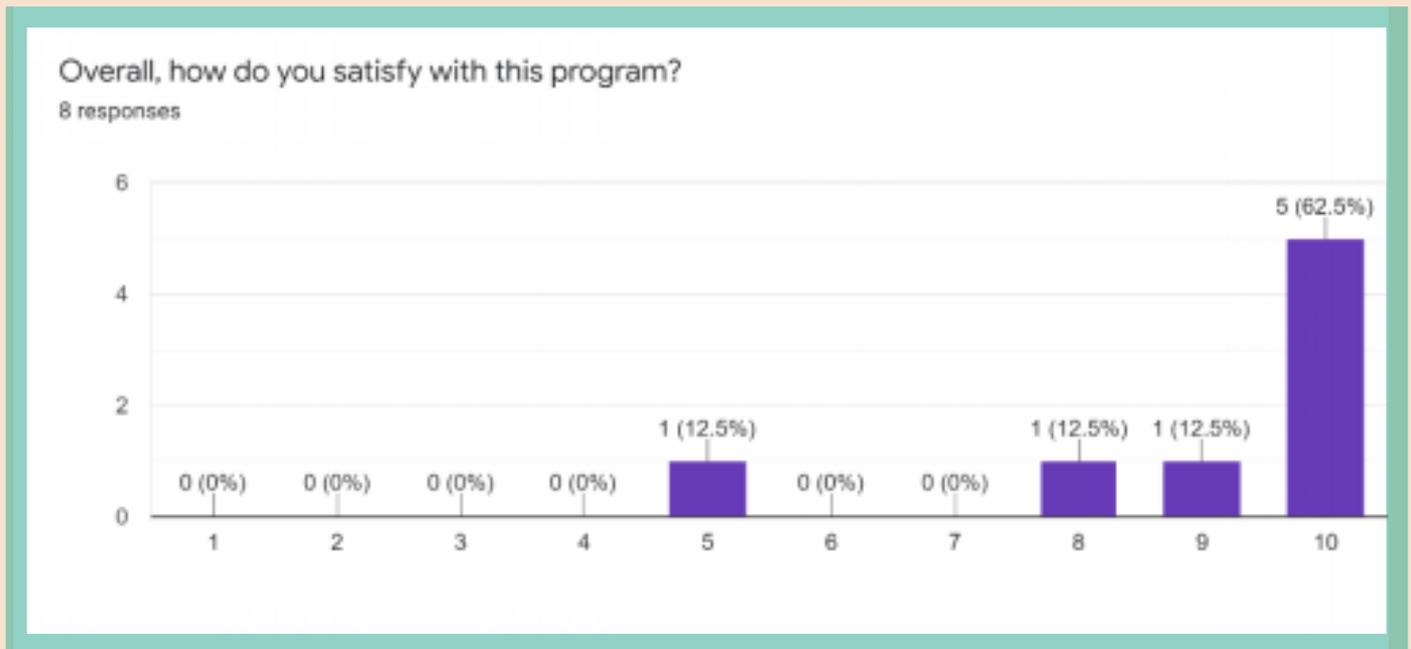
With its current design on Refugee Online Mental Health Program (ROMHP), COPE Program has a **great potential to be sustainable**. The current participants of mental health program are trained to be facilitator who will facilitate and supervise the following batch of refugees who participate in the program. The current ten (10) refugee facilitators will be divided into five (5) groups where every two refugees will co-facilitate one group consists of five (5) new group participants. Ten (10) refugee facilitators will train other 25 new participants and these 25 people in the future will be joining the first batch of 10 facilitators. These 35 refugee facilitators will be ready to train another 90 refugees.

The program can be implemented to its fullest potential if RAIC succeeded to secure funding for several years to come. Remembering that the number of potential refugee facilitators will increase in the upcoming years, RAIC needs to plan the budget accordingly to sustain the program.

Openness for Suggestion

From the survey, it is identified that in general the **beneficiaries are satisfied** with the run of the program. From the total of eight (8) respondents, five (5) people score 10 and two (2) score 8 and 9 for satisfaction to COPE program.





COPE team has been very opened to suggestions from refugee participants since beginning when designing the program. The manual has been developed into several versions adapting to request and the need of the participants. The first draft was ready in December 2020 and launched in 2021. Afterward, the first draft manual was used in the sessions, and it is adjusted according to feedbacks from the participants.

“The first draft was twelve weeks, the second draft was six weeks, and then we found that after the six weeks, it wasn’t enough. the second draft was six, but then we add it four more. The third draft was ten sessions. We asked the participants what else they want it? So the first draft was a lot of mindfulness, a lot of behavioural therapy, and talking about trauma. In the second draft, we cut down a lot of that. It was also because our supervisor was really practicing a shock therapy, so she added some pieces to the second draft and some pieces about building social support too. We added a couple activities there. And then the third draft, we have included the pieces they were really interested in the program” (program developer, interview on March 28th, 2022).

At the end of every phase, the program manager distributed a feedback form to the participants to collect information and suggestions if the program still meet their needs and expectations. Some of the idea has been accommodated and some are still considered.

There are several ideas from them identified in the evaluations:

- Expand the topic to be more focused on basic study of mental health and basic psychology, facial expressions, and gender based domestic violence.
- Possibility to do mental health program that work with refugee children

The current participant who anticipated their new role as facilitators for the next batch of participants, there are some technical suggestions that need to be considered:

1. Need to have an office for refugee facilitators

After pandemic is over, it is expected that all meetings will be held offline and aside from facilitating the group sessions, the refugee facilitator will except requests from the community who want to talk or consult about their mental problems. From the experience as refugee representative, having office and other attribute such as T-shirt will help develop rapport from the community members to trust the refugee facilitator that they are reliable and seen as a valid resource person. It is highly problematic to receive someone who have mental health issue at their rented room or house given that the circumstances will be very personal, not professional. Community will question the credibility of the refugee facilitator when their role and attachment to the organization (in this case RAIC) is not visible. Besides, the office will be a strategic space to receive people who do not have the phone/ email contact of RAIC or COPE person.

2. Request to lend computers/ laptop for group meetings

Given that refugee facilitators are preparing to run the group sessions, there is a concern that they do not have sufficient equipment that will support online meetings. Some people do not have computer or laptop and they often use their phone when they join online meeting which can be difficult to do presentation or to share their screen. It will be very helpful if RAIC can provide one laptop per group so they can use it for the session and for writing report particularly when the meeting is still conducted online.

LEGAL AID PROGRAM

RAIC has been assisting refugee community with Legal aid and advice particularly on preparing the application for Refugee Status Determination (RSD) since the beginning of the foundation of the organization (2017). The legal consultant that helps people with the legal cases had worked with SUAKA, Indonesian Civil Society Association for Refugee Rights Protection, for a numbers of years. Refugees in Indonesia have known her for her credibility and service to refugee community, so the trust continues to grow when she was involved in the establishment of RAIC as well.

According to the legal counsellor, prior to 2015 the requests for legal aid and advice mainly were about UNHCR applications for refugee status and for resettlement application accompanied by mental health or medical issue. Nevertheless, the longer refugee community members are living in Indonesia, many of them also face problems related to Indonesian domestic law such as rental dispute with landlords, criminal cases, police arrest for involving in a fight, LGBTQI refugees who are assaulted, domestic violence, dispute with neighbours for breaking cultural norms, etc. For this domestic law cases, RAIC has been doing case referrals to SUAKA and to JRS for legal advice.



Relevance

Legal aid and advice program is **very relevant** for the need of refugees transiting in Indonesia. Given that legal consultation needs an element of trust from community members to the legal counsellor, the reputation of the program manager has been well developed among people in refugee communities in Indonesia. To date, the legal aid and advice is still conducted with a handful number of ongoing cases.

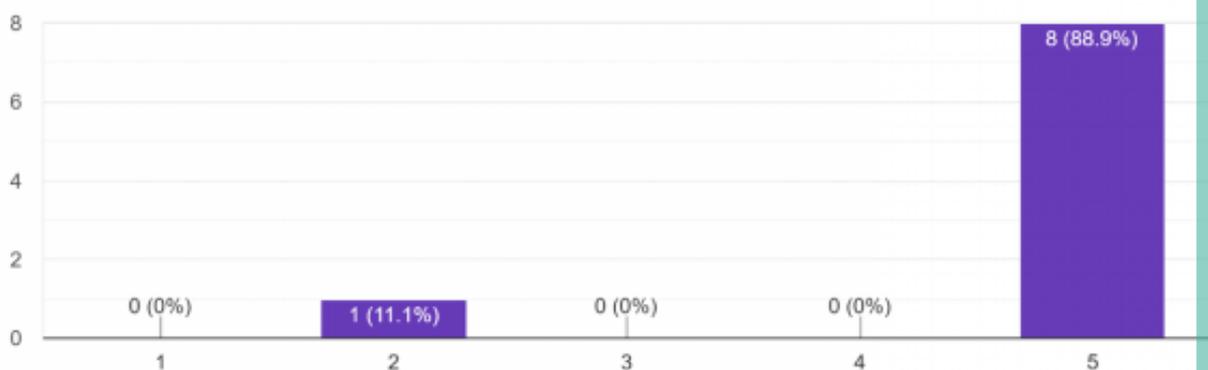
Accessibility

Refugee community members can reach out to RAIC's legal advisor through her RAIC email and her personal email that are very well known among people in the community. The information about RAIC's legal aid and advice program is available on RAIC website. Moreover, the information is generally spread out through word-of-mouth.

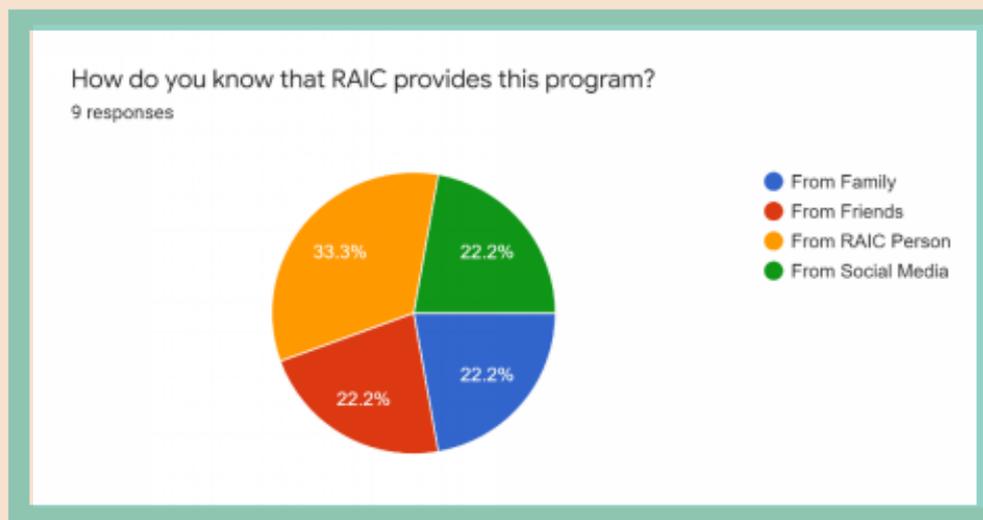
From 91 survey respondents, nine (9) people stated that they have received legal aid and advice from RAIC. From these, eight people (88.9%) said that the process to get legal aid is **very easy**.

How easy is the registration process to apply for this program?

9 responses



The main access to legal aid and advice is through the legal counsellor's personal contact which is also reflected from the feedback in the survey. A third of total respondents know this program from RAIC person and others know through friends, family, and social media.



Management System

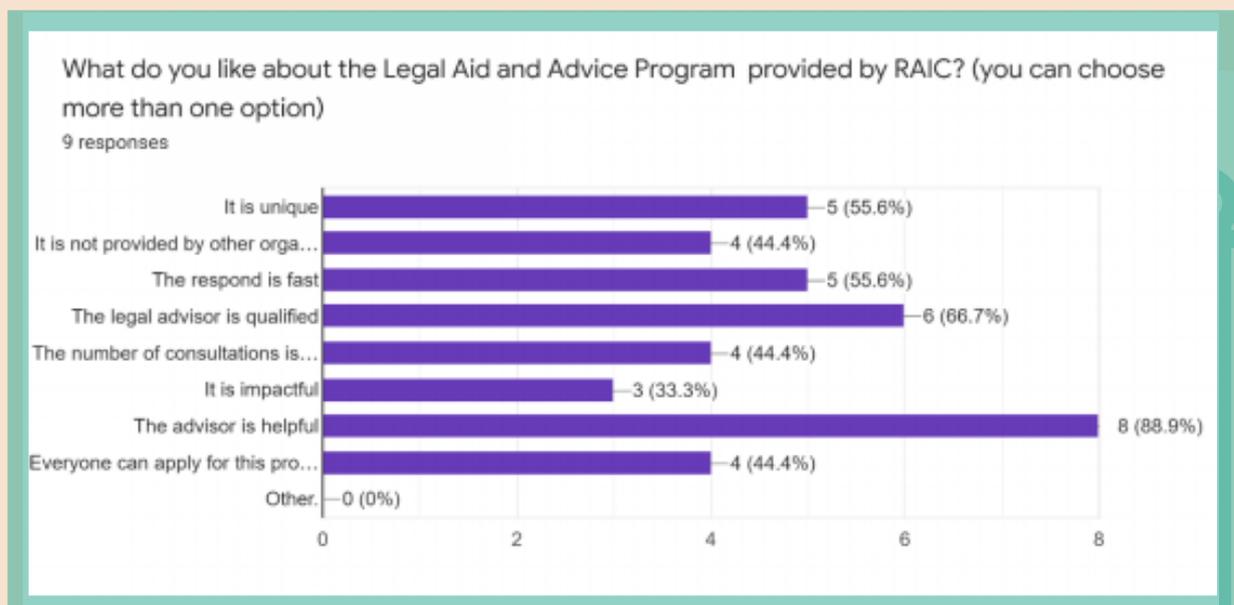
To date, the legal advisor has been working solo with some assistance from community interpreters occasionally. All requests go directly to the legal advisor and the consultation has been going on via email. RAIC does not consider adding up the team member for this program as the top priority given that they have developed referral system to SUAKA and JRS. Aside from that, RAIC has developed **good connections** with several international legal organizations, regional and Canada and America and Australia. Considering that there are other programs that need more urgent funding, the legal advisor said that the plan to broaden the team is on the list, but it will be implemented once RAIC has been able to secure its other programs.

Since COVID-19 pandemic, UNHCR has not been very responsive towards email or any communications. This has caused the cases that have been assisted by RAIC's legal advisor go very slowly. There have been some significant delay and many legal advisors have not been able to get anything done. It has been impacting mental wellbeing of the refugees as time get wasted and they worry about their applications.

There are some challenges identified in the management of the program:

- The legal advisor is currently not based in Indonesia and her work in RAIC legal aid and advice program is part time.
- There is difficulty in finding eligible candidates to replace the legal advisor who understand refugee law as well as Indonesian law. Some lawyers who have collaborated with SUAKA have had commitments in other organizations, so another option is to train them. However, hiring and training new staff need resources like money and time which is not available at current stage.
- Another human resource problem is to find qualified interpreter who understand legal terms given that it is very crucial in legal consultations. Previously, RAIC director assisted with the interpretation given that she was trained paralegal. But, with the workload in RAIC, the legal advisor needs other eligible interpreters that is very difficult to find.

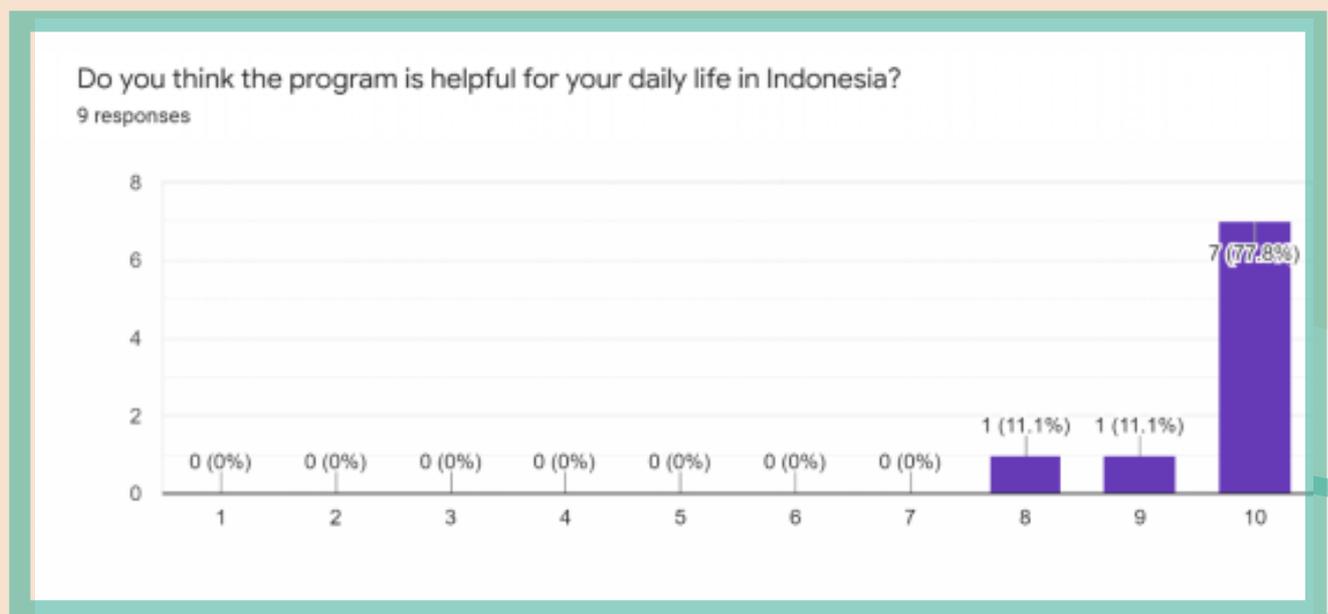
Beneficiaries who have been assisted identified several points that they like in the management of the program. The answers clearly indicate good response to the quality of the legal advisor: 88.9% of respondents rate that the legal advisor is helpful and 66.7% rate that the legal advisor is qualified. Furthermore, they indicate that the program is unique and that the respond from the advisor is fast.



Impact

RAIC's legal aid and advice is **impactful** for refugee wellbeing in Indonesia. The advisor has identified that the legal aid and advice program has been helping refugees in Indonesia in dealing with applications and legal cases that they do not have any knowledge about. With few organizations in Indonesia providing such assistance, this program is very impactful for the refugees and their family. When someone can deliver their story clear and systematically, their refugee status, their appeal, or their resettlement applications will be likely to be successful. And when the applications are successful, it will not only bring betterment and progress to the person doing consultation but also to their families and many generations to come.

All beneficiaries participating in the survey indicate that the legal aid and advice is useful. From the option of 1= not helpful at all and 10= extremely helpful, seven (7) people rate 10, one (1) person rates 9 and one (1) person rates 8.



The legal advisor gave testimony in the external evaluation that the impact of this program even can go beyond the applicant's families but also can expand to reach the broader community.

" There are multiple impact on this program, and people who have been receiving legal aid and have been sponsored to get resettlement, they are already volunteering their time in their community" (legal advisor, interview on April 13th, 2022).

Cultural Sensitivity

This program takes the issue of cultural sensitivity seriously by considering that interpreter is very crucial in the process of consultancy. The advisor acknowledged the importance of understanding the background of the language and the context of refugee law. She also understands that having online meeting with a client and an interpreter may take a very long time which can be quite expensive for the refugee client to buy data. Thus, there is an adjustment that has been made. Interpreters have been arranged to help clients translating and writing their stories in the form and they will send it to legal advisor via email for feedback and more detail consultations. To be able to maximally assist the clients there has been identified to train interpreters with legal knowledge including the meaning of legal terms.



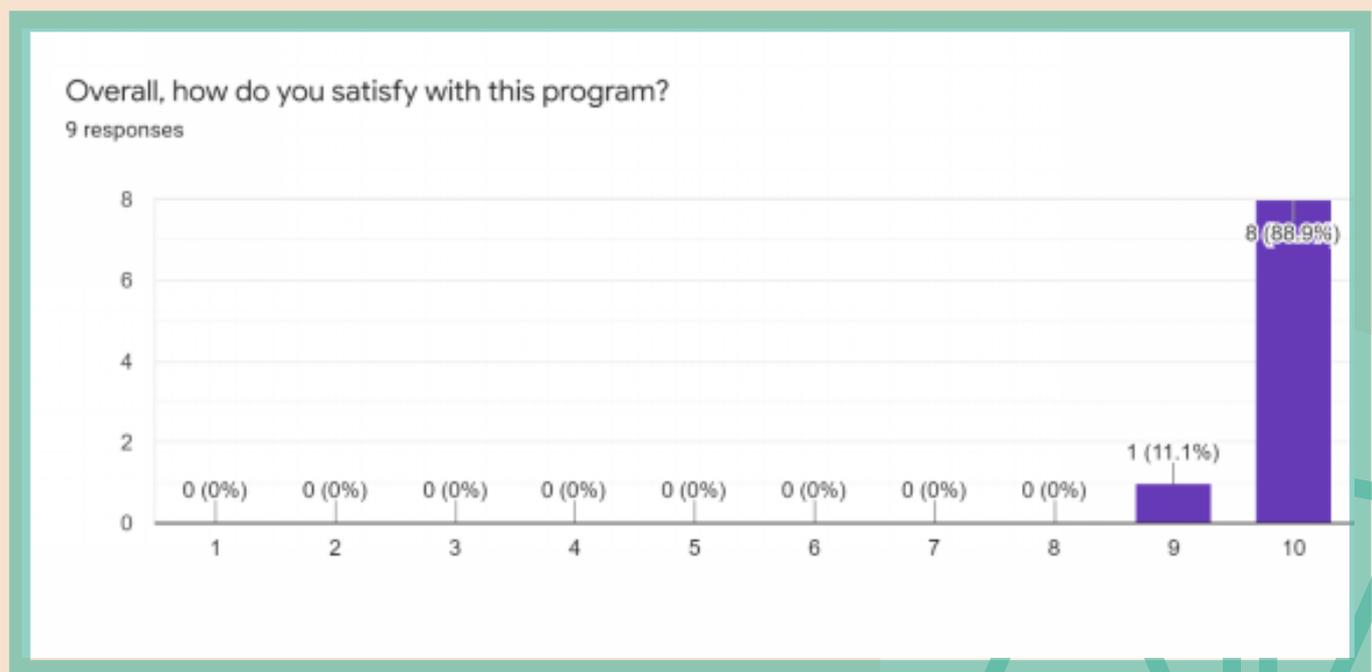
Sustainability

At the current stage, the program is still **ongoing without the need of large funding**. As has been identified in the previous section, it is not RAIC priority to expand the team of legal aid and advice given that it will require resources while now RAIC has developed good partnerships with legal representatives in Indonesia and other countries as well.

There is an idea, however, that in the future when the resources and the time allow, RAIC will recruit team personnel in legal aid and advice from the refugee community. Given that there have been paralegal trainings for refugee representatives before, this plan is highly possible.

Openness for Suggestion

From the survey, all beneficiaries are **satisfied** with the legal aid and advice program. Eight (8) out of ten (10) people rate score-10 and one person rates 9 for the satisfaction scale of this program.



However, the legal advisor mentioned that there are some rooms for improvements such as a need to advance the structure of the program, to fix database collection, and to improve reporting system. The legal advisor also mentioned that she needs to discuss with RAIC director for a long-term plan given that all previous development plans have been implemented and that the organization currently is in the phase of stabilizing the programs.

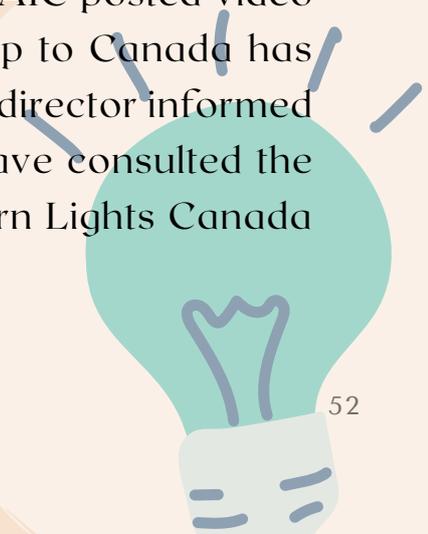


SOLUTION PROGRAM

(Resettlement by Sponsorship)

Since 2021, RAIC can allocate 158,000 USD to sponsor 18 refugees to apply for private sponsorship Group of Five (G5) to Canada. RAIC has been collaborating with Northern Lights Canada, a non-profit organization that helps refugees to resettle in Canada. Through information sharing in the form of videos, written materials, and private consultations, several refugees transiting in Indonesia have been contacting Northern Lights Canada and submit their intention for sponsorship programs to Canada, particularly through “Hazara Refugee Collective” Program. RAIC has been donating to complete funding for ten (10) applications already listed in Northern Lights Canada. Additionally, RAIC is currently assisting 8 individuals who are identified as the most needed for resettlement and struggle to find sponsor and funding. The eight (8) people consist of four (4) people from an Afghan family transiting in Pakistan who have waited the funding for a long time and four (4) single males transiting in different cities in Indonesia who have experience severe trauma and those who have inspired or helped refugee community in Indonesia. The 18 people assisted by RAIC are in different stages of applications, but the processes are going well.

Aside from direct assistance to complete the fund raising for sponsorship, connecting the refugees with potential sponsors in Canada, and helping them with application process, RAIC posted video information in YouTube about the private sponsorship to Canada has been watched by more than 25,000 people. The RAIC director informed that those who benefited from the information and have consulted the process of private sponsorship application via Northern Lights Canada back in 2019 have been resettled in Canada this year.



Relevance

The Solution Program is a **breakthrough** in program for refugee community in Indonesia. Given that the global resettlement chance is very slim, the solution program by RAIC has offered alternative for refugees whose chance to get resettlement is very small. RAIC mainly focuses to groups that generally are not considered as “vulnerable” such as single male who will be difficult to be admitted to resettlement from humanitarian program. Aside from that, refugees from country of origins that have witnessed very small number of its people being resettled such as South Sudan and Iran are also assisted. Furthermore, RAIC also shares information and assists those who refugee applications have been rejected by UNHCR to find a way out from transit country and have a chance to build a safe life in Canada. Therefore, **RAIC is definitely filling the gap of services** needed by refugees transiting in Indonesia and also other transit country.

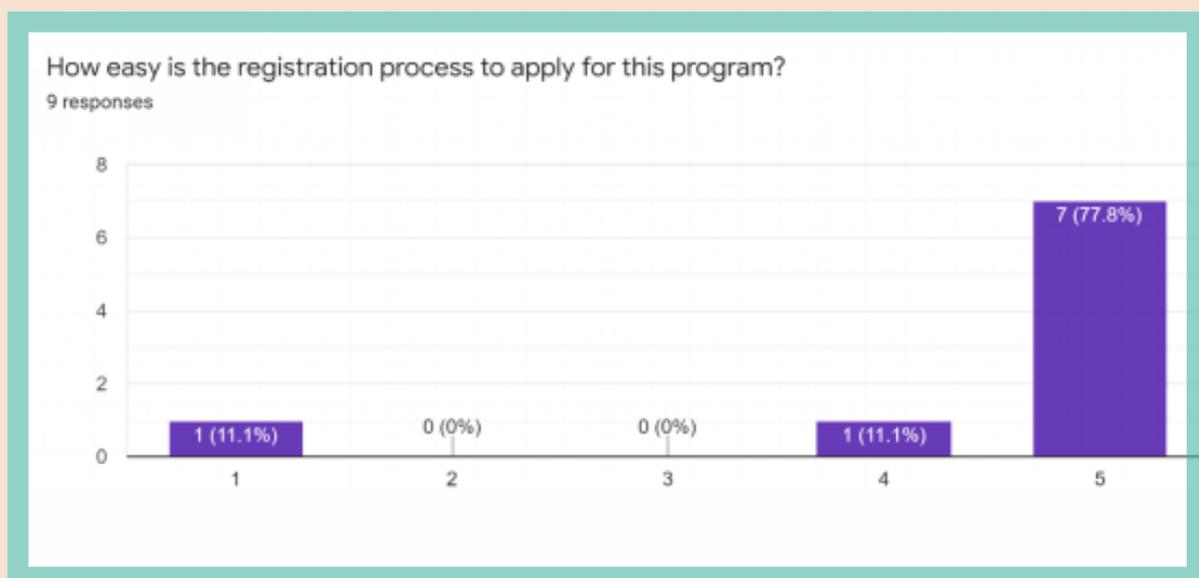
The resettlement through sponsorship with G5 scheme is seen as offering a smoother landing for refugees to settle in Canada compared to any resettlement program from government that locates refugees in temporary location upon arrival. Once the refugee arrives, they already have support. With the G5 scheme, there will be five (5) families in Canada that act as sponsors who will support one refugee family that will be arriving.



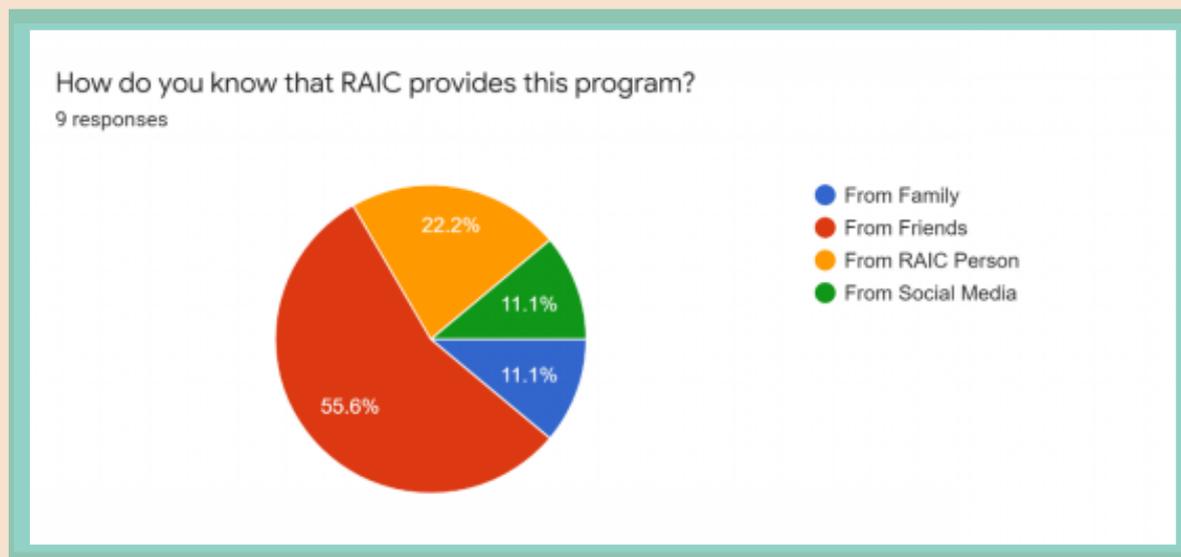
Accessibility

The information shared by RAIC about application process of private sponsorship to Canada is accessible for all refugees in the world. The documents as well as the video can be found online in RAIC website, social media, and its YouTube channel. The application for funding is yet to be opened publicly given that RAIC only has secured funding for Solution program for one year. Therefore, those who can access the funding are refugees who have submitted their intention to find sponsor and donor through Northern Lights Canada and those who have reached out RAIC for consultation regarding private sponsorship.

The survey indicates that majority of respondents feel that it is very easy (77.8%), one (1) person said it is easy (11.1%) and one (1) person said it is very difficult to register for this program.



Regarding the access to information about this program, many respond the questions in the survey that they know about Solution program from their friends (55.6%) followed by information from RAIC person (22.2%). This is reflective to the selection process of the beneficiaries that are not taken publicly, but through comparing cases of those already submitted their cases or intention to either RAIC and/or Northern Light Canada.



Management System

The program manager for Solution Program is also the RAIC director given that she is the main resource person in RAIC who has paralegal training and has deep understanding on the private sponsorship process. The Solution Program manager testified that it has been really challenging to run this program because RAIC did not have a solid team for the solution program. All requests and questions are responded by her, and a staff based in Iran is currently in training to take over the role as program manager soon. The new program manager will be supported by an administrator from refugee community in Indonesia who was recruited early this year (2022) and currently undergoes training as well. RAIC plan to recruit a staff who is based in Canada to facilitate the solution program better. This last plan must wait for some donors to be secured for this solution program in upcoming years.

To get update information regarding the private sponsorship in Canada, the program manager continuously follows webinar or attends online meeting held by Immigration Refugees and Citizenship Canada (IRCC) and Refugees Sponsorship and Training Program (RSTP). To assist refugees who are looking for five sponsors in Canada and who need to do fund raising, RAIC is well collaborated with Northern Lights Canada. Information sharing for refugees are conducted by RAIC while information sharing to Canadian citizen to form a group of sponsors and fund raising is held by Northern Lights Canada.

The selection process for this program is conducted professionally. The program manager makes sure that she and her relatives will not be benefited from the direct funding. Regarding criteria when selecting who will be funded, RAIC does not use solid criteria like other organization. RAIC designs the selection process flexible by comparing and evaluating cases that they received at a given time.

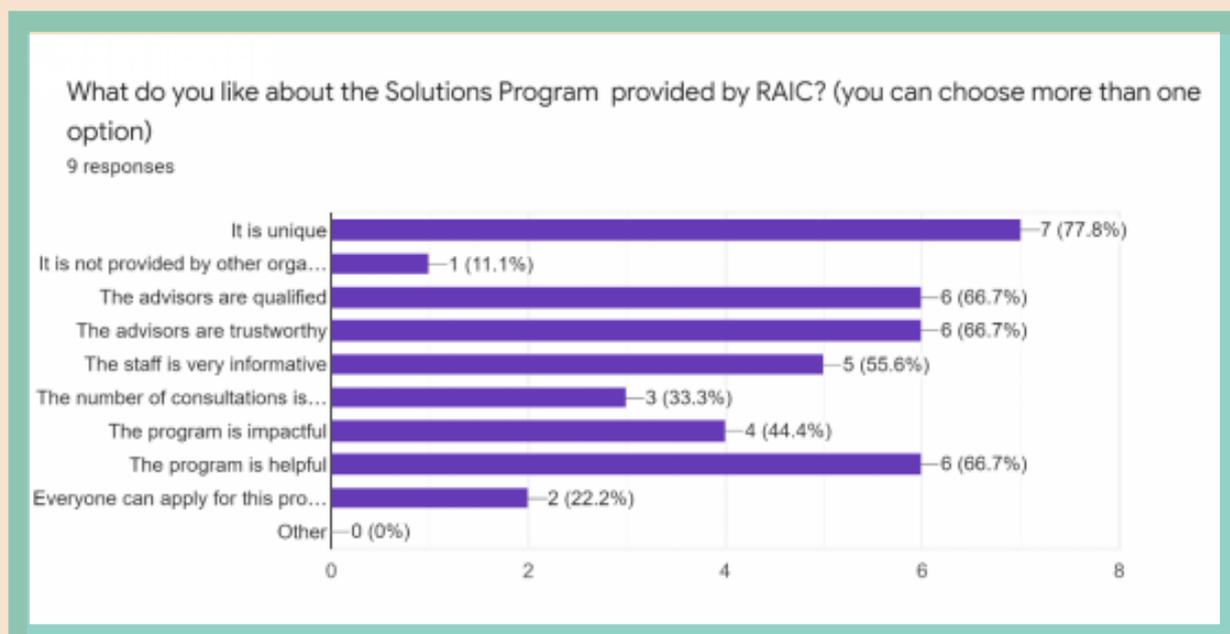
“For example, if there is a single boy lives in a centre in Pekanbaru who need funding and there is a single girl living in Jakarta, obviously the single boy that lives in Pekanbaru has more vulnerabilities and less chance to be resettled than the girl who can apply [resettlement] with UNHCR program. So, then we pick the boy. This is how we are really comparing the cases that currently we have. We see which one is more of urgency, not vulnerability. Because, in my opinion all refugees are vulnerable. Is all about the matter of urgency when they reach out” (Solution program manager, interview on April 12th, 2022).

RAIC’s professionalism is also reflected in the procedures for this program. RAIC has two different contracts for each sponsorship application: one with the refugee/ applicant and one with the sponsor group. Among others, it contains information that RAIC has responsibility for funding them by securing a trust fund in Canada that can be accessed upon arrival in Canada which can be used as living cost for a year in the country. However, if for any reason the application is rejected, the funding will be returned to RAIC.

After the agreements are signed, the refugee will be assisted to fill the application forms and if they have questions regarding case narrative, the Solution program manager and RAIC legal person may answer the questions. After all documents are ready, RAIC will send the whole application packages to sponsor group.

In Canada, the sponsors must fill form, do background check with police, do tax report, etc. RAIC with Northern Lights Canada also support sponsor prepare the forms. After all required documents are completed, the sponsorship application is submitted to Immigration Office in Canada. If the documents are all good, the refugees will be prepared for an interview in Canadian embassy and will be guided until they depart to Canada. If the application is rejected, RAIC will use the funding for other application.

Beneficiaries of this program indicate there are some aspects that they like about the program. The aspect that are really stand out is the program's uniqueness, followed by "the advisors are qualified", "the advisors are trustworthy", and "the program is helpful".



Impact

Solution program has brought a **great impact** for refugees transiting not only in Indonesia but also in other countries. The information sharing for private sponsorships particularly in the form of YouTube videos entitled “Canadian private sponsorship of refugees | group of five – SAH” has been viewed by more than 25,000 people and hundreds of people from all over the world posted comments or questions in response to the video. Remembering that understanding documents related to immigration procedures generally is complicated and changing frequently, posting tutorial video about the solution through private sponsorship is extremely helpful.

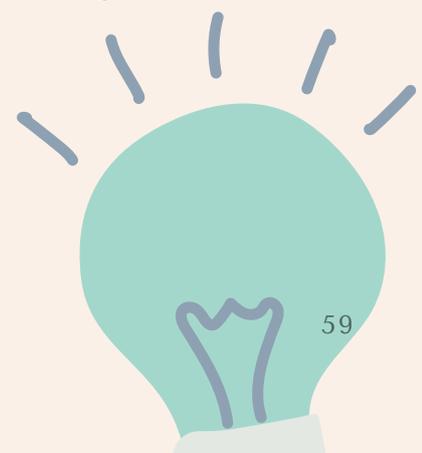
From the survey, all beneficiaries rate that the Solution program is helpful, seven (7) people chose score- 10 and two (2) people chose score- 8.



Regarding the refugee applicants who are provided with funding for settlement allowance for a year in Canada, several beneficiaries stated that RAIC has not only help them but also safe their families in country of origin and the generations to come. A Hazara man staying in Tanjung Pinang, Indonesia shared his story:

“I am here not just for myself. I am here for my family. Every single steps that happens, my success or hope is not just for me. I believe that if I am just a little bit happy for what solution can be for my future, that can be ten times multiply for my family [...] Almost eleven people in my family and I believe that the joy of giving them the news that I have found solution for my future, I am getting out of this uncertainty... Especially my mom, my dad through video call in their face. It has been a totally a new life, and it’s a new hope for us. Being refugee are so mentally tiring in Indonesia. Having that [resettlement] hope is reborn for me. And this solution from RAIC has made that one day clear for me. My future is clear, I am hopefull, hundred percent! I believe this process is going to be successful! So, you ask about my feeling and my the the...you know the hope that they have brought to my life is has been on my imagination. It is beyond imagination! it’s true sunshine to the darkness for me, and for my family, I can give them the hope, my sisters and brothers [...] after the previous government collapse, umm that girls cannot go to school. And then I tell her, don’t worry, brother will fight for you. I will make sure to fight for every single person in my family, I will bring you guys to the best country, I will bring you guys to the best home. And this all can come from where? I cannot lie to them, it’s a hope that I have in my heart, which was made by just great people and the organization. I am so grateful, really” (Male beneficiary, 26 year old, interview on April 19th, 2022).

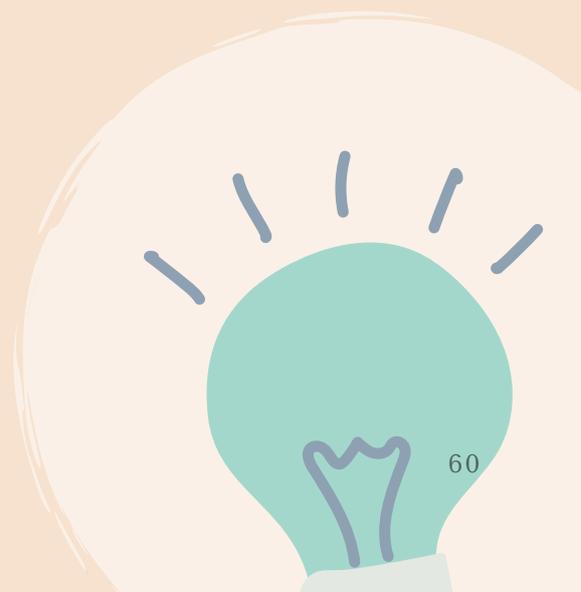
Similar to abovementioned testimony, a young Afghan man who is a refugee transiting in Pakistan with his mother and two sisters said that RAIC’s solution program has given him and his family hope to have a home and have equal rights as citizen where he will not be deported.



“It has given us a hope, that we can finally get resettled in a country. That we can progress in our life, and it brought us happiness with the family...we were living in the uncertainty. We have like, umm we really confused what we are gonna do.. like umm be situation and Afghanistan and Pakistan were collapsing, the issues and the border and umm the most deportation of refugees from Pakistan and we must go to Afghanistan. We cannot go there...So it’s giving us a hope that we can resettle in the third country and help umm our live, get education, and help us to move forward, that’s the something. Mozghan help us with our future. The solution program is going to help us to get sponsorship and permanent resident in Canada. We will not face the danger of being deported anymore. It’s gonna be huge impact in our lives” (Afghan man, 21-year-old, interview on April 20th, 2022).

Cultural Sensitivity

For the solution program, RAIC shows its concern on cultural sensitivity by providing information particularly in the form of video in Youtube in Farsi language besides English. Given that most of the refugees transiting in Indonesia are from Farsi speaking country, this is very helpful. This is possible because the program manager and staff members are from Farsi speaking community. In the consultation regarding solution program, social and cultural norm particularly on Persian culture is carefully applied. The manager is often contacted by applicants’ family who expressed their gratitude for assisting their sons or daughters.



Sustainability

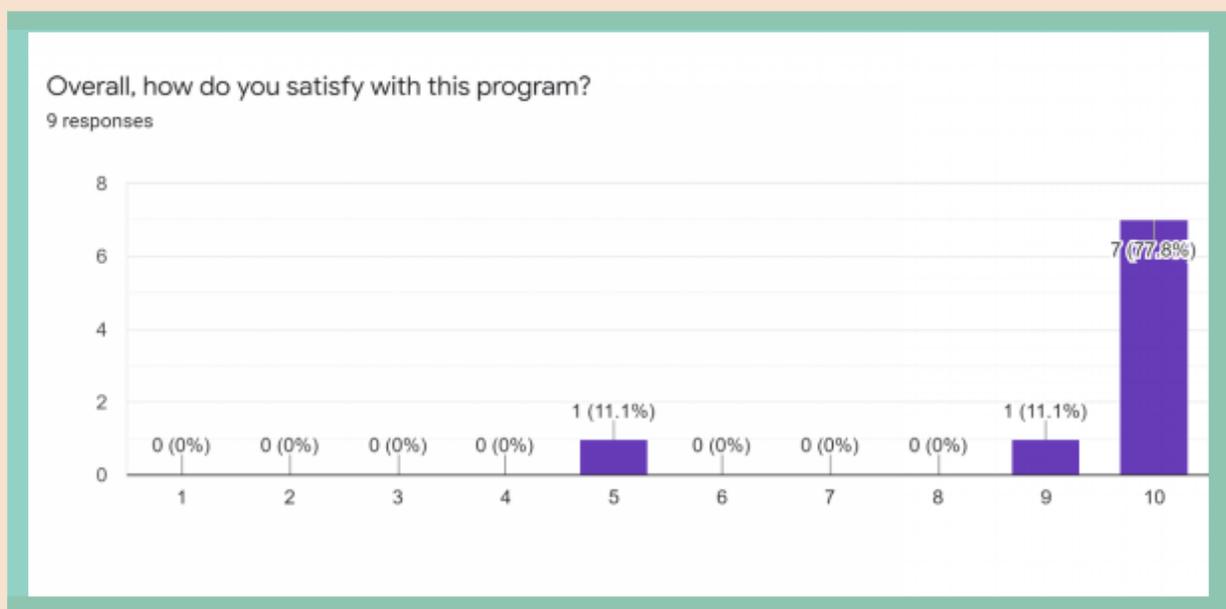
Solution program has a **great potential to develop** given the strong impact it has to the refugees who benefit from this program. The program manager has indicated that in the future RAIC will open an office in Canada to smoothen the application process of refugees who applied for private sponsorship program. As part of the long-term goal, RAIC plans to be able to bring good insight about situation of refugees in Indonesia. Furthermore, when RAIC has been registered in Canada, it also opens for possibility to assist refugee resettlement with Sponsorship Agreement Holder (SAH) scheme, where RAIC will serve as an organization that sponsors refugee applicants from Indonesia.

In terms of budget sustainability, RAIC only has secured budget for Solution Program for one year. RAIC must prepare a more structured plan to secure funding and long-term cooperation with organizations or other relevant parties to assure that this great initiative can continue. It has been reported that RAIC is planning to work with a consultant to develop strategy on obtaining donor and securing funding. **Solution program is one of the initiatives that can be developed together as a collective with the coalition.**



Openness for suggestion

RAIC expresses its **openness to hear and accommodate** the wish from the refugee community members. Beneficiaries of this program mostly gave feedback that they satisfy on how things have been managed in this program. Out of nine (9) survey respondents, seven (7) people rate score-10, one (1) person rates score-1, and one (1) person rates score- 5.



A small suggestion is only a wish that RAIC would expand its social media so they can really reach out to more people in the community in Indonesia and other transit country. Moreover, there is a request that RAIC could share more information regarding other alternatives of resettlement or sponsorship opportunity for refugees other than group of five (G5) scheme and Sponsorship Agreement Holder (SAH) scheme. In addition, RAIC can broaden its impact and strengthen its impartiality by posting information video in other languages spoken by refugees in Indonesia such as Arabic and Ethiopian language.

BEST PRACTICES

Since 2017, RAIC has done some remarkable achievements. There are some points that can be highlighted regarding RAIC's best practices for these past five years.

1. Uniqueness of the Programs

RAIC has offered unique programs that have not offered by other organizations working with refugees in Indonesia. In developing the programs, RAIC aims to fill service gap for refugees provided by other organizations. The three programs that the most unique are medical program (providing eye check-up and dental care), Cope mental health program, and Solution program (Resettlement by Sponsorship). Other programs such as Basic Need program and Legal Aid and Advice are also provided by few other organizations. However, RAIC has always assured that the programs are provided with certain quality and approach that answers the needs of the refugee communities.

2. The Availability and Respect to the Community

An approach that is very appreciated by community is that RAIC's staffs and volunteers always treat community members with respect. The beneficiaries have given feedback that they always receive answers from RAIC when they contact the organizations, and that they have received transparent and clear response from RAIC on their requests or inquiries. The availability of the staffs and the volunteers to respond refugees is an important gesture in building trustworthy relationship between the organization and the communities. As a refugee-led organization, the managers and other staffs understand first hand that the program must be delivered with consideration of positioning the community members as persons with dignity, not as a vulnerable and passive victim who merely beg for mercy.

3. Distinctive Criteria Applied to select beneficiaries

An important note must be made regarding the criteria that is created by RAIC in selecting people who will be their beneficiaries. Unlike criteria developed by most of humanitarian organisations (including those reputable international organizations), RAIC does not make “vulnerability” as the prime criteria to access their services given that RAIC believes that all refugees are vulnerable. RAIC seeks to prioritize those who fall into the gap of other organizations’ services. Refugees who most likely will not receive help from other organizations are the primary target for RAIC’s program. For example, in selecting the beneficiaries of Solution program, RAIC prioritized single male, rejected refugees, and refugees from certain nationalities who have low rate of resettlement.

Aside from that, unlike most organizations that generally reject applications from refugees who already are benefited from another organization, RAIC still accept refugees who get help from other organizations considering that their assistance is only small part to covers the refugees’ need. RAIC even encouraged other organizations to support RAIC’s beneficiaries when staffs from other organizations contact them to cross check the refugees’ data. RAIC prioritizes the openness and honesty in the relationship with the community so the refugees will comfortably inform them if they receive any assistance from other organizations. The refugees therefore are not forced to deliver false information or to be deceptive only to be able to access some services. An example of this practice can be seen in providing Basic Need program. This distinct approach in making the criteria needs to be emphasized and acknowledged, and in the future RAIC must share this idea to other organisations so that they can follow its extraordinary example.

4. Impact Oriented Programs

Still related to the method and approach of the program, RAIC really considers the importance of impacts of the programs. Thus, in all programs, they prioritize the quality of the service rather than focusing on adding the number of beneficiaries if it means that they must compromise the quality and quantity of the program. In the Basic Need program, they continually assist persons and families with accommodations rent and other living cost for several years and have not stopped the assistance to date. As a result, they witness the development of families and children to be more resilient and even can help other people in the community. RAIC does not follow other organizations' example who need to establish rules or deadlines that their assistance will stop after sometimes to be able to reach out other refugees in the community. A staff member explained to me:

"If people are getting help that is not enough, they will never gonna get to a stage where they feel comfortable to help others. They constantly going to be 'I don't have enough, I don't feel safe, I don't have enough to eat, I'm worried about my children, they don't have education.' But people have been assisted with basic needs for 12 months, 18 months, two years and they haven't been kicked out of the program at any stage. But while they've been getting support, the small amount of money they have, they've been able to use it to build themselves up in other ways and then they've transitioned out of the program when they're stable and comfortable. And they're then helping other people around them. But if we only say 'You only get one, and you only get one, and you only get one, and that's it,' then they're constantly going to be there. They're not going to be able to grow" (staff member, interview on April 13th, 2022).

Regarding the quality of the program, RAIC decided how a program should be done and which partner they chose to implement it. For example, dental care in medical program clearly illustrates that RAIC team took time to survey and observes some clinics in Jakarta and finally decided to use one specific clinic because its cleanliness, its strict procedures related to Covid-19 infection, and the punctuality and availability of doctors in the clinic. The testimony of the dental care beneficiaries reflects thorough treatments they have received and RAIC assisted them not only one visit but all visits necessary to the dentist until their teeth problems are solved.

Organic yet Professional Management System

RAIC has demonstrated a nice balance of management system. As refugee-led participatory organizations, it understands how the work culture among refugee community and then organically develops the system that suitable for the community. Many flexibilities and informality in trust building and group dynamics have been observed. On the other hand, RAIC still can maintain its professionalism by conducting everything systematically and accountably. RAIC understands that its donors and partners need their capacity to run an organization professionally, so they also develop certain structure to manage the programs, the reporting, and to able to monitor and evaluate it. However, although RAIC knows what donors want, they do not create programs for the donors. RAIC performs a nice hybrid system where they take external suggestions to improve the program, but they always stay grassroots and stay connected with the community to see potential of how they can incorporate the suggestion to what the community need. Thus, it is clearly identified in the evaluation that RAIC is the one who lead the programs and not solely follow the donors' requests.

CHALLENGES

Challenges that are specific to each program have been elaborated respectively. In general, some challenges are identified:

1. Human Resources Issue

Staffs from various programs have indicated that human resource matter is one of the challenges in developing programs in the future. As the programs grow, there are need from various programs to expand the team or to replace the current staff with new persons. However, finding a person with certain qualifications that fit into the programs' requirements is very challenging, specifically when RAIC hopes that the positions will be filled in with members of refugee communities. The possibility to train potential staffs is also challenged by location of current staffs who are outside Indonesia (such as Australia and America) and their time availability to conduct such training, remembering that many experts involved in RAIC have commitment in other institutions either to work or to study.

Regarding the long-term plan to recruit more members from refugee community, some RAIC staffs acknowledge that there is a trust issue that needs to be considered. Understanding that there is certainly politics and dynamics within refugee community, RAIC needs to carefully and strategically find a right people who are capable and trustworthy and can be impartial in addressing potential friction within the community. Especially for Solution program, RAIC is also careful not to hire refugees as a manager or other strategic position given that it will potentially raise ethical issue when the team must decide to assist community members that are related to RAIC's staffs.

2. Written SOP is not yet available in all programs

As typical in grassroots organizations, written manuals are often not the main tools to manage the programs. All programs have their own systems in place and in a way their own SOP, but not all the programs have it systematically documented. Some procedures such as Basic need program and Medical program is taught and trained from previous to new staffs orally. The other programs such as COPE and Solution program have more written manuals, so it is easier to all team members to refer to the same documents when implement the program.

The potential challenges when not all programs have written data is difficulties to coordinate or cross reference one program to other programs.

3. Networking with Indonesian Institutions

In line with the challenge on finding right human resources to programs' regeneration, networking to find partner organisations and individuals experts who are willing to work together to improve the referral systems or other services in RAIC programs have been challenging. Given that there is still limited Indonesian people involved and knew RAIC's programs and performance, it has been difficult to identify and contact other potential partners. Specifically for medical program, Cope mental health program, and legal aid, most of beneficiaries are in Jakarta and surroundings so the option for partnership is limited to this area to be applicable. It also is not sufficient to only find Indonesian persons or institutions who are willing to partner with RAIC. The potential party must be able to communicate in English or languages spoken by refugees, and they must have specific knowledge about refugees' matter. For example, Indonesian mental health practitioner must understand the specific refugee condition that affect their mental health. Indonesian legal advisor also needs to understand refugee law and legal status of refugee in Indonesia. This speciality is not a common issue owned by Indonesian experts and practitioners. Scarcity of Indonesian institution that work on refugee issues is also reflective to the core problem of RAIC's networking matter.

4. Financial Sustainability

To expand the magnitude of the programs, RAIC staffs and volunteers are identified as capable. The biggest challenge that identified is to secure funding for all programs for at least the next five years. Currently, the funding availability is different from one program to another. For example, basic need program and medical program receive limited amount of regular funding for at least a year, with possibility to extend it to several years. Solution program only has fix budget for one year and other programs have different funding situation. The limited budget has restrained RAIC to reach out more people. From the feedback forms, many Basic Need beneficiaries have asked that RAIC can give food package to them every month and there are some requests that yet be delivered such as items for children (diapers, children milk, school equipment, children clothing) and medicines for specific illness. The 2000 people are in RAIC's Basic Need waiting list while their budget was only enough to make 300 package every month (15%). This is a serious challenge to meet the needs of the refugees. RAIC is planning to work with donor consultant and donor writer next year. This issue can be mitigated together with fellow organizations in the coalition.

5. Mental Health of Staff and Volunteers from Refugee Communities

One RAIC manager said that the mental health of RAIC's staffs and volunteers who are from refugee communities need to be taken seriously. They often must face double responsibilities when they themselves have their own problem with surviving in Indonesia, but they also must deal with requests, problems, and sometimes complaint from other refugees who are the beneficiaries of the programs. This double pressures sometimes affects the psychology of refugee staffs and volunteers, making them need to take pause on their work in RAIC to take care of their mental health.

RECOMMENDATIONS

1. Hold Regular Inter-programs Coordination Meetings

At current stage, RAIC teams work separately and differently each program. It will be beneficial for all programs to have regular inter-program meetings. One program may learn the approach and the management system of other programs and decide if there is something they need to integrate in their programs. Beside the opportunity to learn from each other, the inter-programs coordination meeting will allow each program staffs to do data crossover to see some potentials if there are beneficiaries from one program that needs to be referred to other programs; or if there is some issues or findings in one program that all other programs need to pay attention to. The inter-programs coordination meeting is separated from each program meetings but should be regularly scheduled. Currently coordinator meetings are held every two weeks.

2. Revisit (or develop) Organization's Roadmap

In line with the need to conduct inter-program meetings, RAIC needs to make organization's roadmap at least to the next five years. The current logical framework and work progresses that is available in some programs can be used as foundation to develop the roadmap. This need is identified from some staffs' aspirations that with many things going on and have developed in RAIC, they need to consult with program director to plan what they should focus on or what they should go from this point ahead.

The roadmap can be break down to logical frameworks in all programs. It will help RAIC to have more check and balance on their management system. The program which needs coordination with other parties and deal with specific timeline such as Solution program and probably also Legal aid and advice can utilize more systematic log-frame. It also can contain human resources management, both to plan for regenerations and to schedule regular care program for staff and volunteers.

As part of the roadmap development, to improve the collaboration and communication between the staff an organization ideally has certain core/ underlying organizational values and goal that is understood by all people involve in it. These values need to be communicated in the training process and need to be refreshed regularly through retreats or organization's outing.

3. Make Plan for Budget and Donor Strategy

Given that different programs are in different donor situations, RAIC needs to immediately work with consultant to simultaneously conducting elaborate plans to secure funding for all programs. Now that RAIC has been established and its programs are well known among refugee communities, many beneficiaries started to build bond and dependency to the organizations. To stabilize and even to expand its impact, RAIC needs to work hard to assure that all programs will be sustainable.

4. Use more Technology and Database System

From self-reflection, there is recommendation that RAIC needs to improve its database system to record all relevant documents from all the programs. When RAIC was small, everything is still manageable. However, as all programs have been expanding, the data is growing and can be messy if not managed systematically. For this, RAIC needs to use more advance technology to have better structure and system to manage data collections and data organizations. Thus, all staffs in strategic positions in the organizations can access information and documents they need.

5. Make Information About the Programs Accessible For All Refugees

The issue with technology was also discussed in relation to the website development to be able to present more comprehensive data for refugees as well as for potential collaborators. Specifically for refugees, some program managers have started to make documents that are available in various languages spoken by refugees in Indonesia. Nevertheless, this has not been done in all programs. Given that the issue of inclusivity started to appear in beneficiaries' feedback, it is important to assure that all information about the programs offered for refugees is accessible for all refugees from all country of origins who are transiting in Indonesia.

RAIC is currently working with its communication manager to simplify all the information on the website so refugee can reach out to the staffs easier. RAIC also tries to develop the system on the website so there will be more systematic forms that can be filled by refugees to request any assistance from any programs.

5. Involve more Indonesian activists, social workers, and academics in RAIC's activities.

To broaden RAIC's links with potential partners, RAIC should involve more Indonesian activists, social workers, and academics who are concerned with refugees' condition in Indonesia. When conducting events or implementing programs, RAIC can invite more Indonesian to join either as co-organizers or as attendees. Furthermore, RAIC can build connection with more locals through the snowballing effect where the Indonesian fellows will inform their friends, and their friends will spread the words to their other friends. These growing connection with locals will be beneficial for RAIC in the future.

CONCLUSIONS

From this evaluation, it can be concluded that all RAIC programs i.e. Basic Need program, Medical program, Cope Mental Health program, Legal aid and advice, and Solution program are very **important and relevant** to support the needs of refugees and asylum seekers transiting in Indonesia. It is clearly identified that the programs are **significantly impactful** for the daily life of the beneficiaries, individually as well as collectively with their family members.

Each programs have its own management team and management system that fit into the dynamics and structure of the respective programs. All program managers have considered some aspects such as **accessibility, cultural sensitivity, and openness for suggestions** as crucial to the success and implementation of each program. All programs have **great potentials to develop** and to expand in the future, especially the COPE Mental Health program as it is designed to be a sustainable initiative where current beneficiaries are acquiring skills to support and assist larger community members in the future. Two programs that have great potential to be conducted and advocated collectively with other coalition member are COPE Mental Health Programs and Solution Program (Resettlement by Sponsorship).

As a refugee-led organization, RAIC developed its system and its program organically while continuously strengthening their capacity to be more professional. Various attempts to improve their accountability and capability has been identified and the organization has been successfully demonstrating some best practices in the approaches. Some of the **best practices** that need to be highlighted are RAIC's consistency to deliver programs that are unique from other organizations in Indonesia, RAIC's availability and its respectful treatments to refugee community members, the distinctive criteria used to select beneficiaries, its reliability to implement programs that are impact-oriented, and balanced management system that is organic yet professional.

Several **challenges and potential problems** are also identified, such as human resources issue related to regeneration and team expansion, written documentation of SOP that is yet available in all programs, networking with Indonesian institutions for referral system betterment and potential collaborators, the issue of financial sustainability for all programs, and the issue of staff and volunteers care especially in the aspect of mental wellbeing.

Since 2017, RAIC has made significant progress in all programs. Previous development plans have been implemented and RAIC currently is in the phase of stabilizing the programs. To advance the RAIC's performance and service to refugees in Indonesia, there are **some recommendations** that can be considered, such as to conduct regular inter-programs coordination meetings, to revisit (and developing) RAIC's roadmap, to plan for more systematic budget and donor strategy, to use more advanced technology to manage database system, to manage all information to be equally accessible for all refugee communities transiting in Indonesia and to involve more Indonesian activists, social workers, and academics in RAIC's activities.

RAIC has successfully demonstrated its importance to fill the service gaps for refugees and asylum seekers in Indonesia. RAIC has successfully implemented its previous plans and goals and has made a huge leap when it affiliates with the coalition. RAIC has a great potential to expand and to be a reputable organization. With sufficient supports and more systematic planning, RAIC will sustainably become a strong organization that supports refugees and asylum seekers in Indonesia.

ANNEXES

1. Basic Need Feedback Form (offline) in English, Farsi, and Arabic.

FEEDBACK FORM FOR BASIC NEED PROGRAM RAIC INDONESIA 2022

1. How old are you? _____ years old.
2. What is your country of origin?

3. How many people in your family? _____ persons.
4. How many package(s) that you receive from RAIC?
_____ package.
5. How long you have been receiving package from RAIC?
_____ months
6. How often you receive package from RAIC?
 Every month Every two months Every three months Every four months Longer than that
7. How do you know basic need program by RAIC?
 From family From friends From RAIC person From social media Other means: _____
8. How easy is the registration process to apply for basic need program?
 Very easy Easy Neutral Difficult Very Difficult
9. How long you waited from registration to receiving package from RAIC?
 1-2 months 3-4 months 5-6 months 7-8 months More than 8 months
10. Do you think basic need program is helpful for your daily life in Indonesia? (1 = not helpful; 10= extremely helpful)
 1 2 3 4 5 6 7 8 9 10
11. How is the quality of the goods in the package? (1= very bad quality; 10= extremely good quality)
 1 2 3 4 5 6 7 8 9 10
12. How is the quantity of the package for your need? (1= very little; 10= very sufficient)
 1 2 3 4 5 6 7 8 9 10
13. Do you think RAIC staff and volunteers are friendly and helpful with information regarding the program? (1= rude and not helpful; 10= extremely friendly and helpful)
 1 2 3 4 5 6 7 8 9 10
14. Overall, how do you satisfy with RAIC's basic need program? (1= not satisfy at all; 10= extremely satisfy)
 1 2 3 4 5 6 7 8 9 10
15. Is there anything crucial that you need but not yet provided in the package?
 No. All I need is in the package Yes, I need _____
16. Please provide suggestion to RAIC to improve the program:

1 of 1

نموذج ردود الفعل لبرنامج الاحتياجات الأساسية

2022 إندونيسيا RAIC

1. كم عمرك؟ _____ سنة.

2. ما هو بلدك الأصلي؟ _____

3. كم عدد الأشخاص في عائلتك؟ _____ أشخاص

4. كم عدد الطرود التي تحصل عليها من RAIC؟ _____ صفقة

5. منذ متى وأنت تستلم الطرد RAIC؟ _____ الشهر من

6. كم مرة تتلقى الحزمة من RAIC ؟

كل شهر	كل شهرين	كل ثلاثة اشهر	كل أربعة شهور	أطول من ذلك
--------	----------	---------------	---------------	-------------

7. كيف تعرف برنامج الاحتياجات الأساسية عن طريق RAIC ؟

من العائلة	من الأصدقاء	من شخص RAIC	من وسائل التواصل الاجتماعي	وسائل أخرى
------------	-------------	-------------	----------------------------	------------

8. ما مدى سهولة عملية التسجيل للتقدم لبرنامج الاحتياجات الأساسية ؟

سهل جدا	سهل	محايد	صعب	صعب جدا
---------	-----	-------	-----	---------

9. كم من الوقت انتظرت من التسجيل حتى استلام الطرد من RAIC ؟

شهر 1-2	شهور 3 - 4	شهور 5-6	شهور 7-8	أكثر من 8 شهور
---------	------------	----------	----------	----------------

10. هل تعتقد أن برنامج الاحتياجات الأساسية مفيد لحياتك اليومية في إندونيسيا؟ (1 = غير مفيد ، 10 = مفيد للغاية)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

11. كيف هي جودة البضائع في العبوة؟ (1 = جودة سيئة للغاية ؛ 10 = جودة عالية جدًا)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12. كيف هي كمية العبوة لحاجتك؟ (1 = قليل جدًا ؛ 10 = كافٍ جدًا)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

13. هل تعتقد أن الموظفين والمتطوعين في دودون ومفيدون فيما يتعلق بالمعلومات المتعلقة بالبرنامج؟ (1 = وقح وغير مفيد ؛ 10 = ودود للغاية ومفيد)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

14. بشكل عام ، كيف ترضي برنامج الاحتياجات الأساسية لـ RAIC؟ (غير مرضٍ على الإطلاق ؛ 10 = مرضٍ للغاية =

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

15. هل هناك أي شيء مهم تحتاجه ولكن لم يتم توفيره في العبوة بعد؟

نعم أحتاج	لا ، كل ما أحتاجه هو في العبوة
-----------	--------------------------------

16. يرجى تقديم اقتراح RAIC. لتحسين البرنامج:

فرم بازخورد برای برنامه نیاز اساسی

RAIC اندونزی ۲۰۲۲

1. چند ساله هستید؟ _____ ساله.
2. کشور مبدأ شما چیست؟ _____
3. در خانواده شما چند نفر هستند؟ _____ افراد.
4. چند بسته (بسته ها) از RAIC دریافت می کنید؟ بسته _____.
5. چند مدت است که بسته را از RAIC دریافت می کنید؟ _____ ماه ها
6. هر چند وقت یک بار بسته را از RAIC دریافت می کنید؟

<input type="radio"/> هر ماه	<input type="radio"/> هر دو ماه	<input type="radio"/> هر سه ماه	<input type="radio"/> هر چهار ماه	<input type="radio"/> طولانی تر از آن
------------------------------	---------------------------------	---------------------------------	-----------------------------------	---------------------------------------
7. برنامه نیاز اولیه را از RAIC چگونه می دانید؟

<input type="radio"/> از خانواده	<input type="radio"/> از دوستان	<input type="radio"/> از RAIC از شخص	<input type="radio"/> از رسانه های اجتماعی	<input type="radio"/> وسایل دیگر
----------------------------------	---------------------------------	--------------------------------------	--	----------------------------------
8. روند ثبت نام برای درخواست برنامه نیاز اولیه چقدر آسان است؟

<input type="radio"/> بسیار آسان	<input type="radio"/> آسان	<input type="radio"/> خنثی	<input type="radio"/> دشوار	<input type="radio"/> بسیار دشوار
----------------------------------	----------------------------	----------------------------	-----------------------------	-----------------------------------
9. چه مدت از ثبت نام تا دریافت بسته از RAIC صبر کردید؟

<input type="radio"/> ماه 1-2	<input type="radio"/> ماه 3-4	<input type="radio"/> ماه 5-6	<input type="radio"/> ماه 7-8	<input type="radio"/> بیش از 8 ماه
-------------------------------	-------------------------------	-------------------------------	-------------------------------	------------------------------------
10. آیا فکر می کنید برنامه نیاز اولیه برای زندگی روزمره شما در اندونزی مفید است؟ (1 = مفید نیست؛ 10 = بسیار مفید)

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
11. کیفیت کالا در بسته بندی چگونه است؟ (1 = کیفیت بسیار بد؛ 10 = کیفیت بسیار خوب)

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
12. مقدار بسته برای نیاز شما چگونه است؟ (1 = بسیار کم؛ 10 = بسیار کافی)

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
13. آیا فکر می کنید کارکنان و داوطلبان RAIC با اطلاعات مربوط به برنامه دوستانه و مفید هستند؟ (1 = بی ادب و مفید نیست؛ 10 = بسیار دوستانه و مفید)

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
14. به طور کلی، چقدر با برنامه نیاز اساسی RAIC راضی هستید؟ (1 = اصلاً راضی نیستم، 10 = بسیار راضی هستم)

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
15. آیا چیز مهمی وجود دارد که به آن نیاز دارید اما هنوز در بسته ارائه نشده است؟

<input type="radio"/> بله، من نیاز دارم _____	<input type="radio"/> خیر. تمام چیزی که نیاز دارم در بسته است
---	---
16. لطفاً برای بهبود برنامه به RAIC پیشنهاد دهید.

2. Feedback Form online Survey all programs.

FEEDBACK FORM ALL PROGRAMS RAIC INDONESIA 2022

Basic Information (Part I)

1. How old are you? _____ years old.
 - Under 15 year old
 - 15- 25 year old
 - 26- 35 year old
 - 36- 45 year old
 - 46-55 year old
 - 56- 65 year old
 - Above 66 year old
2. What is your country of origin?
 - Afghanistan
 - Pakistan
 - Iran
 - Somalia
 - Ethiopia
 - Sudan
 - Others, mention _____
3. How many people in your family transiting in Indonesia?
_____ persons.
 - 1-3
 - 4-6
 - 7-10
 - More than 10
4. What program that you aware from RAIC?
 - 1 Basic needs (care package, hygiene package)
 - Medical (dental care, eye care)
 - o Cope mental health program
 - o Legal aid and advice
 - o Solutions program
5. What program that you know from RAIC? (you can choose more than one)
 - Basic needs (care package, hygiene package)
 - Medical (dental care, eye care)
 - Cope mental health program
 - Legal aid and advice
 - Solutions program

Do you receive "Basic Needs Program" (food and hygiene package) from RAIC?

- Yes
- No

Basic Needs Program (Part II)

How long you have been receiving assistance from RAIC?

- 1 - 4 months
- 4 – 8 months
- 9 – 12 months
- 1 – 2 years
- 2-3 years
- 3 – 4 years
- 4 – 5 years

How do you know that RAIC provides this program?

- From family From friends From RAIC person From social media Other means: _____

How easy is the registration process to apply for this program?

- Very Difficult Difficult Neutral Easy Very Easy

How long you waited from registration to receiving this program?

- 1-2 months 3- 4 months 5-6 months 7-8 months More than 8 months

Do you think the program is helpful for your daily life in Indonesia? (1 = not helpful; 10= extremely helpful)

- 1 2 3 4 5 6 7 8 9 10

How is the quality of the assistance? (1= very bad quality; 10= extremely good quality)

- 1 2 3 4 5 6 7 8 9 10

How is the quantity or frequency of the assistance? (1= very little; 10= very sufficient)

- 1 2 3 4 5 6 7 8 9 10

Do you think RAIC staff and volunteers are friendly and helpful with information regarding the program? (1= rude and not helpful; 10= extremely friendly and helpful)

- 1 2 3 4 5 6 7 8 9 10

Overall, how do you satisfy with this program? (1= not satisfy at all; 10= extremely satisfy)

- 1 2 3 4 5 6 7 8 9 10

What do you like about the Basic needs program?

- It is unique
- It is not provided by other organization
- The package has good quality
- The quantity is sufficient for my need
- It is impactful
- The staff is friendly and helpful
- Everyone can apply for this program
- Others, mention _____

Is there anything crucial that you need from RAIC but not yet provided in the program?

- No. All I need is covered Yes, I need _____

Medical (Part III)

Do you receive "Medical Program" (eye check up or dental care) from RAIC?

- Yes
- No

What kind of the program that you receive?

- Dental Care
- Eye Care
- Other

How long you have been receiving assistance from RAIC?

- 1 - 4 months
- 4 - 8 months
- 9 - 12 months
- 1 - 2 years
- 2-3 years
- 3 - 4 years
- 4 - 5 years

How do you know that RAIC provides this program?

- From family From friends From RAIC person From social media Other means: _____

How easy is the registration process to apply for this program?

- Very Difficult Difficult Neutral Easy Very Easy

How long you waited from registration to receiving this program?

- 1-2 months 3- 4 months 5-6 months 7-8 months More than 8 months

Do you think the program is helpful for your daily life in Indonesia? (1 = not helpful; 10= extremely helpful)

- 1 2 3 4 5 6 7 8 9 10

How is the quality of the assistance? (1= very bad quality; 10= extremely good quality)

- 1 2 3 4 5 6 7 8 9 10

How is the quantity or frequency of the assistance? (1= very little; 10= very sufficient)

- 1 2 3 4 5 6 7 8 9 10

Do you think RAIC staff and volunteers are friendly and helpful with information regarding the program? (1= rude and not helpful; 10= extremely friendly and helpful)

- 1 2 3 4 5 6 7 8 9 10

Overall, how do you satisfy with this program? (1= not satisfy at all; 10= extremely satisfy)

- 1 2 3 4 5 6 7 8 9 10

What do you like about the Medical program?

- It is unique
- It is not provided by other organization
- The service has good quality
- The doctor is qualified
- The clinic/ place is clean
- The quantity is sufficient for my need
- It is impactful
- The staff is friendly and helpful
- Everyone can apply for this program
- Others, mention _____

Is there anything crucial that you need from RAIC but not yet provided in the program?

- No, All I need is covered Yes, I need

Legal aid and advice (Part V)

Do you receive "Legal Aid and Advice Program" from RAIC?

- Yes
- No

How long you have been receiving assistance from RAIC?

- 1 - 4 months
- 4 – 8 months
- 9 – 12 months
- 1 – 2 years
- 2-3 years
- 3 – 4 years
- 4 – 5 years

How do you know that RAIC provides this program?

- From family From friends From RAIC From social Other means:
person media _____

How easy is the registration process to apply for this program?

- Very Difficult Difficult Neutral Easy Very Easy

How long you waited from registration to receiving this program?

- 1-2 months 3- 4 months 5-6 months 7-8 months More than 8
months

Do you think the program is helpful for your daily life in Indonesia? (1 = not helpful; 10= extremely helpful)

- 1 2 3 4 5 6 7 8 9 10

How is the quality of the assistance? (1= very bad quality; 10= extremely good quality)

- 1 2 3 4 5 6 7 8 9 10

How is the quantity or frequency of the assistance? (1= very little; 10= very sufficient)

- 1 2 3 4 5 6 7 8 9 10

Do you think RAIC staff and volunteers are friendly and helpful with information regarding the program? (1= rude and not helpful; 10= extremely friendly and helpful)

- 1 2 3 4 5 6 7 8 9 10

Overall, how do you satisfy with this program? (1= not satisfy at all; 10= extremely satisfy)

- 1 2 3 4 5 6 7 8 9 10

What do you like about the Legal Aid and Advice program?

- It is unique
- It is not provided by other organization
- The respond is fast
- The legal advisor is qualified
- The number of consultations is sufficient to my need
- It is impactful
- The advisor is helpful
- Everyone can apply for this program
- Others, mention _____

Is there anything crucial that you need from RAIC but not yet provided in the program?

- No, All I need is covered Yes, I need

What do you like about the Solution Program?

- It is unique
- It is not provided by other organization
- The advisors are qualified
- The advisors are trustworthy
- The staff is very informative
- The number of consultations is sufficient to my need
- The program is impactful
- The program is helpful
- Everyone can apply for this program
- Others, mention _____

Is there anything crucial that you need from RAIC but not yet provided in the program?

- No. All I need is covered Yes, I need

Suggestions (Part VII)

Please provide any suggestion for RAIC improvements

