

របាយការណ៍ប្រចាំឆ្នាំ ២០០៥



អង្គការកែច្នៃ និង អនាម័យសហគមន៍

ស្តារ ឡើង



Community Sanitation And Recycling Organisation

CSARO Annual Review 2005

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ជីវប្រវត្តិសង្ខេបរបស់ស្ដារ៉ូ

អង្គការកែច្នៃ និង អនាម័យសហគមន៍ ហៅកាត់ថា ស្ដារ៉ូ គឺជាអង្គការមិនមែនរដ្ឋាភិបាល NGO កម្ពុជាមួយ ដែលបង្កើតឡើងនៅក្នុងខែកុម្ភៈឆ្នាំ1997 ដោយក្រុមមួយនៃអ្នកធ្វើការផ្នែកអភិវឌ្ឍន៍ ដែលមានការតាំងចិត្តក្នុងការធ្វើអោយបរិស្ថានស្អាត និង ស្ថានភាពរស់នៅរបស់ជនក្រីក្រក្នុងទីក្រុង នៅប្រទេស កម្ពុជាអោយមានភាពប្រសើរឡើង។ អង្គការ ស្ដារ៉ូ ជាអ្នកនាំមុខគេក្នុងការប្រើប្រាស់នូវរបៀបធ្វើការចូលរួមមួយ ដើម្បីធ្វើអោយប្រសើរដល់ស្ថានភាពនានា នៅក្នុងតំបន់ដែលគេមិនបានយកចិត្តទុកដាក់ និង តំបន់ដែលមិនមានការបំរើសេវា ទីនោះហើយជាកន្លែងដែលអ្នកក្រីក្រទីក្រុងរស់នៅ។ អង្គការ ស្ដារ៉ូ ផ្ដោតការងារពិសេសធ្វើអោយមានភាពប្រសើរឡើង ដល់ស្ថានភាពរស់នៅ និង ការងាររបស់មនុស្ស ពេញវ័យ និង កុមារវិស(អេតចាយ)ចំនួនរាប់ពាន់នាក់ ដែលកំពុងរស់រវល់រាប់ចិញ្ចឹមជីវិតរស់នៅក្នុងទីក្រុងភ្នំពេញ។

ទស្សនៈអង្គការស្ដារ៉ូ- សហគមន៍នានានៅក្នុងទីក្រុងជាកន្លែងដែលប្រជាពលរដ្ឋ និង អ្នករើសសំរាមអេតចាយ) ធ្វើការងារសហការជាមួយគ្នា ដើម្បីតំបន់សហគមន៍ កខ្វក់ ផ្លាស់ប្តូរទៅជាតំបន់បរិស្ថានស្អាត សុវត្ថិភាព និង មានសុខភាពល្អ ដើម្បីរស់នៅ។ អ្នករើសសំរាម អេតចាយទាំងអស់នេះធ្វើការរួមគ្នា ដើម្បីកែលម្អ ស្ថានភាព សង្គម និង សេដ្ឋកិច្ចផ្ទាល់របស់ក្រុមពួកគេកាន់តែប្រសើរឡើង។

បេសកកម្មអង្គការស្ដារ៉ូ- លើកកម្ពស់សមត្ថភាពប្រជាពលរដ្ឋក្រីក្រក្នុងទីក្រុង ដើម្បីធ្វើអោយបរិស្ថានសង្គម និង ស្ថានភាពសេដ្ឋកិច្ចរបស់ពួកគេ មានភាពកាន់តែល្អប្រសើរឡើង។

ស្ដារ៉ូមានកម្មវិធីប្រាំមួយនៅក្នុងផែនការយុទ្ធសាស្ត្របីឆ្នាំរបស់ខ្លួននៅពេលបច្ចុប្បន្ននេះ (2004-2007) ។ គោលបំណងសកម្មភាព និងលទ្ធផលនៃកម្មវិធីទាំងនេះមានបង្ហាញជូនដូចខាងក្រោមនេះ។

CSARO Profile

Community Sanitation and Recycling Organization (CSARO) is a Cambodian Non-Governmental Organization (NGO) established in February 1997 by a group of development workers committed to improving the environment and living conditions of urban poor in Cambodia. CSARO has been a leader in the use of a participatory model to improve conditions in the neglected and unserved areas where most urban poor live. A special focus of CSARO's work is improving the living and working conditions of the thousands of adult and child waste pickers who eke out a living from Phnom Penh's waste.

Vision- Urban communities where residents and waste pickers work together to transform low-income areas into clean, safe and healthy places to live; and where waste pickers work together to improve their social and economic conditions.

Mission- To encourage and motivate urban poor people to improve their capacity, their environment, and their social and economic conditions.

CSARO has six program areas in it's current three year strategic plan (2004-2007). The goals, activities and impact of these programs are highlighted on the following pages.

Director's Message



A handwritten signature in black ink, which appears to read 'Heng Yon Kora'.

*Heng Yon Kora, Program Director
Community Sanitation and Recycling
Organization*

2005 was a year of encouraging stability and growth in many of CSARO's programs. It is a key principle of the work to create lasting change in the lives of the urban poor. As CSARO completes its eighth year it is good to see the continuing positive impact of the work that has been done in many of the communities supported.

This year has seen an expansion of the community development work to 3 new communities with a population of 2,322 people. Waste collection has started in these areas, making a significant improvement to sanitation for these households. The waste is also being sorted and where possible, recycled, thereby reducing the amount sent to landfill and the impact on the environment. This work illustrates well the vision of CSARO – seeking to transform both the environment and the economic conditions of the urban poor in Phnom Penh.

2005 marked the halfway point of CSARO's current three year plan (2004-2007) and existing projects continued to develop their work. The Waste picker development center continues to reach new people with sometimes over 100 adults and children visiting it daily and benefiting from services, training and support. Meanwhile the mobile outreach program continues to reach hundreds of children and adults at its 18 sites around the city. A mid term evaluation of CSARO's activity was very beneficial in looking at the impact of these activities and how to improve them further.

Key to the success of every aspect of CSARO's work is the quality of its staff. We were glad to welcome 7 staff members new to CSARO during 2005. We continue to invest in staff capacity building and to strengthen procedures, this year developing new personnel policies and a financial manual.

We were glad to organise and support many events during the year, from participating in International Children's Rights Day in Phnom Penh to running a ten day exposure trip to learn from communities in India. We were delighted to have the support of community leaders and the Ministry of the Environment and in many of these activities. We continue to work with the government and local authorities, and were glad to sign an agreement with the Ministry of Environment this year, expressing their partnership in CSARO's work.

2005 saw a continuing impact on the lives of the urban poor in Phnom Penh as CSARO sought to improve economic, social and environmental conditions in many parts of the city. We look forward to continuing to increase and improve this work in the coming year.

Community Development Program

CSARO goal: Assist residents to improve their community infrastructure, solid waste management and hygiene knowledge. Improve the communities capacity to develop itself for a sustainable future

CSARO helps low-income communities in establishing mechanisms for responding to their own needs, particularly those that affect their environment, health and sanitation conditions. Through the establishment of community development committees (CDC), they are able to identify these needs and arrive at workable solutions to improving their situation. The CDC facilitates planning, resource mobilization and implementation of small infrastructure projects which are envisioned to improve the health and safety of the entire community. CSARO provides continuous support through provision of training, conducting cross-community meetings and exchange visits for mutual learning.

Community Development Committees

In 2005, CSARO staff facilitated the formation of 4 new CDCs, bringing the number of CDCs formed since the program began to a total of 43. CDCs are formed through an election process whereby residents choose community representatives who are then tasked with collecting socio-economic information about residents, facilitating discussions on the community's situation, and identifying community needs. Once these tasks were completed, the CDC's participate in meetings with CSARO to assess community improvement priorities and identifying resources to enable its implementation.

In the past year, four quarterly meetings were conducted with 67 CDC participants. The meetings also provided an opportunity for CDC members and the CSARO staff to exchange ideas and share feedback. Discussion topics included:

- Brainstorming achievement activities in communities
- Developing strategy plans for communities
- Accessing clean water and paving of alleyways
- Understanding community contributions and bookkeeping
- Involving and communicating with local authorities and other NGOs



Community Development Committee meeting at CSARO office.
សកម្មភាពកម្មវិធីប្រជុំរបស់គណៈកម្មាធិការនៅក្នុងការិយាល័យអង្គការស្តារ៉ូ

Training Workshops

A vital aspect of CSARO's community work is training, which builds the skills and capacity of CDC's and their communities to take responsibility for continuing improvements to their environment. CSARO held three training workshops for CDC members, covering the topics of urban community development skills, community leadership and budget planning. There were 64 participants in total.

Community Exchange Visits

Three community exchange visits were conducted in 2005. The purpose of the visits was for new CDCs to learn lessons from communities who have worked closely together to respond to their own infrastructure needs and how they have achieved fruitful collaborations with local authorities. A total of 74 CDC members participated in the community exchange program. For many this was the first time they would have visited another community to learn from them in this way, and they were able to take back valuable lessons about how to improve their own area, as well as building relationships with others on the visit.

Community Development Program

Small Infrastructure

In 2005, CSARO also continued to assist communities in completing small infrastructure projects:

Paving

608m² of road and alleyways were paved in two communities, benefiting over 500 people. The result has been a cleaner and more sanitary environment for residents of these communities. The community provided 67% of the costs including labour, while CSARO covered the remaining cost.

Community based waste storage center

CSARO worked with three communities (2322 people) to discuss, plan and gain permissions to build a waste storage center. The work involved filling the site and building a wall round the facility, new toilets and a water tank as well as rebuilding 2 waste separating buildings, 2 store rooms, and 1 office room. The communities provided 84% of the cost and CSARO the remaining amount. The center was opened in July and is the base for waste collection and sorting activities in these communities.

Community Clean Water System

CSARO helped one community gain access to piped clean water. The CDC worked with CSARO in preparing and submitting an application to the Phnom Penh Water Supply Authority (PPWSA). Once the application was approved, the

PPWSA installed 40 meters of water pipes and 21 water meters. Piped water was provided to 172 people. The communities provided 5% of the cost of this project and now have access to good clean water for the first time.

School waste store rooms

CSARO worked with two schools to discuss, plan and construct waste store rooms. The communities provided over 40% of the funding while CSARO covered the remaining cost. The store rooms have been completed, providing a cleaner environment for over 1000 students who use these schools.



Alleyway paving under construction
ផ្លូវលំតូចដែលកំពុងរៀបចំចាក់សាប



Ribbon cutting of inauguration of alleyway paving.
អ្នកសហគមន៍ចូលរួមកាត់ខ្សែប្រសើរឡើងវិញផ្លូវលំតូចបានធ្វើរួច



Alleyway paving after completion.
ផ្លូវលំតូចដែលបានចាក់សាបរួច

Waste Picker Development Program

CSARO goal – Assist waste pickers to better their social and economic conditions through skills development and self help activities.

Waste Picker Development Center

The CSARO Waste Picker Development Center (WPDC) works to improve the quality of life for waste pickers. The center provides sanitation facilities, conducts education activities and trainings, and organizes members into Self Help Groups (SHG). Quarterly meetings are held at the center between CSARO staff and SHG members to monitor progress and facilitate problem solving. Use of the center continued to grow during 2005 with average visits rising from 60 to 85 per day.

The WPDC runs general health care and first aid facilities. During 2005, first aid was administered to 225 adults and children, and 4 referrals made for more serious needs. A counselling and discussion group is organised with women and girl waste pickers. In 2005 99 waste pickers were involved in this activity, with discussion around reproductive health, birth spacing, child trafficking, harassment, sexual abuse, drug abuse, mental health and domestic violence.

A focus for 2005 has been improving marketing skills for recycled materials and CSARO has also facilitated exploration of overseas markets for goods.

Training and exchange visits

In 2005, the WPDC conducted training workshops to teach waste pickers techniques on how to make useable products from paper, plastic, and compostable waste. 57 waste pickers participated in 5 training workshops during the year.

Three SHG training workshops were conducted at the WPDC during 2005 to build the capacity and skills of wastepickers. The training covered subjects that included marketing of recycled materials, community based primary collection and waste separation. A waste recycling trainer workshop was also run, enabling the participants to improve their training skills in passing on recycling methods to others, and to improve their income through being able to deliver training sessions.



Training in making handicrafts from recycled plastic.
សកម្មភាពបណ្តុះបណ្តាលធ្វើដោយដៃពីការកែច្នៃថង់ផ្លាស្ទិក

In 2005, CSARO held quarterly meetings with SHGs. 101 waste pickers from 13 SHG participated. The meetings provided an opportunity for SHG members to exchange feedback and advice about their groups and to receive training in primary collection, quality of recycling production, marketing, composting and other skills.

Two exchange visits were carried out during the year. 45 wastepickers took part in the exchange visits to learn about marketing of handicraft and use of compost in organic farming of produce.

The WPDC took 21 SHG members on a 3-day exposure visit to Siem Reap province. The goal of the trip was to provide waste pickers with exposure to life outside the city and to learn from another group (Atisang Angkor Group Association) about producing and marketing recycled goods. This field trip also provided a good environment for SHG members and CSARO staff to develop communication and trust.

Solid Waste Management Program

CSARO goal - Assist residents to improve their communities...
solid waste management and hygiene knowledge

A Self Help group has continued to operate the composting facility at the waste recycling development center, recycling waste from several nearby markets and some households. During 2005 they have sorted over 180 tonnes of organic waste. In total they have made and sold 9937kg of compost generating income of nearly \$1100 for the group. CSARO staff have continued to train and develop the skills of this group. The group has started bookkeeping to track their sales and opened their own bank account saving about \$59 so far for equipment maintenance and development. Testing of the best composting methods has continued with much more efficient sustainable methods being developed over the year. A small laboratory is being established with facilities for testing such factors as soil pH and skills training is being developed to support the use of this equipment. The group now has sufficient experience and capacity to train others in composting techniques, generating further income.

Community primary waste collection

An important development in 2005 was the beginning of primary waste collections in the Samaki communities, where collections by truck are impossible due to road quality. Collections have started and a total of 540m³ was collected, with organic and other recyclable material being separated, while remaining waste is stored and collected every two weeks by the private company responsible. About 1 ton of waste is collected every day, and the collections have had a highly visible and significant impact on the sanitation in the communities, as well as providing much needed employment. Compost production has begun at the waste collection centre with a total of 706kg produced so far.

Quarterly meetings were held, bringing together self help groups and those from some CDCs. Discussion topics included:

- development of technical activity at the WRDC
- development of stronger marketing for compost locally
- improvement of the waste collection fee system in the Samaki communities
- improvement of the waste collection activity in the Samaki communities
- encouragement of saving activities

In addition to the quarterly meetings, those from CDC's with an interest visited the WRDC during the year to increase their understanding of recycling and the processes that might be needed in their communities.



Government authorities distributing CSARO waste collection equipment in Samaki Community.
សកម្មភាពចែកចាយឧបករណ៍ប្រមូលសំរាមរបស់អង្គការស្តារ៉ូពី អង្គការរដ្ឋាភិបាលនៅក្នុងសហគមន៍ សាមគី



Solid waste collection activities in Samaki Community.
សកម្មភាពប្រមូលសំរាមនៅក្នុងសហគមន៍សាមគី

Mobile Outreach Program

CSARO goal: Assist waste pickers to better their social and economic conditions through skills development and self help activities.
Improve the communities' capacity to develop itself for a sustainable future.

The mobile outreach program takes CSAROs commitment to improving peoples livelihoods and the environment out onto the streets. Using an innovative education program that can be delivered where the waste pickers work and in people's communities, CSARO staff are out day and night training, encouraging and caring for those they meet.

Waste picker education

There are now 18 sites in Phnom Penh that the team visit on a regular schedule, 12 in daytime and 6 at night. There have been 1329 training sessions delivered at these sites throughout the year, covering health issues, hygiene, safety and child rights. The training sessions use a variety of techniques including songs, role play, pictures and discussion. They are specially designed to cater for a range of literacy levels and literacy/ numeracy training is also included to improve skills and encourage children to return to school where possible. The team is always developing materials having created 22 new sessions and over 200 new teaching resources (handouts and pictures) during the year.

First aid treatment is taught to the participants so that they can administer this to fellow waste pickers when the need arises. The Mobile Outreach team provides waste pickers with medical supplies such as gloves, iodine and bandages. For individuals with serious injuries, the team provides referrals to appropriate health service providers. In 2005, 665 waste pickers, mainly children, received first aid and four individuals were referred for treatment of serious injuries.

For women and girls, counselling sessions on issues such as reproductive health, sexual abuse, family planning and mental health are provided. 55 waste pickers were involved in this program during 2005, with 10 of the participants being referred on to clinics for further support.



Waste picker children receiving literacy education.
សកម្មភាពកុមាររើសសំរាមទទួលការអប់រំចម្លង



Waste picker children learning about first aid.
សកម្មភាពកុមាររើសសំរាមរៀនសូត្រអំពីការសង្គ្រោះបឋម



Waste picker children learning from hygiene IEC materials.
សកម្មភាពកុមាររើសសំរាមរៀនសូត្រអំពីសំភារៈអប់រំសុខភាព អនាម័យ

Mobile Outreach Program

In June 2005, the team organised a group of over 60 waste picker children to participate in International Children Rights Day festival at Wat Phnom park. CSARO distributed T-shirts, caps and education materials on child rights.

In December, a two day trip to Sihanoukville was organised for 45 children from the education program. This was an opportunity to get to know each other and CSARO staff better and learn about Cambodia's natural environment.

Community education

Different communities are also supported through the MOE program. The following educational activities took place throughout the year:

- 74 training sessions with 13 urban slum communities in Phnom Penh, reaching a total of 346 participants. Subjects included using latrines, community sewer drainage, personal and food hygiene, and cholera. Communities were also encouraged to discuss problems and potential improvements in their own communities as part of this training.
- 42 sessions in schools, reaching 732 students, on the subject of community and school garbage disposal.



School children receiving education about waste collection.
សកម្មភាពកុមាររៀននៅសាលាទទួលបានការអប់រំអំពីការប្រមូលសំរាម



Waste pickers participating in World Environment Day.
សកម្មភាពអ្នករើសសំរាមចូលរួមក្នុងទិវាបរិស្ថានអន្តរជាតិ

- Working with the authorities and other groups as part of World Environment Day to clean up some low income communities within Phnom Penh. Over 1100 participated in this day with CSARO distributing 100 T-shirts and caps. Local newspapers and television reported on the event taking the message to many more in the city.
- Running a community waste collection day in Samaki communities



Exposure and exchange trip to Kompong Som.
សកម្មភាពទស្សនៈកិច្ចសិក្សារបស់កុមាររើសសំរាមនៅកំពង់សោម

Community Resource Center

CSARO goal - Improve the communities capacity to develop itself for a sustainable future

The Community resource centre provides a small library of resources that are accessible for both staff and the communities CSARO works with. The centre continues to develop and grow. During 2005 an assessment of existing Information, Education and Communication (IEC) materials was completed. The center supports other CSARO programs by designing training and publicity materials as required. Materials produced during 2005 included:

- T-shirts, caps and banners promoting environmental hygiene awareness
- 1000 annual reports on CSARO's work in 2004
- 1000 leaflets explaining and promoting CSARO's work
- 500 calendars for 2006 promoting environmental improvement
- Education materials for CSARO training and outreach activities



IEC materials.
សំភារៈអប់រំផ្សព្វផ្សាយ

Institutional Development Program

CSARO goal - Strengthen CSARO staff capacity for greater effectiveness.

Performance appraisal and staff development

CSARO's most important asset is its staff, and the IDP ensures that staff are continually developed in their skills as they work with communities. Each member of staff has an annual performance appraisal, in which they work together with the Human Resources Department to reflect on their successes and areas for training. Also critical is the probation program for each new member of staff in which they are orientated to CSARO's vision and values as well as being trained in their new role.

Training

Training during 2005 included:

- 10 day course for board member
- 5 international conferences on the urban environment
- Ten day exposure trip to India, including staff, government representatives, community leaders and wastepickers. This was to study a range of community based solid waste management ideas and improve the capacity and relationships of all parties.
- Computer training (over 420 hours) for staff in basic skills, accounting, word processing and presentation packages.
- Project management training for 12 staff.
- Staff annual retreat

Organizational development

The HRD has also revised CSARO's personnel policy and trained staff on the new policy, developed a financial manual, and conducted a 10 day mid-term evaluation of existing programs.



CSARO staff with certificates after capacity building trainings.
បុគ្គលិកស្ថាប័នទទួលសញ្ញាប័ត្របន្ទាប់ពីបានចូលរួមក្នុងវគ្គបណ្តុះបណ្តាលពង្រឹងសមត្ថភាព

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