



Refugee and Asylum Seekers Information Centre

Easing the burden for people fleeing persecution



IMPACT REPORT

About RAIC

Since 2017, RAIC has delivered life-changing services from within Indonesia's refugee community. We believe in creating collaborative and long-lasting solutions alongside the communities we come from and work with.

Our vision is a world where every refugee and asylum seeker has access to information, resources and opportunities to participate in the decision-making that impacts their lives and their communities, while making choices that best suit their personal circumstances.

WHAT WE DO

1. We respond to immediate needs by providing the basics: basic goods, primary healthcare, and accessible information.
2. We provide specialised assistance and training that enables refugees to uplift each other and advocate for themselves.
3. We collaborate with asylum seeker and refugee communities to identify and access long-term solutions.



THE CHALLENGE

Indonesia is not signatory to the 1951 United Nations Refugee Convention and 13,000+ refugees are currently surviving in Indonesia with little to no support from the government.

International aid for refugees in Indonesia is extremely limited and influenced by the politics of other countries. The few refugee support services available are overwhelmed, underfunded, and ill-equipped for the unique and complex needs of refugees.

Basic rights are not guaranteed or protected for refugees. Barriers including long waitlists, unaffordable costs, language and cultural differences, harassment, discrimination, and movement restrictions prevent access. Refugees are also told long-term solutions like resettlement are highly unlikely.

OUR SOLUTION

RAIC is stepping up to ensure the dignity and voices of our community members are no longer ignored. We see refugees like us not as 'beneficiaries' of assistance but as human beings capable of defining their own needs, aspirations, and solutions.

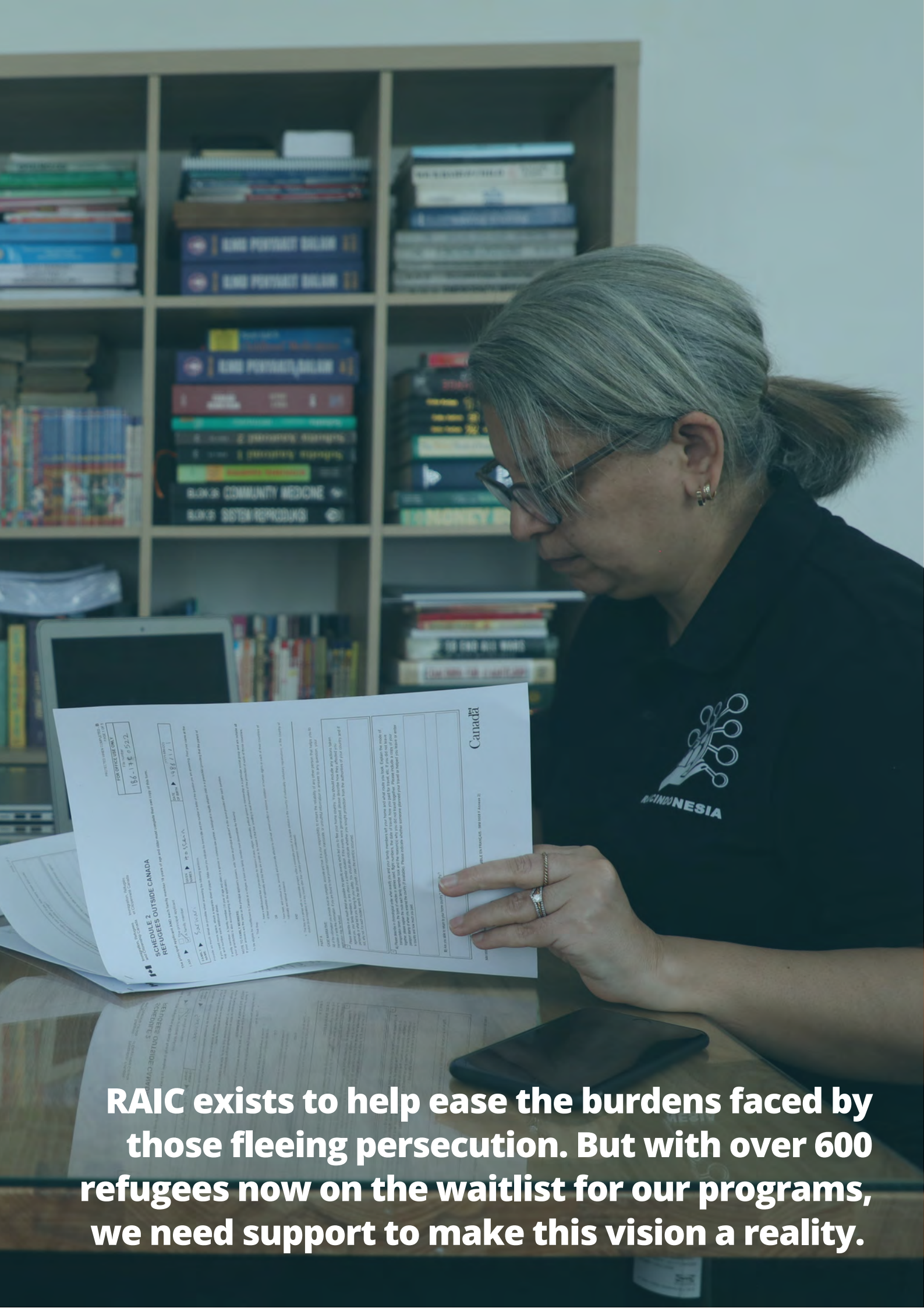
We deliver innovative grassroots programs that have found success through strong community trust and are backed by over 6 years experience operating as a refugee-led organisation in Indonesia.

We are experts in responding to and advocating for our community's immediate needs by delivering targeted programs addressing food security, sanitation, medical care, legal aid, resettlement and mental health.





There are currently 12,781 refugees trapped in limbo in Indonesia. Their basic rights are not protected and their basic needs are rarely met.



RAIC exists to help ease the burdens faced by those fleeing persecution. But with over 600 refugees now on the waitlist for our programs, we need support to make this vision a reality.

Our Programs

COPE



Cope is a community-based mental health and psychosocial support program designed to support refugees and asylum seekers displaced in Indonesia. We take an innovative approach to overcoming barriers to mental health support for refugees by providing low-cost, culturally and linguistically accessible, peer-driven psychosocial support online and in-person.

SOLUTIONS

The Solutions program provides information, advice and emergency assistance to refugees who may be unsure of their rights or confused by legal processes. We assist our community to navigate complex legal situations, understand the options available to them, and find long term solutions such as private sponsorship pathways.



BASIC NEEDS



Basic Needs is a locally led solution with a simple premise: to meet the everyday needs of our community members. Through monthly food and hygiene packages, supported access to preventative eye and dental health care, and emergency medical and housing assistance, we are enabling safer and healthier lives for those awaiting protection.

ADVOCACY

Our work expands beyond the borders of Indonesia through advocacy initiatives that tap into regional and global refugee networks, such as the Resourcing Refugee Leadership Initiative. Using our programs as a demonstrated model for direct and positive impact, we are influencing decision-makers to increase the inclusion and resourcing of refugee-led organisations across the world to sustainably improve the lives of forcibly displaced people.



Learn more about the Resourcing Refugee Leadership Initiative at www.refugeeslead.org

30

participants graduated from the Cope mental health training program

4,728

Basic Needs food and hygiene packages distributed in the community

OUR IMPACT BY NUMBERS

(2021-2022)

\$14,194

in rental assistance for refugees at risk of homelessness

19

applications for resettlement in Canada submitted through the Solutions program

Meet Shahin

Shahin was an 18-year-old refugee living in Indonesia for nearly seven years with his family of six. Because Indonesia does not recognise refugees, Shahin lived without any basic rights or access to proper medical care. This was particularly challenging for Shahin, who has cerebral palsy. Over time, without care, his condition worsened and he began to lose his ability to walk.

Shahin's father faced practical and logistical barriers when trying to engage with UNHCR and other organisations regarding Shahin's situation; as an older man from a minority group, Shahin's father struggled to be heard and seen.

When RAIC Indonesia became aware of Shahin's situation, we supported him with legal aid, urgent medical care, and basic needs assistance. We prepared a narrative document demonstrating his eligibility for resettlement and ensured UNHCR understood his specific situation. Our team also completed medical assessment forms for him and had them validated and signed by specialists and hospitals. These forms proved



his condition was urgent, a prerequisite for expedited resettlement. Every step of the way, RAIC was there, providing interpretation and advocating for his current needs. In 2019, Shahin and his family were finally resettled in Canada.

RAIC has stayed in touch with the family and continued providing advice in their new country of residence, providing connections to key services and guidance for navigating ongoing processes. Today, Shahin has the medical care he needs and he and his siblings are all enrolled in school. For the first time in nearly 10 years, Shahin and his family have safety, stability, and hope for the future.

How We Create Impact

We are **deeply connected to our communities** and their perspectives are embedded in all areas of our work.

We create **holistic and complementary programs** that support the whole person and their unique needs.

We provide **multifaceted solutions** designed to support a person at **any stage in their experience** of forced displacement.

We are **inclusive and provide pathways** to support for those who fall through the gaps of other services.

We engage with refugees in a **culturally-informed and dignified** way, and **provide access to assistance** that would have otherwise remained inaccessible.

We **participate in collective advocacy** to pursue sustainable solutions to the problems facing refugees and refugee-led organisations.





"The **thoughtful and compassionate approach** of the program's staff, combined with the welcoming atmosphere, has made each Cope session a **safe space where I felt comfortable** sharing my experiences and challenges.

The program's emphasis on empathy and understanding has **fostered a sense of community** among participants, creating **an environment conducive to personal growth and healing.**"

Cope Program Participant

Who Does RAIC Impact?

Our activities take place in the Jakarta and Cisarua/Bogor regions of Indonesia where large **urban refugee populations** are based. Programs such as Cope and Solutions are also **offered online** and can be accessed by refugees in any location.

We work across a **broad range of cultural and linguistic groups**. The largest community we support are Hazara refugees from Afghanistan, however we also work with Iranian, Iraqi, Somali, Sudanese, Ethiopian, Syrian and Congolese communities.

We **encourage participation** across the community through measures such as interpretation or translation services; transportation subsidies; women's only peer-support groups; and stipends for volunteers from refugee-backgrounds.

Community activities are implemented by refugees of the same (or similar) gender, age or cultural/language groups to **promote accessibility** and provide appropriate support.



57

participants graduated from the Cope mental health training program

3,840

Basic Needs food and hygiene packages distributed in the community

OUR IMPACT BY NUMBERS

(2022-2023)

1,057

refugee households reached through RAIC's programs

\$5,982

directed towards increasing community access and inclusion

Where We're Headed

Every day we witness the difference our programs bring to the lives of refugees living in Indonesia. Our goal is to reach more people through our activities while maintaining the quality and impact of our holistic, refugee-led, person-centred approach.

With larger funding we could:

- ensure the sustainability of our programs
- employ more staff with lived experience of displacement
- scale up the peer-driven Cope program to support more refugees to access mental health care
- transition our Basic Needs program from material packages to cash assistance to help more families in need
- assist more refugees to find permanent resettlement through the Solutions program

There are over 600 refugees on the immediate waitlist for RAIC's programs and thousands more in need across the community. With additional support and partnerships, we are ready to expand to meet this need.

WANT TO JOIN US? YOU CAN:

- Make a tax-deductible donation
- Partner with us
- Fundraise for our programs
- Book a RAIC speaker
- Become a volunteer
- Amplify our work

Contact Jane Kennedy at jane@raicindonesia.org to discuss ways of getting involved to support RAIC.

OUR TEAM

RAIC has always been a proudly refugee-founded and refugee-led organisation (RLO). We firmly believe that those closest to the experience of displacement are best positioned to identify the solutions that will have the greatest impact.

More than 50% of RAIC's team bring lived experience of forced displacement to their roles.

We are a majority female-led organisation and a global team with staff across Indonesia, Canada, Cambodia, USA and UK.

Our team also includes a large number of volunteers from the refugee community who are supported to participate and give back through our programs.

OUR FINANCES

RAIC is committed to sound and transparent financial practices for due diligence and to enable accountability towards donors and our community.

We have received regular donations and grants since our beginnings in 2017 and have developed the financial and governance systems required to manage these funds such as:

- A Financial Management Policy that is provided to all RAIC staff
- A dedicated Finance Manager who oversees internal financial controls and reporting
- A Board in Indonesia where we are a registered Foundation



"I am happy because every month it's like refreshment. We sit together, we talk together, and also we are doing something that makes us feel happy and gives us good energy."

Community Volunteer

Thank you

to the supporters and volunteers
who make our work possible



OUR IMPACT IS YOUR IMPACT

Our community cannot solve the challenges we face on our own. We rely on passionate and dedicated supporters who share our vision. **Will you join us to deliver life changing refugee-led solutions?**

Become a supporter at www.raicindonesia.org





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VISIT www.raicindonesia.org

CONTACT janek@raicindonesia.org

FOLLOW [@raicindonesia](https://www.instagram.com/raicindonesia)



**Global
Development
Group**

*RAIC is a partner for Project J1170N
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Group (ABN 57 102 400 993).*