

CSARO Annual Review 2007

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ជីវប្រវត្តិសង្ខេបអង្គការ (ស្តារ)

អង្គការកែច្នៃ និងអនាម័យសហគមន៍(ស្តារ) គឺជាអង្គការមិនមែនរដ្ឋាភិបាលកម្ពុជា។ អង្គការនេះបានបង្កើតឡើងនៅខែកុម្ភៈ ឆ្នាំ1997 ដោយបុគ្គលិកអភិវឌ្ឍន៍មួយក្រុមដែលប្តេជ្ញាធ្វើការកែលម្អបរិស្ថាន និងលើកស្ទួយកិច្ចជីវភាពរស់នៅរបស់ប្រជាជនក្រីក្រតំបន់ទីក្រុងក្នុង ប្រទេសកម្ពុជា។ ស្តារ គឺជាអ្នកនាំមុខនៅក្នុងការប្រើប្រាស់គំរូការចូលរួមដើម្បីលើកស្ទួយស្ថានភាពដែលអ្នកក្រីក្រតំបន់ទីក្រុងរស់នៅ ដែលជាកន្លែងដែលគេមិនមានផែនការអភិវឌ្ឍន៍និងគ្មានសេវាផ្តល់ជូន។ ការផ្តោតការយកចិត្តទុកដាក់ជាពិសេសរបស់ស្តារគឺការលើកស្ទួយ កិច្ចជីវភាពរស់នៅនិងស្ថានភាពការងាររបស់អ្នករើសសំរាមមនុស្សធំ និងក្មេងរើសសំរាមរាប់ពាន់នាក់ដែលរកប្រាក់ចំណូលចិញ្ចឹមជីវិតពី ការដើររើសសំរាមនៅតាមដងផ្លូវឬនៅតាមគំនរសំរាមផ្សេងៗ។

ទស្សនៈ:- សហគមន៍នៅក្នុងទីក្រុង គឺជាកន្លែងដែលប្រជាពលរដ្ឋ និងអ្នករើសសំរាមធ្វើការងាររួមគ្នា ដើម្បីអោយតំបន់សហគមន៍ខ្ញុំកំ ផ្លាស់ប្តូរទៅជា តំបន់បរិស្ថានស្អាត សុវត្ថិភាព និងមានសុខភាពសំរាប់ការស្នាក់រស់នៅ។ អ្នករើសសំរាមទាំងអស់នេះធ្វើការងាររួមគ្នា ដើម្បីកែលម្អស្ថានភាពសង្គម និង សេដ្ឋកិច្ចផ្ទាល់របស់ក្រុមពួកគេកាន់តែប្រសើរឡើង។

បេសកកម្ម:- លើកកម្ពស់សមត្ថភាព ប្រជាពលរដ្ឋក្រីក្រក្នុងទីក្រុង ដើម្បីអោយបរិស្ថានសង្គម និង ស្ថានភាពសេដ្ឋកិច្ចរបស់ពួកគេ មានភាពកាន់តែល្អប្រសើរឡើង។

គោលដៅ:- អ្នកសហគមន៍ក្នុងទីក្រុង និងអ្នករើសសំរាមមានសិទ្ធិអំណាចចេះសហការណ៍គ្នាធ្វើអោយបរិស្ថានរស់នៅល្អ និងស្ថានភាពសេដ្ឋកិច្ច ក្នុងគ្រួសាររបស់ពួកគេប្រសើរឡើងប្រកបដោយនិរន្តរភាពនាពេលអនាគត។

CSARO Profile

Community Sanitation and Recycling Organisation (CSARO) is a Cambodian non-governmental organisation (NGO). It was established in February 1997 by a group of development workers committed to improving the environment and living conditions of the urban poor in Cambodia. CSARO is a leader in the use of participatory models to improve conditions in the areas where the urban poor live, most of which lie neglected and unconsidered which are often offer unplanned and un-serviced parts of the city. A special focus of CSARO's work is improving the living and working conditions of the thousands of adult and child waste pickers who make their living by sorting through rubbish on the street or in front of people's houses, and from piles of garbage.

Vision- Urban communities where residents and waste pickers work together to transform slum 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 and their environmental, social and economic conditions

Goal : The empowered of urban communities and waste pickers, cooperating to improve their environment and creating better family economic condition for sustainable future.

Director's Message



2007 has been a year of change for CSARO as the location and structure of its work has shifted focus in several ways.

The movement of the urban poor to the outskirts of the city has continued due to the price of land and demand for new housing. Many slum areas have been forcibly cleared and for others prices have made living in central Phnom Penh impossible. While sanitation is slowly improving in the city centre, the new communities outside this central area have very little in the way of infrastructure. Usually they lack paved roads and piped water supply and have basic or non-existent drainage, sanitation and electricity services. Since CSARO's vision is the transformation of just such slum areas its work has also increasingly been based outside the city centre in these new areas.

It seems appropriate that its centre CSARO's center of operations has also moved in this direction as operations started in the new center at Phnom Penh Tumhmeyi. Thanks to generous support from donors the new center began to take shape during the year, starting with composting facilities operations and housing the offices of the organisation training areas. Work continues to make develop the space for training and to make-build the center as a location that can a demonstration site forte good recycling practice.

2007 also saw the start of a new three- year program for CSARO. Following the recommendations of the 2005 program review, programs have been reorganised to bring more emphasis on objective- based planning and, better focused on the meeting the needs of the targetthe groups and ends CSARO serves. Three officers now focus respectively on urban community development, solid waste management and mobile outreach. These Under the new intigratedintegrated approach, these three programs overlap in their ends and participants and the three programmes work closely together on activity implementation.

Although much has changed, the driving aim of CSARO remains the same – to see the urban poor working together to improve their environment and economic conditions. Small self- help groups that support each other in improving their living conditions remain central to achieving lasting change. It is on the energy, compassion and commitment of such people that CSARO depends.

January 2008
Heng Yon Kora, Program Director
Community Sanitation and Recycling Organization

Community Development Programme

CSARO objective: Empowered urban communities capable of handling their own development and the creation of a clean and healthy environment in a sustainable manner. Improved economic and social conditions of target Waste Pickers (WPs)

Many areas of Phnom Penh lack basic community infrastructure, such as sewage and drainage systems, clean water systems, waste management facilities, and paved roads. As a result, hygiene and sanitation conditions are poor, in many cases leading to health problems. CSARO supports communities in establishing mechanisms which can respond to these needs.

Community Development Committees

Community Development Committees (CDCs) are made up of representatives from the community, with support from CSARO staff. The CDCs conduct regular meetings with community members in order to identify community needs, facilitate planning, mobilise resources, and implement small-scale infrastructure projects.

In 2007, CSARO staff facilitated the formation of 5 new CDCs. This brought the total number of CDCs formed since the programme began to 59. These new CDCs represent 665 households, in total: more than 3380 people. The

residents of these communities worked together with CSARO staff to identify and prioritize their problems and needs, preparing a community profile and electing resident representatives.



គណៈកម្មាធិការអភិវឌ្ឍន៍សហគមន៍ប្រជុំផ្ដេរផែនការណ៍
CDC leaders discussing community plans



សកម្មភាពបណ្តុះបណ្តាលគណៈកម្មាធិការអភិវឌ្ឍន៍សហគមន៍
Capacity building activities with community leaders



មេដឹកនាំស្ត្រីសហគមន៍ប្រជុំប្រចាំខែ
Monthly meeting of women community leaders

Community Development Programme



ផ្លូវថ្នល់ក្នុងសហគមន៍ពេលមុនអភិវឌ្ឍន៍
Road before development



ផ្លូវថ្នល់ក្នុងសហគមន៍ពេលក្រោយអភិវឌ្ឍន៍
Road after development

In the past year, four quarterly meetings were conducted, with 63 (32 women) CDC participants (including 32 women). The meetings provided an opportunity for CDC members and CSARO staff to exchange ideas and share feedback.

Discussion topics included:

- Developing strategic plans for the community
- Water and sewerage systems
- Waste collection systems
- Development of a management committee for solid waste

Training workshops

A vital aspect of CSARO's community work involves training. This builds the skills and capacity of CDCs and their communities so that they can take responsibility for continuing improvements to their environment. CSARO held four training workshops for CDC members, covering leadership skills (two days), community bookkeeping (two days), recording community waste collection fees (one day) and community development (two days). There were 66 participants (including 29 women) in total.

Small-scale infrastructure

CSARO supported the Samaki communities (Samaki 1, 2 and 3 with 2612 people in total) in planning and constructing



ពិធីបើកសម្ពោធផ្លូវថ្នល់នៅក្នុងសហគមន៍
Community's roads opening ceremony

nearly 1.5km of paved improved roads for their communities. For these three urban communities improved roads were a vital improvement to their environment affecting both access and health issues. The process involved supporting the community to plan together and understand technical issues then advising them on dealing with local officials and authorities for the necessary permissions. CSARO also provided around 20% of the cost towards construction.

Waste Picker Development Programme

CSARO objective: Assist waste pickers to better their social and economic conditions through skills development and self-help activities.

Waste Picker Development Centre (WPDC)

The WPDC provides training in safe waste collection and separation and in making products from recycled materials. It also offers a meeting place for waste pickers, providing a safe space for children to play and learn and for adults to meet, socialise and develop support networks.

In early 2007 the WPDC was forced to move to a location next to the CSARO office to a new location adjacent to the CSARO office as the government did not extend the lease on the property used previously when the government failed to extend the land use agreement for the previous site. There was a drop in numbers using the centre, but around 40 people a day continued to attend and use the facilities and space provided. Others remain in contact with CSARO via meeting points around the city that are visited on a regular schedule.

The WPDC continued to provide sanitation facilities and to deal with first aid and general healthcare issues for waste pickers, referring serious health issues to clinics. It also linked girls and women into the counselling and health discussion groups that are part of the Mobile outreach Outreach and Education programme.

Training and exchange visits

An important part of CSARO's work with waste pickers is facilitating the creation and training of Self-Help Groups (SHGs). Members work together and support each other to improve their own situations. The self help groups SHGs receive consistent on-going training and support.

In 2007, two workshops were held for waste picker SHGs, building their capacity in the areas of recording waste collection activities (two days) and recycling training and team work (five days). A total of 35 (26 women) waste pickers (including 26 women) participated in these workshops. The second workshop transferred skills in training others to make handicrafts from recycled materials. CSARO's priority is always to build the capacity of others and this training enabled the par-

ticipants to successfully train others in the community. Quarterly meetings were also arranged for self-help groups. A total of 112 waste pickers (84 women) attended these meetings, where discussion and training took place on the following subjects:

- Working as a team within self-help groups
- Waste separation
- Composting organic waste
- Organisation of community waste collection
- Making handicrafts from recycled waste materials
- Organising training of trainers for handicraft recycling skills

Training workshops on recycling skills were also held at the WPDC. These were longer courses of two hours each day involving teaching and practical experience, giving trainees new skills and products that they could sell when finished. During 2007, five courses were run on plastic bag waste recycling (30 or 37 days) and four on paper waste recycling (30 or 37 days). A total of 106 participants attended these training sessions. CSARO continued to facilitate the sale of recycled items on behalf of those who made them, passing all the profit back to the participants.



ក្រុមជួយខ្លួនឯងធ្វើការកែច្នៃសំណល់ប្រើប្រាស់ឡើងវិញ
SHG making handicrafts from recycled waste materials

Solid Waste Management Programme

CSARO objective: Empowered Self Help Groups (SHGs) working with target communities to implement a Solid Waste Management System in a sustainable manner

Community primary waste collection

During 2007, CSARO continued to work with SHGs to collect and recycle waste in the urban communities of Samaki and in addition extended this work to the Sen Sok communities. Community waste management committees made up of local residents (including representatives from the CDC of each community) were set up in both Samaki and Sen Sok. This enabled the residents to manage the work themselves.

Sen Sok community based solid waste management

From the beginning of 2007 twelve SHG members planned and organised the start up of community-based door to door collection of waste from the 1466 households in the community. Over this period over 95m³ of garbage was collected each month (nearly 34 tons) using push carts and hand tools. For the first two months the budget for primary waste collection was provided by CSARO to help enable a smooth start up for collection services, but this was followed by the initiation of a fee system which is collected from the community.

During the second half of the year, the waste collection became well established and sanitation has greatly improved in the community. About 3 or 4m³ of garbage is collected every day using push carts and hand tools. The SHG is developing the ability to sort out recyclable and compostable waste from this garbage and the remainder is collected by Phnom Penh Waste Management company Authority (PPWM) for transport to a dump site. The SHG is looking for a site in the community area where waste can be sorted and composted successfully.

Samaki community-based solid waste management

Five SHG members carried out waste collection from these communities, gathering waste daily from 450 households of (over 2300 people). This waste was sorted and the organic waste was composted; any recyclable goods were sold. The



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Urban slum community composting activity

remaining (unusable) waste was passed to a private company which collects waste from the recycling centre in Samaki. The collection of waste provided additional income for the SHG of US\$212 from sales of recyclable waste and about US\$95 from sales of 937kg of finished compost.

Training and technical support

CSARO continued to organise quarterly meetings for SHGs and CDCs in these communities Samaki and Sen Sok communities. Altogether, 76 participants (including 26 women) joined the four meetings, discussing the following subjects:

- Improvement of composting at Samaki communities
- Improvement of fee collection at Sen Sok communities
- Improvement of primary waste collection methods at communities in the communities
- Pushcart design, planning of collection and planning of composting at Sen Sok communities
- Strengths' and weaknesses of SHG structure
- Monitoring of garbage waste collection activities

Mobile Outreach Programme

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

Mobile Outreach Programme

The Mobile Outreach Programme seeks to reach waste pickers where they are, taking education activities into the communities where adult and child waste pickers work and congregate. Four to six sessions are conducted each day in different locations using a mobile van. Often, more than 30 people participate, usually most are between the age seven and to eighteen years old.

Waste picker education

During 2007, the mobile outreach team focussed its visiting on a smaller number of sites, by the end of the year visiting 5 sites during the day and 2 at night on a regular schedule. During the year, there were 653 training sessions, attended by a total of 379 waste pickers. These sessions covered personal and food hygiene and health issues (such as ring worm and dealing with small wounds). The majority of those who attend are children, so an important aspect of this programme is education in literacy and numeracy. The training was delivered at different levels depending on literacy student's ability, using songs, role play, pictures and discussion.

The team is constantly creating new materials, and produced 46 new lesson plans, 46 new session plans and 94 new colour print pictures during the year as well as distributing 985 hand-outs. Those who attend are encouraged to go to school where possible to build up their skills. Over the year, 223



កុមាររើសសំរាមរៀនអំពីជីវិតសត្វ នៅសួនសត្វក្នុងតាម៉ៅ
Waste Pickers child learning about animals



កុមាររើសសំរាមធ្វើការបោះជំរុំនៅសួនសត្វក្នុងតាម៉ៅ
Waste pickers children camping activity at Tamao zoo



កុមាររើសសំរាមរៀនរៀបរៀងលេខអក្សរ
Non-formal education activity

Mobile Outreach Programme



ការបង្រៀនថែទាំជំនួយបឋម
Teaching first-aid



អប់រំក្រៅប្រព័ន្ធនៅក្នុងមណ្ឌល
Non-formal education at WPDC center



សកម្មភាពអប់រំកុំរើសសំរាមនៅពេលយប់
Mobile training session for children at night time

children were supported in rejoining the education system, although increasingly families are being moved out to areas where schooling provision is very poor.

First aid treatment is taught so that children and adults can treat their own and others' injuries. The team provides basic supplies such as gloves, iodine and bandages. Individuals are treated in sessions and at the Waste Picker Development Centre. A total of 375 adults and children (135 women and girls) were helped in this way during 2007. More serious cases were referred to other medical service providers.

For women and girls, counselling sessions on issues such as reproductive health, family planning, domestic violence, sexually transmitted infections and disease and mental health are provided. These sessions were provided at different levels in order to support different literacy skills. In total, 32 sessions were run during the year, attended by 86 female waste pickers.

Community education

A particular focus of community education in Samaki and Sen Sok communities was to build people's awareness of environmental and sanitation issues. In July a one-day education campaign was organised in the Sen Sok communities to coincide with the clean-up waste and move garbage from one dumping area removal activities. Over 120 people participated including local NGOs, international NGOs, governmental officers, residents, school children and teachers, CDC staff members and waste pickers. from CSARO 220 T-shirts and caps were distributed and 10 banners used for the occasion, which resulted in significant improvements..

An important aspect of CSARO's work with waste pickers is building support relationships among those who are out on the streets, particularly children, who are often in vulnerable situations. In June, over 45 children participated in Children's Rights Day in a Phnom Penh park. Banners and posters promoted environmental issues and children had the opportunity to meet and learn from other children.

Institutional Development Programme

CSARO objective: Strengthened capacity for greater effectiveness and efficiency for the sustainable implementation of programs

Performance appraisal and staff development

CSARO's most important asset is its staff. It is vital that staff continually develop 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 (HRD) to reflect on their successes and their training needs. The HRD also dealt with five new volunteer staff during 2007, running orientation sessions on contract details, performance targets, personnel policies and CSARO's structure and vision, mission and goals.

Training

Training during 2007 included courses on Facilitation (2 days), Training of trainers (7 days) and an Urban Environmental Project workshop (3 days). This last workshop was located in India, continuing CSARO's commitment to exchange of ideas and experience internationally in order to keep up with best practices. In total, nine staff benefited from the various training courses.

Team building

The staff management committee (consisting of 11 key staff) met to discuss strategic planning and all staff went on a 2-day retreat at Kompong Som to discuss staff issues, program planning and build stronger relationships in the staff team.



បង្រៀនបុគ្គលិកអប់រំក្រៅប្រព័ន្ធចល័ត
Training session for mobile outreach teachers



នាយកអង្គការផ្តល់វិញ្ញាបនបត្រដល់បុគ្គលិក
CSARO director awarding certificate to staff



ក្រុមបុគ្គលិកអប់រំចល័តធ្វើផែនការណ៍
Mobile teachers developing work plans

Printed on recycled

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