

# **REPORT FROM WSA CARE SUPPORT TEAM**

## **Introduction from Annabella Ashby, Care Support Programme Coordinator.**

The Care Support Team have worked together for one year now, and during that time we have learned the difficulties and of working as an international team who never meet, and we have overcome these difficulties to a large extent.

### **What we have done**

Sarah Becker has, by working with national helpers, taken great care to ensure that members who apply for help get the kind of help they need. She has also taken care in following up to see if the help offered provided a positive outcome for the member.

Arnaud Delune has worked with members in DRC to deliver real support for education need there. \$5000 dollars was transferred from the Emergency Fund to the education fund to ensure that we could meet the need in DRC as well as other individuals who applied.

We have publicised the Care Support Programme via WSN and a letter written to all members in English, French and Spanish telling them about the Emergency Fund and the Education Fund.

The Christchurch Earthquake has been a huge disaster. Members have responded to the WSA/CSP request for donations to members in need in Christchurch with extraordinary generosity.

We have also been in touch with members in Japan about the earthquake and tsunami.

### **What we have learned**

We have learned that the process that we use at the moment does not always help those we know are in great need. So it appears that our application process works fine in some more Westernised countries and we have applications for help from there, but for other less well developed countries, where we know that the general population are struggling to make their way in the world, like eastern Europe and Africa, we have few applications. Our conclusion is that we need to work with international helpers as our ambassadors in needy countries and to adjust our application process to be more helpful for them. We have suggested that more local delivery of Care Support might be quicker and more efficient, but some countries have felt that this added to the burden of their organisation and preferred to have the WSA Care Support team handle the service.

We have learned that we are not swamped with applications for the emergency fund and we believe that this would be different if we resolved our communication issues with less well-developed countries.

### **Fundraising**

We have not yet sent out requests for additional funds from members. Currently we cannot say that the need is great if we look at requests using our current application procedure, but see the above comments on undeveloped countries. I feel that there is some confusion strategically when the WSA itself has been fundraising to individuals. It does not seem sensible for a sub-group of WSA to also be fundraising

## **SUBUD EMERGENCY FUND – 2010 UP TO MAY 2011 REPORT**

**Sarah Becker: Coordinator**

### **Introduction:**

This term we started the work with a completely new team that gave us the chance to bring new energy and also brought new challenges. The three members of our team come from different places of the world, (Europe, Africa and South America). It is not easy to work as a team when we are so far apart and the culture and the language is not the same, but fortunately for us, we have worked in harmony and with much commitment to the work that is done. In this way, we have managed to collect the information in each case, evaluate it and, together with the support of some testing of the SEF Dewan (3 men and 3 women helpers from Chile), take the final decision to support each case.

### **Aims:**

To bring economic support to Subud members and their families with personal emergency needs.

### **Criteria:**

Assistance is typically a one-time grant to relieve a temporary but urgent need that cannot be met elsewhere. Such needs would include the following, although any reasonable request will be considered:

- Emergency medical and nursing costs , emergency travel costs for compassionate reasons, unavoidable debt for essential services or utilities, child care costs arising from illness or incapacity of the parents , payment of fees necessary to complete training or avoid loss of place, payment of living and housing expenses due to unforeseen circumstances, including those caused by a natural disaster, costs associated with practical support for a member suffering hardship.

Amounts of grants depend on availability of funds and we try not to exceed US\$3000 per case in order to give answers to as much numbers of cases as possible.

In cases due to big Natural disasters such as the ones in NZ and Japan we had an exceptional procedure; in order to give a faster answer we sent the amount of money available directly to members of the committee so they could distribute it according to the most urgent needs they went discovering.

SEF also gave some support to SEdF in some cases which we considered as emergencies.

### **General Application:**

In order to get the information in each case, we have had the collaboration of local helpers, national helpers and members of the committee, so in many cases we were able to have a better idea of the situation that the person that asked for help was confronting. Sometimes we must be careful not to involve too many people around the member we are bringing the support to, in order to keep confidentiality; however, in our opinion it is good to have this collaboration because we not only received all the information needed but also allowed the members to be closer to the helpers and committee of their Country in order to receive their support as well (on the kedjiwaan or economic side).

- Applications in big Natural disasters: Subud members apply directly to their committees. The members of the committees, sometimes with the help of the person in charge of SD in their country, collect the information and decide the amount that they should give in each case.

**Grants delivered:**

- Total amount of individual grants: \$ 11,000 (see details at the SEF information table attach)
- Contribution to Subud Education Fund: \$ 3,815 (see details at SEdF report)
- Total amount collected by fundraising for New Zealand's and Japan's natural disasters: \$22,100 (we are waiting for more information details here)

Most individual grants were for members, most of them with many years in Subud, that are very committed to Subud activities as helpers, members of the committee or as supporters in the creation of new Subud groups.

**Problems discovered:**

We need to improve the communication and the ways we can get in touch with the members that could need our support and that maybe do not have the knowledge of our program or the channels to get in touch with us. In this regard, members in Africa need special attention.

It is important to keep a good balance between getting information and keeping confidentiality in each case.

There is a need to establish a procedure for big natural disasters in order to give a better and faster support to the victims.

**Recommendations:**

In order to improve communication we need to evaluate the appointment of local representatives in as many countries as possible, so we can keep contact and open channels for future needs. The representatives could also be the same as the SD rep in each country; maybe this is something we should evaluate with SDI.

It is good to keep local and national helpers and/or members of the committee of the country involved in each case, so that the members have the opportunity to receive support from the local group as well.

In Africa we need to have closer contact and communication with the International Helpers that visit them in order to keep an open channel to get in contact to the members in need there.

We need to collect information from the people that are in charge of distributing the support in the countries that have suffered big natural disasters, in order to establish procedures to improve the answer for these disasters and future ones. We also need to discuss this with the WSA executive committee to get other ideas.

**Feedback from collaborators**

“Yes indeed the money was carefully used and her situation seems much calmer and 'on track' again. We hope that this will continue and her efforts to increase and improve her work and financial 'where with all' will go well.

Life is always changing and often full of surprises. It seems our attitude to those ups & downs that makes the difference.

Yes SEF's support, love and good wishes certainly make a big part of that difference.

We are grateful that such an organization as SEF exists within 'our Subud'.

Thank you very much for your work with this Support Fund.”

“The person in question was able to rise up from a desperate situation and get her financial life on track.”

“en realidad las respuestas que hemos visto de los miembros que han recibido la ayuda ha sido muy buena, Realmente ha sido una bendición el poder tener el SEF como un apoyo a estas situaciones de calamidad a estos miembros”

**Messages of gratitude from members**

“First of all we thanks our father Almighty God and the help Fond for the grant we received through of our local helper, We received everything in order and we were able to pay the outstanding debts and kip a little reserve.

My husband and I send our infinitive thanks and send our warm greetings .We will be always thankful”

“I was able to pay my annual Home Insurance Contents Protection Policy until the end of November, 2011. Just in time”

“Thank you for your support of the application and for your continued confidentiality”.

**SUBUD EDUCATION FUND - 2010 ACTIVITY REPORT**

**Aims:**

To enable deserving Subud members or children of Subud members to improve their qualifications or skills, this at any level: from elementary school, to university or vocational education.

**Criteria:**

Studies or professional achievements, quality and coherence of the project, benefit for the community, involvement of the applicant and/or family in the community - in Subud too, financial involvement of the family and capacity of bearing the costs of the proposed studies.

Normally, it is a once only grant, but exceptions may occur in case of outstanding applications.

Number and amounts of grants depend on availability of funds.

For some cases, an appeal was made to the Subud Emergency Fund (e.g. the DRC).

Remark: In the DRC, the public education system charges school fees that are high compared to the family income and, whenever parents become unable to bear their cost, students get expelled from school or university. There is presently a 40% school dropout rate that is mostly due to economical reasons.

**Grants delivered:**

Total amount: \$8,815 (3,815 coming from the Emergency Fund)

- Kalimantan: \$2,700 to a 3rd Nurses' School student. Outstanding application. High personal and family involvement at every level. Costly 8 months internship in a big

Java hospital. Previously received a \$1000 grant for her 1st year, notwithstanding a 6 year bank loan by her family.

- Colombia: \$915 to a student in Social Work at the University. Outstanding application and personal involvement in the Subud youth and social activities (with ICDP). Her eldest brother will be able to support the rest of her studies.

- The DRC: \$5,200 to 17 students:

5 at elementary school

7 at secondary school

7 at university level: 2 civil engineering students, 1 electrical/mechanical engineering student, 2 nurses' school students, 2 law students

Remark: of these DRC students, 3 had to leave secondary school (1) or university (2) for being unable to pay their school or tuition fees.

**Problems discovered:**

- The Subud DRC National Committee has only a tiny operation budget, as there is no membership fee in that country. So, the mailing cost of the last grant requests shipment was to be shared by the interested families; therefore, those who could not afford to pay their share saw their grant requests stay home...

- Another point is that, from now on, we will be requesting preliminary testing done by the local helpers, as it is the custom for the Emergency Fund. But, from the exchange of mails I had with Rida (Zonal Rep.) and Pokoti (National Chair) or Dianteza (SD Chair), it appears that the local members prefer that we do the testing by ourselves (44 requests last year from the DRC) as they DO NOT trust the objectivity of their helpers for that kind of activity. That is something the IHS should be aware of, in order to try and work on this during their next visit to the DRC.