

COVID-19 COMMUNITY SUPPORT GRANT REPORT



FUNDED BY MULTICULTURAL NSW

GOOD NEIGHBORS AUSTRALIA

ORGANISATION OVERVIEW

We are the Australian entity of the international humanitarian non-government organisation, Good Neighbors*. In 2018, Good Neighbors Australia started in Sydney and has achieved its milestones during the start-up stage.

Good Neighbors Australia aims to gather support and donors to assist our community-based programs designed to save and improve the lives of the world's most disadvantaged and vulnerable citizens.

Good Neighbors Australia launched several campaigns supporting the Australian community through the bushfire and COVID-19 crisis. In particular, we focused on assisting marginalised communities including culturally and linguistically diverse (CALD) groups within Australia.

We contribute to broader service delivery by addressing the community's needs along with a wide range of partners, from local-based organisations to global networks.

*Good Neighbors has had the general consultative status from United Nations since 1996 - the highest status granted by the United Nations Economic and Social Council (UN ECOSOC) to only 142 non-government organisations as of 2020.



COVID-19 COMMUNITY SUPPORT

PROJECT OVERVIEW

Continuing our mission in supporting neighbours, Good Neighbors Australia provided a food relief service for those who have felt the social and economic impact of COVID-19.

The coronavirus crisis is tough on all families. But for single parents, having to manage kids whose schools and playgrounds are closed and whose caregivers can no longer get to work can be especially difficult. For this reason, we placed our priority on the single-parents groups.

Most of the hamper recipients are single-parents households from ethnic minority groups who had limited access to other support schemes because of their ineligibility, language barriers or limited access to information.

Good Neighbors Australia delivered each kit through reliable partner groups with consideration for the situations of clients and of cultural practices.

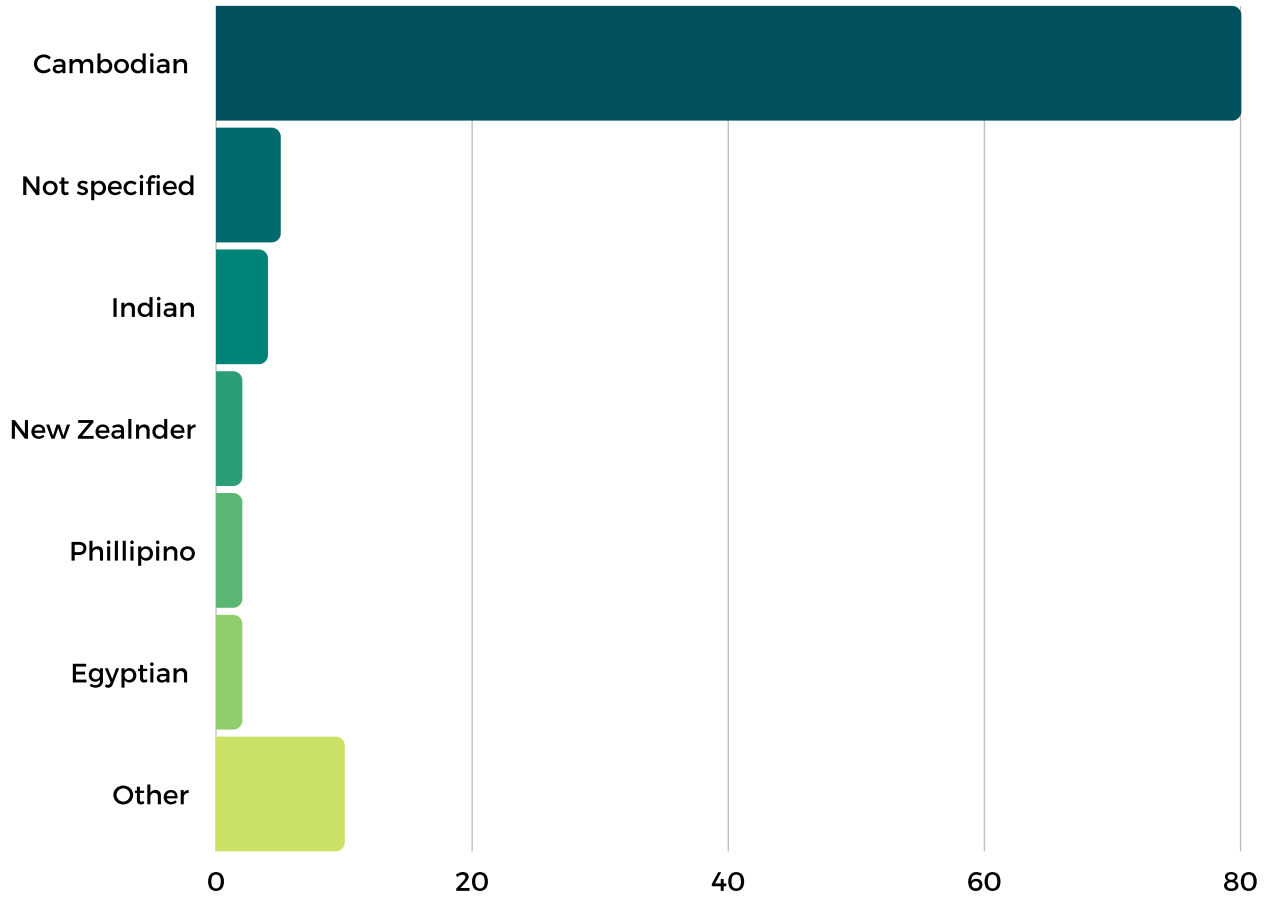
For those who have Cambodian ancestry, we collaborated with the Khmer Community of NSW and arranged hamper distribution with community leaders. For other recipients, our team collaborated with WASH House, a women's organisation based in Blacktown LGA.

The hamper contained food items, personal hygiene items and winter gear. Based on target group research, Good Neighbors also provided grocery-only vouchers.



PROJECT OUTPUT

ETHNIC BACKGROUNDS



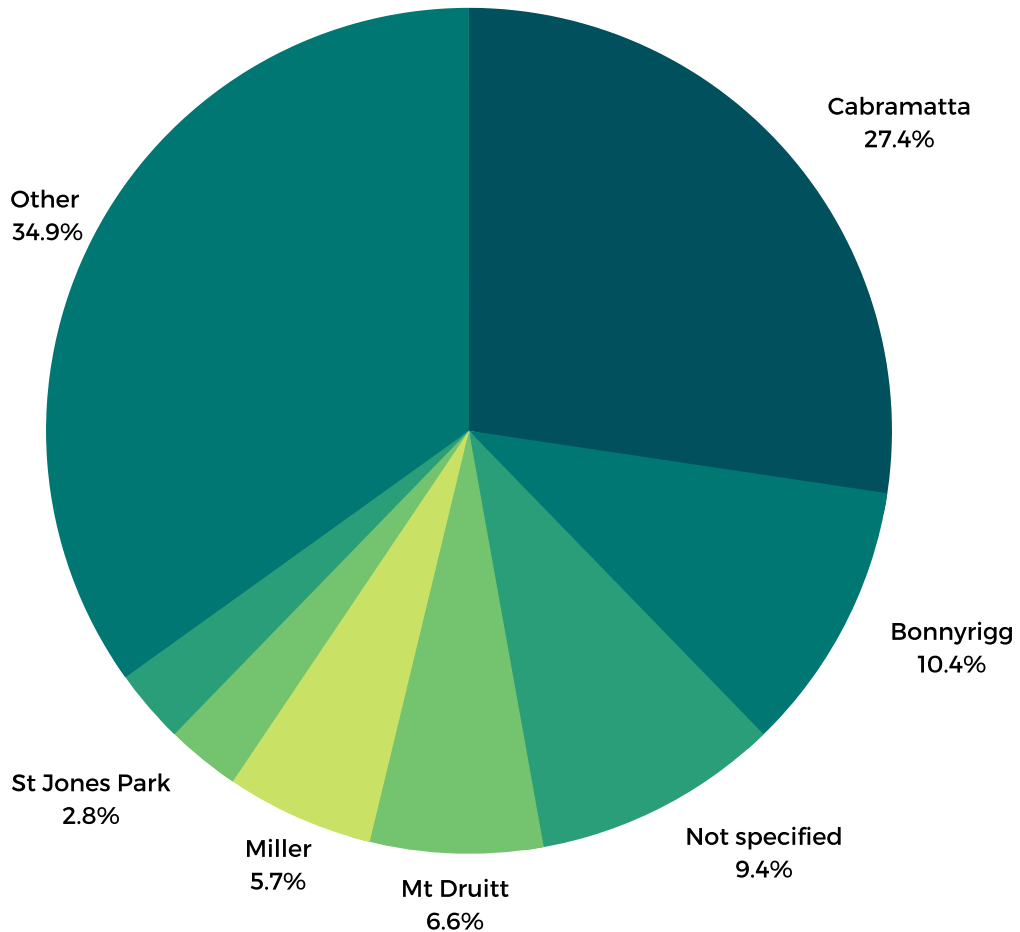
DEMOGRAPHIC HIGHLIGHTS

76%
Cambodian background

Good Neighbors Australia helped 105 households from 12 different ethnic backgrounds. The largest proportion of beneficiaries were those with Khmer ancestry(80 households), following by Indian(4 households), New Zealander(2 households) and Filipino(2 households).

PROJECT OUTPUT

SPATIAL DISTRIBUTION



SPATIAL ANALYSIS

51%
live in Fairfield LGA

The pie chart above shows the suburbs reached through COVID-19 Community Support Grant. Half of beneficiaries live in the Fairfield LGA where there are not many food support organisations.

PROJECT RESULT

OUTCOME ACHIEVED

105

HAMPER KITS
DELIVERED

Good Neighbors Australia delivered 525kg of rice, 110kg of pasta, 3,150 face masks, 105 blankets and 1,050 pairs of socks to project beneficiaries along with 105 Woolworth grocery vouchers.



AUD 7.7K

IN-KIND DONATION
ACQUIRED

Good Neighbors Australia recieved an additional AUD 7,700 in-kind donation from corporate partners such as HOME 789 and Kago Australia.



12

ETHNIC GROUPS
REACHED

Good Neighbors reached out to 12 ethnic groups.



PROJECT RESULT

IMPACT ON THE COMMUNITY

Government support measures such as JobKeeper and JobSeekers have eased financial difficulties for many Australians hit by COVID-19 impact. However, vulnerable groups need more support.

Prior to this project, Good Neighbors Australia had given over 500 Care Kits to multicultural communities in the Greater Sydney Area. During our first relief project, our team noticed a significant rise in food insecurity during the COVID-19 pandemic, especially amongst refugee and multicultural groups. They were invisible to society while facing the reality of not getting sufficient food to eat.

Thanks to Multicultural NSW's grant, Good Neighbors Australia could reach at-risk neighbours through our second project. We collaborated with reliable partner organisations we had discovered from the first project. Both organisation-WASH House and Khmer Community of NSW-are registered organisation with the Australian Charities and Not-for-profits Commission (ACNC).

WASH House provides a range of services for women in Blacktown LGA, which includes support for women & children escaping domestic violence. Given the sensitive circumstance of the beneficiaries, we delegated distribution of the hampers to WASH House. Whereas our team joined together delivery process with community leaders of Khmer Community of NSW.



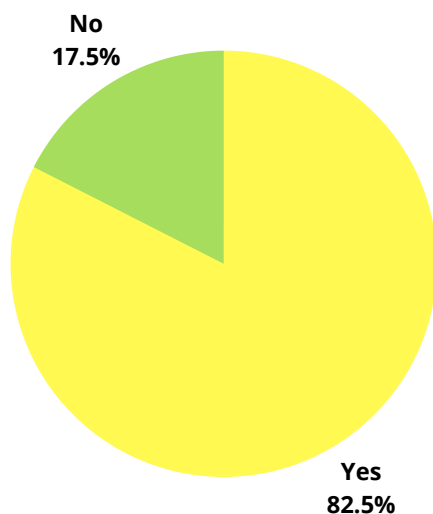
PROJECT RESULT

POST-CAMPAIGN SURVEY

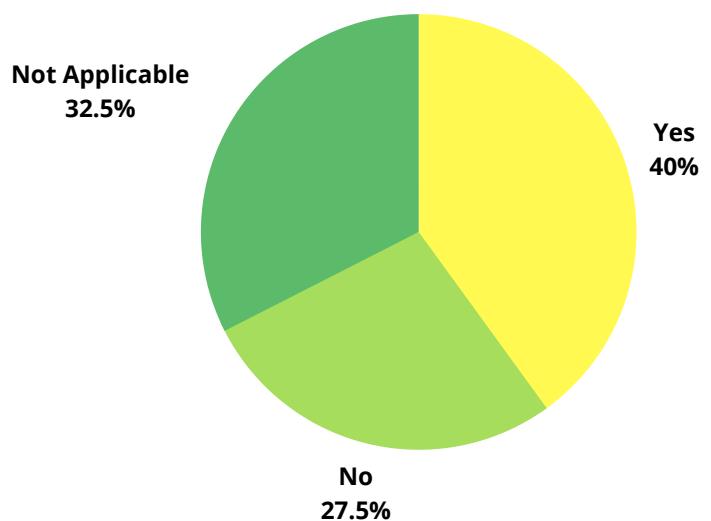
Good Neighbors Australia conducted an anonymous post-campaign survey to bring the viewpoint of beneficiaries.

The survey gathered responses from 40 hamper recipients. Many of the respondents were already struggling before COVID-19 crisis and heavily relied on government assistance. Since Coronavirus pandemic, the majority of respondents found out they became more vulnerable and needed additional support.

Q1. HAVE YOU HAD DIFFICULTIES GETTING FOOD/OTHER ESSENTIALS DURING THE PANDEMIC PERIOD?



Q2. HAS YOUR FAMILY INCOME DECREASED DUE TO COVID-19 CRISIS?



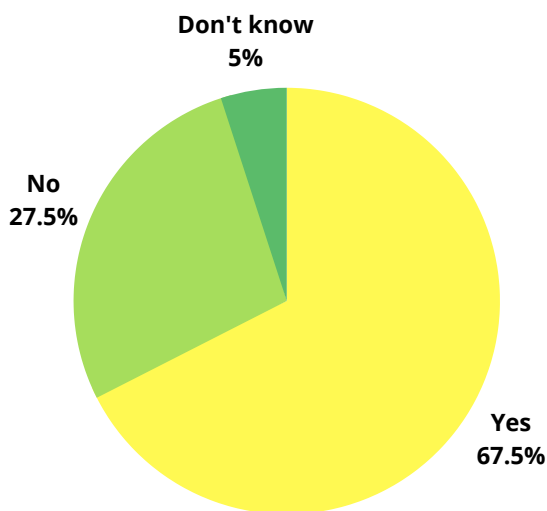
Four in five respondents experienced food insecurity and difficulties getting essential items. 40% had experienced a drop in family income, whereas 32.5% had no earnings change as they were already on government assistance as an already-vulnerable group before COVID-19.

We infer this result comes from the criterion of the beneficiary as single-parents which our team placed to reach the most needy households. More than half of respondents also received temporary COVID-19 relief from government.

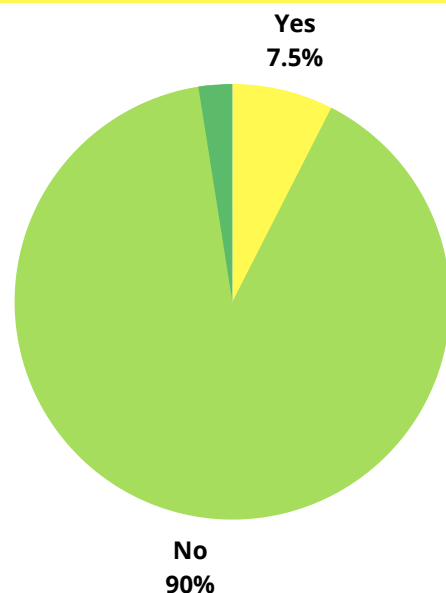
PROJECT RESULT

POST-CAMPAIGN SURVEY

Q3. HAVE YOU RECEIVED ANY GOVERNMENT STIMULUS PACKAGES IN RESPONSE TO COVID-19?



Q4. HAVE YOU RECEIVED ANY RELIEF PACKAGE FROM OTHER ORGANISATION?

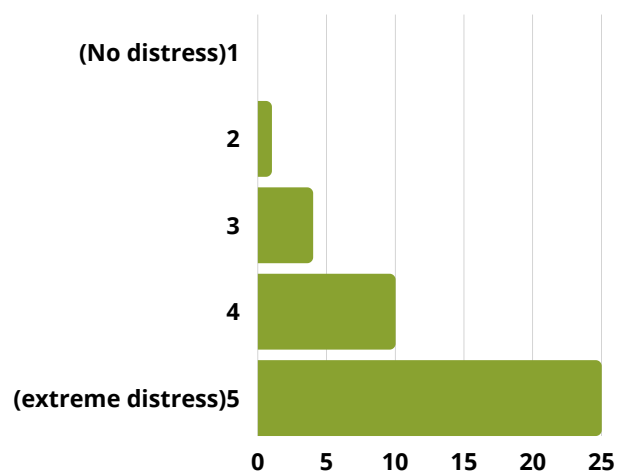


Limited and uncertain availability of food significantly affects mental and emotional wellbeing. From our survey, a significant majority (87%) had experienced a certain degree of distress.

Our survey data aligned with the assumption of the association between food security and mental-well being. On our hamper delivery day, we heard about the depression and anxiety which many beneficiaries went through.

The impact of COVID-19 put an extra burden on their difficult living situations as single-parents or main-carers. Our campaign reduced their distress with basic food items we provided.

Q5. OVERALL, HOW MUCH DISTRESS HAVE YOU EXPERIENCED DUE TO COVID-19



PROJECT RESULT

STORIES OF GRATITUDE

WASH HOUSE

- women's community resource centre in Blacktown LGA
- distributed 25 hampers to single-parents from 13 different ethnic backgrounds
- hampers delivered through WASH House case officers

"I should mention though that they were very warmly received and our clients were very grateful!"

*- Jane Attard-Taylor,
Operation coordinator
of WASH House*



PROJECT RESULT

STORIES OF GRATITUDE

KHMER COMMUNITY OF NSW

- a community-based organisation focused on helping people with Cambodian heritage
- directly distributed 80 hampers to single-parents/household directly impacted by COVID-19
- recipients nominated by community leaders

"I greatly appreciate support from NSW Multicultural and Good Neighbors Australia "

- Srey Kang, President of the Khmer community of NSW



GOOD NEIGHBORS AUSTRALIA

For more information, please contact
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