

Sorry for the slight delay this quarter; things have been pretty busy in the *ConCERT* camp just lately. Read on for a flavour of what's been happening...

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...the bike theme continues...

8 Bicycles thanks to bicycle display at Angkor Palace Resort & Spa

The bicycle display we set up in cooperation with Angkor Palace Resort & Spa raised \$230 and enabled us to buy eight bicycles - and thus to change eight lives. We thank all the donors and the Resort, especially the general manager Mr. Weng Aow, who made this possible.

Four bicycles each were given to our members New Hope Cambodia and This Life Cambodia. The display has now moved to The Victoria Angkor Resort and Spa to raise more money for bicycles.



...and another 30 from Haydn Savage

Our bicycle drive, (or should that be bicycle ride...) continues with a fantastic donation of \$900 from Haydn Savage. Haydn called at the office last year to enquire about volunteering. He'd been teaching English for some time to Thai children and planned to spend some time in Siem Reap. We heard no more from him until he sent an email in July to say he'd decided he was too old to volunteer and would instead have a pedal party for his birthday in September. True to his word he arrived on 18th October and handed over \$900 – enough for 30 more bikes. These will be distributed amongst our members in the next few weeks.





New water filter display for Angkor Palace

Following the success of the bike display we have worked with ConCERT member Trailblazer and have installed a water quality awareness display including a biosand water filter at Angkor Palace Resort and Spa. Placed in the main lobby, guests can learn of the difficulties many people face in obtaining clean, safe water. Once again there is a box for donations and we're all waiting to see what response we will get.



NGO Booklet

An idea that several of us have shared in Siem Reap finally came to fruition in August. Through a contact with Jo Owen from HOPE, Australian lawyer Callista Harris volunteered her services for a month and kickstarted the production of a handbook for people thinking of starting an NGO in Cambodia. ConCERT staff contributed and also coordinated the production. Thanks to Jo and Thomas, Michael from the Singing Tree, Tania from Green Gecko, and a special thanks too to Deidre Lennard from Premier Consulting in Phnom Penh.

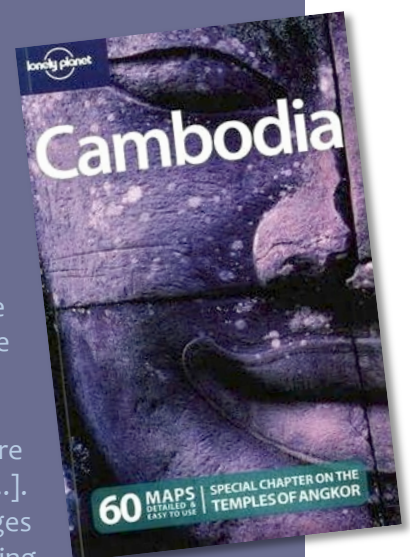
The booklet covers all aspects such as registration procedures, ongoing legal and reporting requirements once an NGO is registered, good practices, suggestions for funding, and support groups. It starts with a section urging people to consider carefully whether starting a new NGO is really the right thing to do, and to explore other options first.

The booklets are available for \$10 in the ConCERT office.

Find us in the newest edition of the Lonely Planet Cambodia!

We are very pleased to be mentioned no fewer than 4 times in the new edition of the Lonely Planet guide for Cambodia. Visitors can find our details in the 'Getting started: Travelling Responsibly' section, in the tourist information section for Siem Reap, in the general section on volunteering, and in the GreenDex section at the back. We have already had several people call who've found us in the guide and this will undoubtedly increase once more people obtain the new version.

For example on p. 131: "Many travellers passing through Siem Reap are interested in contributing something to the communities they visit[...]. ConCERT is a Siem Reap-based organisation that is working to build bridges between tourists and good-cause projects[...] It offers information on anything from ecotourism initiatives to volunteering opportunities."





Staff updates

People have been going and coming during the last months. Let us introduce our new team members and the latest changes.

Goodbye, Jan-Philipp!

After his year with ConCERT we said goodbye to our German long term volunteer Jan Philipp at the beginning of August and thank him for his great work and his efforts to support our cause.

His maturity, hard work and genuine interest in ConCERT's work made him a popular member of the team. He liked chatting to visitors from all over the world, helping them to find a matching cause, and had a real sense of pride every time someone left the ConCERT office with a plan to support a local project. In his last few weeks he worked hard on the new version of the website, even calling at the office to upload amendments on his way to the airport for his flight home. We wish him well as he starts his university studies in the autumn.

Welcome, Meera!

Once again we are lucky to host a long term volunteer from Germany and Meera joined the team in the middle of August.

Meera is 19 years old and finished German high school in summer 2010.

Meera is eager to learn about Cambodia and its culture, the work of NGOs and social businesses, responsible tourism, development issues and everything related during her stay. She is interested in getting professionally involved in one or several of these fields later in life. Meera is highly motivated to support ConCERT's work and very thankful for the opportunity of this long term volunteering. She will be involved in all aspects of our work, especially making visitors aware of the many ways they can offer their help to the people of Cambodia. Much to Michael's relief she too is quickly proving to be the new IT expert on the team!



Joni was back!

From July to October we were happy to work with Joni, a former volunteer, once again.



While studying for her Masters in Responsible Tourism Management at Leeds Metropolitan University, Joni, decided to put her theory into practice and work as a volunteer at ConCERT for 3 months, starting in April 2009. She was helping to recruit businesses and NGO's, training staff, talking to tourists about the poverty issues and ways to help in Cambodia and especially advising ConCERT and its visitors on Responsible Tourism issues.

One year later Joni returned Siem Reap and helped out at ConCERT once again, developing the responsible tourism side of the organisation and still talking to visitors.



Take a look on our new website!

After intense work we could launch our new website in July.

A real team effort between Aris, Jan Philipp and Michael over the last few months resulted in our website being completed restyled and reviewed. It was uploaded at the end of July and Meera has since proved invaluable at keeping it up to date.

We wanted to make the website easier to use and to, as far as possible, replicate the service people get when calling in person at the office. It's now much easier to get information on the



many ways people can help and those of our members needing that type of support. In addition, all the content has been reviewed and much new information has been included, especially on the problems that poverty brings and why we are all here doing what we do in Cambodia.

One completely new feature is the Volunteer Placement Service, where we will endeavour to find a place for would be volunteers who enquire before leaving home. This complements the new website design, which aims to make it as easy as possible for those who wish to "Do-it-themselves" and research our members on their own.

The media – friend or foe?

For Wednesday 22 of September we organised a seminar on how to deal best with the media. Happily, Peter from the PHNOM PENH POST offered to give the seminar and so about 20 representatives of our member NGOs attended the seminar at THE RIVERGARDEN. It took about two hours and was very informative.



Peter explained how the media works, what they are interested in and what they cannot work with. He also gave insights into the challenges of

newspaper management and promised 'make-goods' to anyone who has had less positive experiences with the media in Siem Reap.

Thanks Peter for doing it, thanks to our members for participating and thanks to the Hotel, especially Deborah, for sharing their space and giving their time. We now hope to see more friendships being formed between the media and our NGOs!

New handouts for office

We have produced 4 handouts in the office in response to requests for information that we receive many times. The first two of these look at the issues of poverty in Cambodia and are largely taken from the information on the website. They are split into two documents: one looks specifically at Human Trafficking and Child Sex Abuse, and the other looks at a wide range of issues.



The third one is in response to the many questions we get from people who've seen particular orphanages and schools and who wish to support them in some way. We can only comment on our members but that doesn't stop us being asked many times if we can recommend this place or that, so we now have a document that lists the criteria we would look for in places offering residential care for children.

Finally, we give all potential volunteers a "Responsible Volunteering" handout that gives some guidance on what we think makes a good volunteer placement. This too is based on information from the website.

Thank you for your interest in our work.

To find out more please visit www.concertcambodia.org or mail to info@concertcambodia.org