



Stories of Return





Introduction

“Stories of Return” is an account of the success that the Reintegration Fund has achieved since it began in 2002. With over 1,500 cases assisted in over 50 countries, people have benefited from the financial assistance under the Voluntary Assisted Return and Reintegration Programme (VARRP) to establish small businesses, to continue their education, to learn new skills and do job placements.

This collection of stories reveals how people going home under IOM’s voluntary return programme have been assisted in the four corners of the world: Africa, Asia South America and Europe. Each story provides an insight into the different ways we have been able to help people, the challenges that have been faced and how individuals have benefited.

People returning home, IOM and our partners have often been faced by many difficulties and constraints from local conditions, limitations of the fund itself and perception of the assistance overall. Therefore, we have been continuously working to improve the way we help people, taking these constraints into account. We have developed better communication and partnerships with organisations in the home countries to expand people’s options and opportunities. Heightening awareness about the benefits and limitations of the programme has also been a major task for us.

It is important that people considering return know that reintegration assistance is available for everybody returning under our programme. The support is available to help settle and reintegrate those returning. It is also important that people interested in reintegration assistance undertake a pro-active role to find the best activity for them and to make their reintegration more sustainable.

This collection of stories is continually expanding and so this booklet should be used as means of introducing the type of assistance that IOM London can offer to people considering voluntary return. We hope that it can show the positive impact that the Reintegration Fund has had in assisting people to make their return more sustainable.

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About the Reintegration Fund

The Reintegration Fund was created in June 2002 to provide financial support to returnees of the Voluntary Assisted Return and Reintegration Programme (VARRP) implemented by IOM London.

The aim of the Reintegration Fund is to facilitate sustainable return to the country of origin. The assistance is designed to assist people in finding income generating activities to become financially independent. The Reintegration Fund allocates on average up to a maximum of 1000 GBP per returnee which can be used to fund reintegration activities benefiting the returnee and his/her family.

IOM **does not** provide cash grants, as giving cash to returnees does not promote sustainability and its effectiveness cannot be monitored.

IOM London continues to work with local partner organisations to increase the capacity of the Reintegration Fund to deliver effective assistance to people wherever they return. For example, we currently work in partnership with NGOs in Colombia and Albania and are looking to expand our co-operation with organisations around the world. The tables below represent reintegration cases assisted per country since June 2002.

Asia	
Country	Number
Sri Lanka	311
Iran	172
Afghanistan	170
Pakistan	36
India	16
Azerbaijan	7
China	3
Bangladesh	2
Vietnam	2
Georgia	2
Israel	1
Total	722

South America	
Country	Number
Colombia	72
Ecuador	63
Bolivia	12
Chile	3
Jamaica	2
Guatemala	1
Total	153

Africa	
Country	Number
Zimbabwe	58
South Africa	45
Uganda	26
Angola	19
Sierra Leone	19
Ethiopia	15
Nigeria	14
Kenya	14
Sudan	4
Togo	4
Congo Brazzaville	3
Ivory Coast	3
Tanzania	2
Zambia	2
DRC	2
Gambia	1
Somalia	1
Malawi	1
Senegal	1
Total	234


Europe	
Country	Number
Albania	145
Kosovo	72
Slovakia	44
Poland	26
Czech Republic	22
Russia	17
Latvia	12
Ukraine	9
Croatia	8
Armenia	3
Bosnia	3
Serbia	2
Romania	1
Total	364

Frequently Asked Questions (FAQs)

Question	Answer
1. Who is eligible to apply to the Reintegration Fund?	<p>All returnees returning under the Voluntary Assisted Return and Reintegration Programme (VARRP) are eligible. Returnees that apply to the VARRP are asylum seekers whose case status in the United Kingdom is either:</p> <ul style="list-style-type: none">• pending• rejected• under appeal• appeal rejected• granted ELR (Exceptional Leave to Remain) <p>Most applicants apply for reintegration assistance prior to their departure from the UK. However, all VARRP returnees are eligible and therefore returnees can apply after they have departed the UK as long as they do so within 6 months of their return.</p>
2. What does the Reintegration Fund cover?	<p>The assistance IOM can provide depends upon what is available in the country of return, but broadly speaking the reintegration assistance can cover:</p> <p>Setting up small businesses</p> <ul style="list-style-type: none">• This is the most popular form of reintegration assistance chosen by our returnees as they see it as the best way to achieve an income once they return. Returnees can choose to establish a new business or to invest in an existing business or go into partnership with friends and relatives. IOM can purchase equipment, tools and stock, depending on the needs of the business.• Examples: farming, welding shop, sewing business, etc. <p>Vocational training courses</p> <ul style="list-style-type: none">• IOM can help returnees to find a course that will suit their needs. The reintegration fund can pay for the tuition fees and associated costs such as equipment or books.• Examples of training provided: computing, hairdressing, mechanics, plumbing, etc <p>Education (i.e school/university fees for children/adults)</p> <ul style="list-style-type: none">• IOM can assist children and adults to continue their education by paying school and university fees.• IOM can only assist children to attend government or state schools, but cannot pay for child returnees to attend private schools if government ones are available.• IOM can assist with associated costs such as purchasing text books, equipment and school uniform.

Question	Answer
<p>3. What does the Reintegration Fund not cover?</p>	<p>The assistance does not cover:</p> <p>Medical Assistance</p> <ul style="list-style-type: none"> IOM cannot assist returnees with medical costs. However, we do aim to provide advice and information on services available to returnees. IOM should be made aware of a returnee's special medical needs as we often have information on and links with medical and charitable institutions which might be able to help an individual returning. <p>Accommodation/Rent</p> <ul style="list-style-type: none"> IOM cannot pay for rent or accommodation costs.
<p>4. How much financial assistance is available?</p>	<ul style="list-style-type: none"> On average, a maximum of £1,000 can be used towards the reintegration activities of each returnee, including dependents. The money allocated per person can be pooled together to increase the available funding. Therefore, if a family of four returns their joint budget will be £4000 and can be divided amongst the family members however they decide. For example, £3000 could be spent on establishing a business and the remaining £1000 used to pay for childcare or school fees.
<p>5. How do people access the reintegration assistance?</p>	<ul style="list-style-type: none"> Anyone returning under the VARRP is eligible for reintegration assistance. Most people apply for assistance while they are still in the UK, but returnees can apply after they have departed the UK as long as they do so within 6 months of their return. Reintegration applicants are given a letter with the contact details of the IOM office in their home country. Reintegration applicants should contact the IOM mission in their country once they have returned in order to receive reintegration assistance.
<p>6. Where is reintegration assistance available?</p>	<ul style="list-style-type: none"> Reintegration assistance is available only in the country of return and not while people are still in the UK.

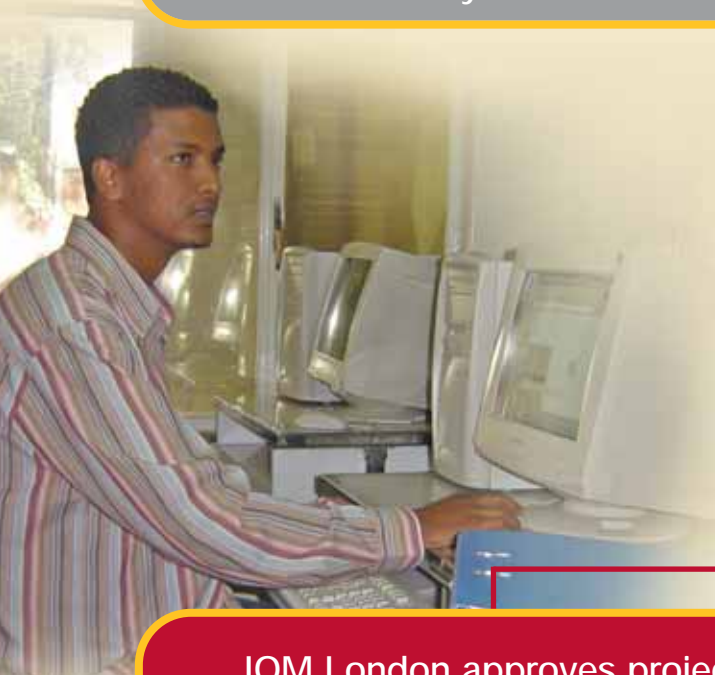
The Reintegration Process



VARRP applicant applies for reintegration assistance in UK

IOM London reintegration team discuss reintegration possibilities with applicant

Applicant departs UK. Application and info sent to IOM mission in country of return



IOM mission in country of return receives returnee. Further advice given on reintegration options

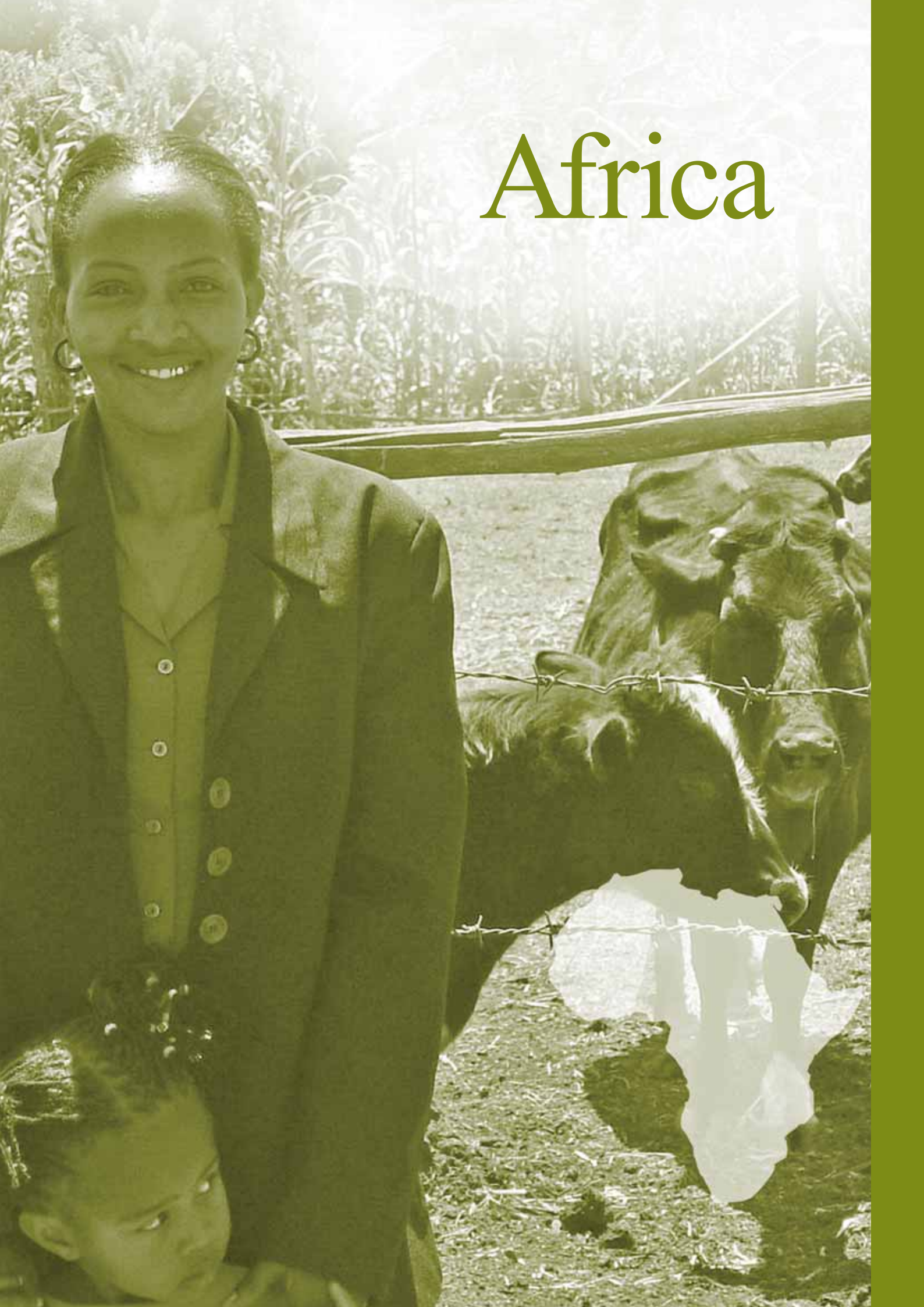
Returnee decides on reintegration activity and together with IOM mission gets necessary documentation

IOM London approves project and payments are made



IOM mission monitors returnee's reintegration project

Africa



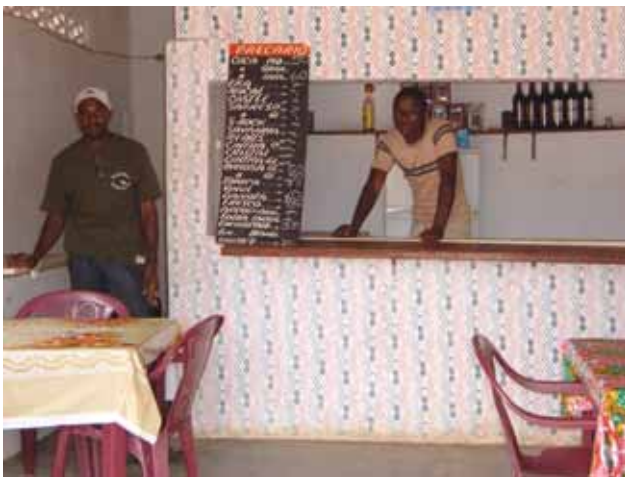
Angola Luanda Public Transport Business

Before his departure from Angola, Mr A was a private taxi driver. When he returned back to Luanda, he wished to continue in the same business. His father allowed him to use a mini van for his transport business. However, to be fully operational the mini van needed some spare parts. IOM assisted him with purchasing spare parts for his mini van. Mr A is running his taxi business on the Sao Paolo- Airport route.



Angola Luanda Snack bar

Mr E returned to Luanda in January 2005. When he returned he decided to enter into partnership with a friend, who has a registered business premises in Viana barrio. IOM assisted Mr E by purchasing soft drinks and beers as Mr E's contribution to the joint business activity. Mr E works in the shop as a seller but he is also in charge of the logistical aspects of buying new products and transporting them from the shop.



Angola Luanda Drink shop

When he returned to Luanda, Mr N wanted to start an income generating activity with his uncle. He decided to enter into partnership with his uncle and open a shop in the Sao Paolo barrio to sell drinks and cigarettes. Mr N is positive that his business will do well because his shop is located in a busy commercial area and he will keep his shop open for two hours more than other shops, as well as being open on Saturdays and Sundays.



Congo Brazzaville

IOM only has one staff member working in Brazzaville. Due to the very small number of returnees from Congo Brazzaville, we have only assisted three people with reintegration assistance, in Brazzaville and Pointe Noir.

We are currently in the process of assisting a fourth and fifth person. So far we have helped people to open a fish shop, a grocery store and start a wood cutting business, with a hair dressing salon in process.



Mrs L returned to Kinshasa in January 2005. Initially she had problems when she returned as she did not have proper accommodation and IOM were not able to pay rent for her. However, IOM Kinshasa worked with Mrs L to establish a hair dressing salon soon after her return.

She is now working in her hair dressing salon (established in Lemba Commune) and employs two ladies. Things are going well as she has enough money to pay the rent and to take care of herself. Her hair dressing salon has become a reference place for women and girls living in and around the quarter. She feels happy now she is back in DRC in comparison to her situation in the UK, she says. She would like to encourage all those in the UK to contact IOM for human dignity and voluntary return.

Mr A returned to Addis Ababa in October 2004 after living in the UK for more than 2 years. Initially he was going to set up an internet and telephone services business in a busy market place office, but due to problems with the telephone network in the area, Mr A and IOM decided to assist him with a number of computer classes (Microsoft Office, Networking, Adobe Photoshop, PC-Troubleshooting and Maintenance) and business development training. He felt that having a computer to work on at home would be very useful for him, especially as he was interested in further IT studies at university. It was therefore decided to get a computer for him. Mr A has not found a job and is still supported by his family, but he hopes that his training will help him to set up an IT business in the future or to find a good job in that field.



After living in Slovakia for several years and 5 years in the UK, Mr A returned home to Ethiopia on 14 April 2004. He was very satisfied about the advice given to him at IOM London and especially at IOM Addis. Mr A studied architecture and was planning to set up his own business. He was assisted with office furniture, computer, printer and a laminating machine. Since he was out of the country for a long time, he was missing contacts and it would have been very difficult to set up an income generating business in a short period of time. He was therefore advised to first find employment as an architect and then slowly develop his own business. He did indeed find work with the Addis Ababa city council being responsible for new housing projects in the city. His job provides him a small income and he is also working on small private projects to develop his own business. During our visit, he mentioned that he needed a specific machine which would enable him to provide a special, quite expensive service and would attract further customers to his business.

Ethiopia**Addis Ababa****Photocopying & secretarial business**

Mrs A's husband returned to Ethiopia under IOM's VARRP programme in September 2004. He decided to do a computer training course to later set up a photocopying/ secretarial business, but sadly he died just 2 months after he got back. IOM decided to assist his wife instead who now has to support her children on her own. Mrs A has been learning to type and has been attending computer classes and business development training at the Ethiopian Enterprise Institute. Furthermore, she has been assisted by IOM with a photocopy machine and a computer. The equipment is installed in a small shop which she has been sharing with people selling religious icons. The location of the shop is very promising – opposite a well known college in Addis. She is hoping that once her business is fully operational, a substantial number of clients can be attracted. During our visit to the shop, we advised her to make people aware of her service with sign posts and adverts around the shop.

Gambia

Due to the very small number of returnees from Gambia, we have only provided reintegration assistance to one person so far.

Mr T returned to Banjul in January 2005 and IOM has helped him to purchase a taxi and pay for the taxi licence. His business is going well.

Ivory Coast

We do not have many people applying to return to Ivory Coast and therefore we have only provided reintegration assistance to three people there. So far we have helped someone to open a fish shop by providing a freezer and purchasing the stock.

We have also helped someone to set up a photocopy/ communications centre and we assisted another person to open a fast food restaurant by purchasing soft drinks, alcoholic drinks and paying local business taxes.

Kenya**Nairobi****Computer training**

Mr J returned to Kenya in November 2004 after spending a couple of years in the UK. He wanted to improve his qualifications when he got back, hoping that that would help him to find a good job. IOM Nairobi helped Mr J to find a computer training course and paid for his fees. The course lasted one year and Mr J was very satisfied with it. However, a year after finishing the course the IOM London reintegration team visited Mr J, and he had not been able to find a job working in IT as there were many people with similar qualifications looking for work. His wife was able to support them both, with some additional help from friends and relatives, but this put strain on their relationship and Mr J was finding it hard. He is hoping to get further qualifications to improve his chances of getting a job.





Kenya | Nairobi | Dairy farm

Mrs R spent 8 years in the UK before going back to live in Nairobi with her young daughter. Originally, she wanted to do training to become a hairdresser and beautician, but changed her mind once she returned to Kenya and decided to go into farming, using her grandfather's land. With IOM's assistance Mrs R purchased cows and bulls and set up a small dairy farm. She had no experience looking after animals, so she had a lot to learn from her grandfather, but she has been successful in setting up a good business which provides her and her daughter an income. There is a demand for milk in the local area and a co-operative society (group of farmers in the area) have recently purchased a heavy duty processing machine that can receive large quantities of milk, making their businesses more efficient.

Malawi

IOM does not have an office in Malawi, but our colleague Sylvia in Pretoria, South Africa, will do her best to assist people to take up training, education or small business set up.

Due to the very small number of returnees from Malawi, we have only assisted one person with reintegration assistance. Mr I did an IT systems and management training course.

Nigeria | Imo State | Poultry farming

Mr B returned to Lagos in July 2004. He did not contact the IOM office for a long time, but once he did he decided to set up a poultry farm, to breed three different types of birds; broilers, cockerels and pullets (which will be laying eggs). He had his own property for the birds, to which he made some structural changes such as installing nets and fencing to protect the birds and for good ventilation. He intends to employ two people to work on the farm for him. One person will be an experienced poultry attendant and the other should be experienced in marketing. He aims to expand the business, stock a variety of birds and begin to supply hotels within and outside the state.



Senegal | Dakar | Music studio and CD shop

Mr B returned to Dakar in February 2005. He was determined to set up a sound studio when he returned as he is a musician and wanted to develop the facilities available to musicians in his local community. IOM purchased some specialised recording equipment for him from France, and he worked very hard to create a colourful, welcoming place for the studio. He sells CDs to supplement his income from the studio. His business is going well, although there were delays in receiving the equipment from Paris which has set him back a little.



Sierra Leone | Freetown | Entertainment centre

Mr A returned to Freetown in February 2005 and decided to set up an entertainment centre. Firstly, he needed to find a place to run the business and chose to build somewhere instead of renting. IOM assisted with the construction of a small structure out of blocks made from mud. He intends to use the place as an entertainment centre, showing films and selling drinks, with an extension outside having a tarpaulin cover. Upon completion of the construction work IOM assisted him to purchase a TV set, generator, assorted drinks and cigarettes. The back of the building is still under construction but Mr A has already started showing films and business is steadily building up.

South Africa | Johannesburg | Bouncy castles

Mr D returned to South Africa in September 2004. He was in a difficult situation because he is HIV positive and had nowhere to live when he got back. IOM Pretoria provided him with information about a shelter where he might be able to stay and hospitals information about what treatment he would be able to get. In the end, he was able to stay with friends rather than in the shelter.

Sadly, the friend he was staying with died in June 2005 from HIV and so Mr D is presently staying with another friend in Randburg. He is being treated by the Johannesburg General Hospital every 3 months, but his health continues to be a problem for him.

Mr D decided to set up a business renting bouncy castles for birthday parties and special events. He had a friend working in the same type of business who was able to advise him and is accommodating the jumping castles at her premises, due to Mr. D not having a permanent residence; hopefully he will be able to afford his own home in another 6 months time. IOM helped Mr D by purchasing 2 bouncy castles and electric motors. The business is a little slow at present due to school holidays, but he is still booking castles for other functions.



South Africa | Johannesburg | Taxi business

With assistance from IOM, Mr W was able to establish a small taxi service ferrying children to and from school. After returning to South Africa, Mr W was dependent on his family and felt bad about having to ask them for so much help; he really wanted to become a little more independent and contribute something. IOM assisted him to purchase a second hand car and he has already started to earn a profit. He hopes to expand the business to assist children who need transportation to church on Sundays. IOM *“provided me with a lifeline. I am very grateful for what [IOM] did for me. I was destitute upon my return. Now I am no longer a burden on my family. I may be able to help my grandma and if I manage to earn enough, I will help my auntie with the rent.”*

Sudan El Gaili Telecommunications centre

After nine months in the UK as an asylum seeker, Mr M decided to return back to Sudan in February 2005. Initially, he was interested in computer training, learning more languages and doing an MA in library & documentation. However, due to the fact that employment opportunities are very scarce in Sudan he decided not to study, but to establish a telecommunications centre in his district so that he would be able to support himself financially. Once he had a regular income, he could then decide to go for further training and do his Masters. The project was implemented in May 2005; IOM purchased telephones, a computer and telephone cabins for his shop. IOM Khartoum visited the project in June 2005 and talked to Mr M – his business is attracting many customers and he is earning approximately \$250 per month as net income. Recently Mr M's communication centre has started to sell Mobitel cards which generate good marginal income in addition to income from calls made. Mr M is very happy with his business and he is thinking of selling mobile phones in his communication centre as well as employing an assistant. He will be registering to do his Masters degree in the evenings.



Togo

IOM does not have an office in Togo, but our colleague Audrey in Accra, Ghana, will do her best to assist people to take up training, education or small business set up.

Due to the very small number of returnees from Togo, we have only assisted four people with reintegration assistance, two people took training courses and two have purchased vehicles to provide local taxi services.



Uganda Kampala Carpentry workshop

Mr D returned to Kampala in November 2003. He has been a carpenter for the past 14 years. When he returned back to Uganda he wanted to set up his carpentry business again. IOM assisted Mr D in setting up a carpentry workshop in partnership with a friend. Mr D's business is going very well and he is expanding his carpentry business by opening a carpentry warehouse in Entebbe. Mr D is very happy to be back in Uganda with his wife and kids.

Uganda Kampala Hairdressing salon

Ms J returned with her small baby to Kampala in June 2004. She decided to open a hairdressing salon. IOM assisted her in purchasing a first supply of beauty products and chemical hair products for her business. Her hairdressing salon is located in a very busy road in Kampala. The hairdressing salon is going quite well, as she is slowly establishing some regular customers. Ms J employs two people in her beauty salon to do manicure and pedicure treatments.



Uganda Karamoja Clothes selling business

Ms J returned with her baby to Uganda on in July 2004. Initially, she could stay with a friend but then she needed to earn an income as soon as possible to fund her own accommodation. She decided to open a hairdressing business and IOM assisted her in setting up a small hairdressing salon. Unfortunately the hairdressing business was not very successful, since it was difficult for her to establish a circle of new and regular customers. Her expenses were significantly higher than the income. She then reverted to selling clothes. She now has a small space in a clothing stand in a very busy market area of Kampala. She shares the rent of the stand with other people. She travels to Kenya herself to purchase ladies' clothes which she then sells in her shop in Kampala. She said the business was slowly picking up and she is confident that it will be successful. Ms J is now able to support herself and her baby and she is renting her own flat.



Uganda Kampala Forestation business

Mr W returned to Kampala in June 2004. With IOM's assistance, he has started a tree nursery project and he is now growing pine trees. IOM purchased pine seed bags and building materials for constructing tree nurseries. His forestation project is indeed very challenging and interesting. However there are some structural problems with his forestation activity and these are mainly due to his lack of technical expertise in the forestry business and business development knowledge. Mr W is still struggling with his business and he has not achieved financial sustainability yet. His business has only been operating for a few months and pine trees take a long time to grow, so it is difficult to assess its impact in such a short time. Despite the initial financial difficulties of starting up his business, Mr W is confident his business will go well.

Zimbabwe Harare Grocery shop

Mr S returned to Harare in June 2004 after spending two years in the UK. He found it hard to live without his family and he returned to be reunited with them. He decided to start a kiosk selling groceries from his house. He thinks the assistance he received *"is really great because now I can financially support my family... the business is doing very well and I am looking forward to expanding it further."*



Zimbabwe Harare Hairdressing salon

Ms B returned in 2003 from the UK. She returned to look after her children, after her sister died. During the first month after her return, IOM paid for a child minder to provide her with time to dedicate to her business. She set up a hair salon in her home with the material and chemicals IOM bought. Her business is running well and she employs 2 people. However, she could not make a sufficient income to expand the business as the profit margin was very low. IOM has therefore provided her with additional assistance to increase her stock and acquire a new hair dryer.



Zimbabwe Harare Peanut butter business

Ms B returned to Harare with her child in July 2004 after spending two years in the UK. When she returned she decided to start up a peanut butter manufacturing business. IOM assisted her with a peanut blender, shelled peanuts, jars, and printed labels for her peanut butter jars. *“The peanut butter business has kicked off well, and proved to be quite beneficial. It has a lot of potential”*

“I am so grateful for the assistance and I know it has set me on a new platform of success.”



Zimbabwe Chegutu Take away restaurant

Ms V returned to Chegutu with her two children in January 2004. She wanted to go home because her children found life in the UK difficult. When she returned it took some time to adjust to her new life because *“things were no longer the way they were when we first left the country”*. She contacted IOM the office about two months after her return, and IOM assisted her with a pay phone business.

“We were quite impressed with the assistance because at least we now had a starting point... I am doing well. The business has grown and we have managed to open a restaurant/take away from the pay phones money. I have employed six employees already.”



Asia



Afghanistan Kabul Tailoring business

Mr A returned in to Kabul in September 2004 after spending 3 years in the UK. He had previously run a shop together with his father selling costumes before leaving Afghanistan for two years. Upon his return, he first decided to restart his former business, but he found that the market for selling costumes was not as lucrative as it used to be before. Therefore he changed his business idea and with IOM's assistance started a grocery shop. After some time, he had problems paying for the rent of his grocery shop. The shop was not located in a very good area and the business not very profitable. He therefore had to change his plans once again and opened a new shop, a tailoring business. The business is slowly picking up and due to the low rent it is more profitable than the grocery shop.

"I am happy with the assistance I got from IOM as it means I am able to pay my rent and allowed me not to be in debt."



Afghanistan Kabul Carpentry business

Mr M returned to Kabul in January 2005. He had lived in the UK for over three years. Before leaving Afghanistan, he used to have his own carpentry business for over four years. Upon his return to Kabul, he decided to restart his former business, but this time with a partner, who was in desperate need of an experienced worker. Using his own savings and IOM's assistance, he purchased carpentry tools and raw materials. The business is now slowly picking up and providing him and his six dependents with a small income.



Afghanistan Kabul Metal workshop

Mr M returned in May 2004 after spending one and half years in the UK. Before leaving Afghanistan, he had 15 years of experience of working in metal workshops. For the last five of those years he owned a metal workshop himself. While living in the UK he managed to work in a restaurant and to save a bit of money. After his return to Afghanistan, he initially wanted to start a construction company but felt he couldn't afford it, so he decided to re-open his former business in partnership with his brother, using his savings and help from IOM.

During the first months of their business, their income was very low, but since they moved to an area where many houses are newly built, the demand for their products is now often higher than they can produce. The business consists of three sites and about 15 people are employed. At the site IOM London visited, mainly gates, windows and doors are produced.

Mr M mentioned that he had learnt a special skill of painting cars during his stay in the UK. He would like to make use of his skill, but unfortunately the required equipment is not yet accessible in Afghanistan.



Afghanistan

Kabul

Photography shop

Mr O returned to Afghanistan in July 2004 after spending two years in the UK. Before leaving his home country he had studied Aviation at Kabul University. When he returned he found it difficult to return to studying and not earning an income, so he decided to start up a business. He managed to find a friend who had been running a photography business for 15 years, providing photo developing, photocopying and printing services. IOM assisted Mr O with a supply of film reels which he could contribute to his partner's business and become a 40% share holder. When IOM London met him in Kabul, he was not too happy with his life there, the infrastructure and bad living conditions. He said he would prefer to return to the UK.



China

Changle

Supermarket

Mr M was one of the very first people to return to China with IOM. He returned to Changle in February 2005. With experience in financial management and account keeping, Mr M decided that he wanted to work in the family business. IOM assisted the family supermarket with air conditioning machines for the supermarket. The supermarket now employs nine people and Mr M hopes to expand and open another supermarket soon.

China

Shen Yang

English teaching

Mr L returned to China with IOM in April 2005 and before departing, expressed an interest in using his IOM assistance to do an accountancy course as he had prior experience in sales. When he returned, Mr L decided to set up a business teaching English over the internet in his city of Shen Yang in LiaoNing province. IOM is assisting him with computer equipment. He plans to operate the business from a premises owned by his sister. Mr L's main overhead will be electricity costs as these are relatively high in China. Mr L says there is much competition in the city as there are many English language schools. However, after spending 11 years in the UK, Mr L believes he can offer better English language tuition than his competitors. Mr L said he is very grateful for the assistance he is receiving from IOM. In a letter before IOM began assisting the returnee, Mr L wrote:

"I am very glad to say that I have arrived in China safe and well. I thank you very much for the help. Without it I do not know how I would have made it... I have planned to open an English teaching class using the internet... You have provided me with the chance to settle, so I want to apply for the fund to make it happen. Once again I appreciate your generosity..."

India

Ameerpet

Pick-up van

Mr B is 35 years old, married, and now lives in Ameerpet, Hyderabad, with his wife and 10 year old daughter. Before leaving India, he completed a B.A. in Political Science and subsequently worked as a salesman earning approximately INR 6,000 each month. In search of better opportunities, He left for London in July 2001, where he found life turned out not to be as rosy as he had expected. He heard about the possibility of returning voluntarily with IOM when he saw a brochure. With the help of his lawyer, he applied

for return and reintegration assistance. IOM London assisted him with the flight arrangements, travel documents and departure assistance and he landed in India in August 2003. Once he had returned, IOM India helped him come up with a suitable business plan. Mr B then purchased a pick-up van with a partial contribution from IOM and the balance as a loan from HDFC Bank. Mr B explains the rest:



He says, "When I landed in India, I neither had any source of income nor money to start up the business/ enterprise. But with the help of IOM India I got the confidence to go ahead with the present and keep away my painful past. I underwent vocational training to set up a shoe industry for six months and undertook surveys / discussions with the shoe dealers. However, I had to drop the idea as I felt it required a much higher investment and was not viable given my circumstances. Later with the help of IOM India I purchased a pick-up van and started the business of milk delivery. IOM India provided me with an assistance of INR 44,000 and with the help of IOM staff, I could take a loan from HDFC bank to the tune of INR 84,000. Now I am earning around INR 11,000-12,000 per month permitting me to save some money after meeting all expenses. I have not once defaulted with the repayment to the bank and now the loan balance is down to about INR 40,000.

The business is slowly picking up. Although initially for first 3 months there was no profit, now it is running well and relatively sufficient for my sustenance. My wife is a school teacher and she earns Rs 3,000. I am relieved and there is no financial problem as such. I am very much satisfied with the business and want to grow it more and I have the confidence that it would happen. Now I am thinking of extending this enterprise i.e. I'm in the process of linking with whole sale dealers to supply the products apart from dairy products."

India

Kaluethala

Farming

Mr J returned to India with IOM in July 2004. He had experience in farming and before returning, decided that he was interested in setting up a potato farm on his return. He was assisted with potato seeds and now runs a successful farm. Mr J has now requested advice from IOM on pursuing further study in agricultural techniques and hopes to do a course in the near future so as to be up to date with the latest agricultural technology.





Iran Tehran Jewellery shop

Mr A returned home in May 2005 and was interested in setting up a small business. He decided to invest in his cousin's business jewellery shop. His cousin had a well established business and he agreed to allow Mr A to use it as a base for selling his own silver jewellery and decorative stones which he purchased with the assistance of IOM.

Iran Ahwaz Dry cleaning business

Mr R returned to Ahwaz in February 2005 and decided to set up a laundry and dry cleaning business. IOM assisted him to purchase dry cleaning equipment in May 2005, but due to the high cost of equipment and running the business, he had to contribute towards the business as well. Mr R has rented a small shop and equipped it with the necessary materials, he is now happy with his business and earns 150,000 to 200,000 Iranian rials per day.



Iran Tehran Car parts manufacture

Mr B was assisted in April 2005 with equipment to produce power distribution panels, as he was to start his business, he suddenly received an offer from his brother-in-law who is the manager of a vehicle spare part company to produce spare parts for Peugeot 206s. He studied the offer and instead of the original equipment, he purchased a turning machine and a drill. Since he was not expert in this field, he did a training course with the assistance of his brother-in-law, and now he is operating the machine himself. Mr B is able to produce 800-900 pieces car parts daily giving him a gross income of approximately 2'400'000 Iranian rials per day. The machine's capacity is 15 to 20 days work per month. He is planning to expand this business producing different types of spare parts.



Pakistan Peshawar General shop

Mr J spent three and a half years living in Glasgow where he ‘earnt many quids’. He decided to return to Peshawar, Pakistan because his asylum claim had failed and he wanted to see his family. Mr J found out about IOM through the Home Office and got full information on reintegration assistance from an IOM colleague at Heathrow airport when he returned in November 2003. On returning, Mr J wrote to IOM Islamabad and was assisted with supplies for a shop at the end of the market area on the outskirts of Peshawar. He does not rely only on the shop as a source of income. He also has land that provides him with another income. Although Mr J feels that the amount of reintegration assistance is too little, he is happy living back in Peshawar and says that without the assistance he would be jobless.

Pakistan Lahore University MBA studies

Mr M and Mrs N were in the UK for two and a half years but had to return to Pakistan due to urgent family reasons. They were referred to IOM by a lawyer and also visited the office in London. They returned to Lahore, Pakistan in October 2003 and after four months wrote to IOM Islamabad enquiring about assistance. Mr M and Mrs N were then assisted to resume university studies that had been interrupted by the move to the UK. They both completed their Mater in business administration (MBA) last year. One month after finishing the course and business placement, Mrs N found a job with a shipping company. After completing a work placement at McDonalds as part of the MBA course, Mr M has returned two and a half months later to work in management. Since returning, the couple has been supported by family and have been living with Mr M’s mother. They found the assistance very helpful but suggested that the internal procedures were speeded up. Mr M also expressed concerns about his health and is trying to find ways to cover his expensive medical treatment.



Pakistan Wazirabad Auto-rickshaw taxis

Mr M was in the UK for over five years and lived in Glasgow, working part-time in a friend’s hotel. He decided to return to his family in Wazirabad, Pakistan because of health problems. He heard about IOM through a friend and was given full details about reintegration assistance by IOM London. Mr M returned in November 2004 and was contacted by IOM Islamabad within three to four days of returning. Mr M decided to buy two autorickshaws so as to provide a taxi service in the local town. The assistance did not cover the total cost so Mr M contributed some of his own funds. One autorickshaw is currently working, driven by Mustaq’s son. Registration of the second autorickshaw will be complete in the next week and Mustaq will drive it. The registration has been very expensive. However, Mr M is very satisfied with the help he received from IOM and is happy that the promises made were kept.

Pakistan Karachi Hair and beauty training

Ms Y spent one and a half years living near Manchester with her two daughters and one son. She said it was difficult at first settling in the UK as there were no Pakistanis living nearby. However after the first few months Ms Y made friends in the local community and her children settled into the local school. After her case was rejected, Ms Y's parents suggested she came back to Pakistan and offered to support her and her children if she returned. Ms Y and her children became the first returnees to Pakistan with IOM. Eight months after her return in March 2003, Ms Y contacted IOM Islamabad and discussed using her reintegration assistance to pay for training to be a beautician. Fortunately there were institutions near to her home in Karachi and Ms Y completed three courses last year in hair cutting, advanced hair cutting including hair extensions, and make up. After the courses, Ms Y worked in two beauty parlours as an apprentice and gained experience in the business but was not paid for this work. She feels that she now has enough experience and expertise to open her own parlour. She has found good premises for the business and IOM is assisting her by buying the necessary equipment. Ms Y hopes that the parlour will be open in the next few months. Ms Y is extremely happy with the courses she took with the assistance of IOM and has gained much self-esteem and confidence. She is optimistic that the beauty parlour will be a success.



Sri Lanka Jaffna Fishing business

Mr BY was assisted with fishing nets and equipment in April 2004. His nets were destroyed in Tsunami tides and his boat was damaged. He managed to get the boat repaired and IOM replaced the destroyed nets with new ones with the Tsunami Relief Fund allocated by IOM London. He has now returned to the fishing business and is doing well despite the setbacks faced because of the Tsunami. His monthly profit is about Rs.15,000 and has made arrangements to buy a three and a half tons large boat along with 12 other partners.

Sri Lanka Colombo Grocery shop

Ms T is a perfect example of how IOM Colombo is working with returnees to make sure their reintegration is successful.

After two and a half years in England Ms T returned home to Sri Lanka with her two young children. Once home, she found it difficult to visit the IOM office because she had to look after her children. IOM contacted her to explain how she could benefit from the reintegration assistance. She presented a plan for a small grocery shop and worked with a relative to secure premises. Participation in an IOM orientation programme in Colombo and business training further developed her idea and gave her the confidence she needed to start her business.

The shop opened at the beginning of the year. IOM reintegration assistance was used to purchase the initial stock for the shop. Frequent monitoring and advice have helped her to develop the business and she now employs one person. The shop provides a valuable service to her community and allows her to earn an income to support her family.





Sri Lanka Colombo Batik business

Mr D and his family arrived back to Sri Lanka having spent 4 years in the UK. Mr D had had more than 10 years experience running a clothing business in the outskirts of Colombo before leaving for the UK and had already decided what assistance he wanted to set up a batik business upon his return. A month after returning, having contacted the IOM office in Colombo, Mr D was able to set up his business and IOM assisted in buying material, dyeing equipment and the dyes themselves. The business has become extremely successful with Mr D employing 20 people from the local community to help complete orders. The whole family is now very happily settled in Sri Lanka.

Sri Lanka Chavakachrai Auto repair garage

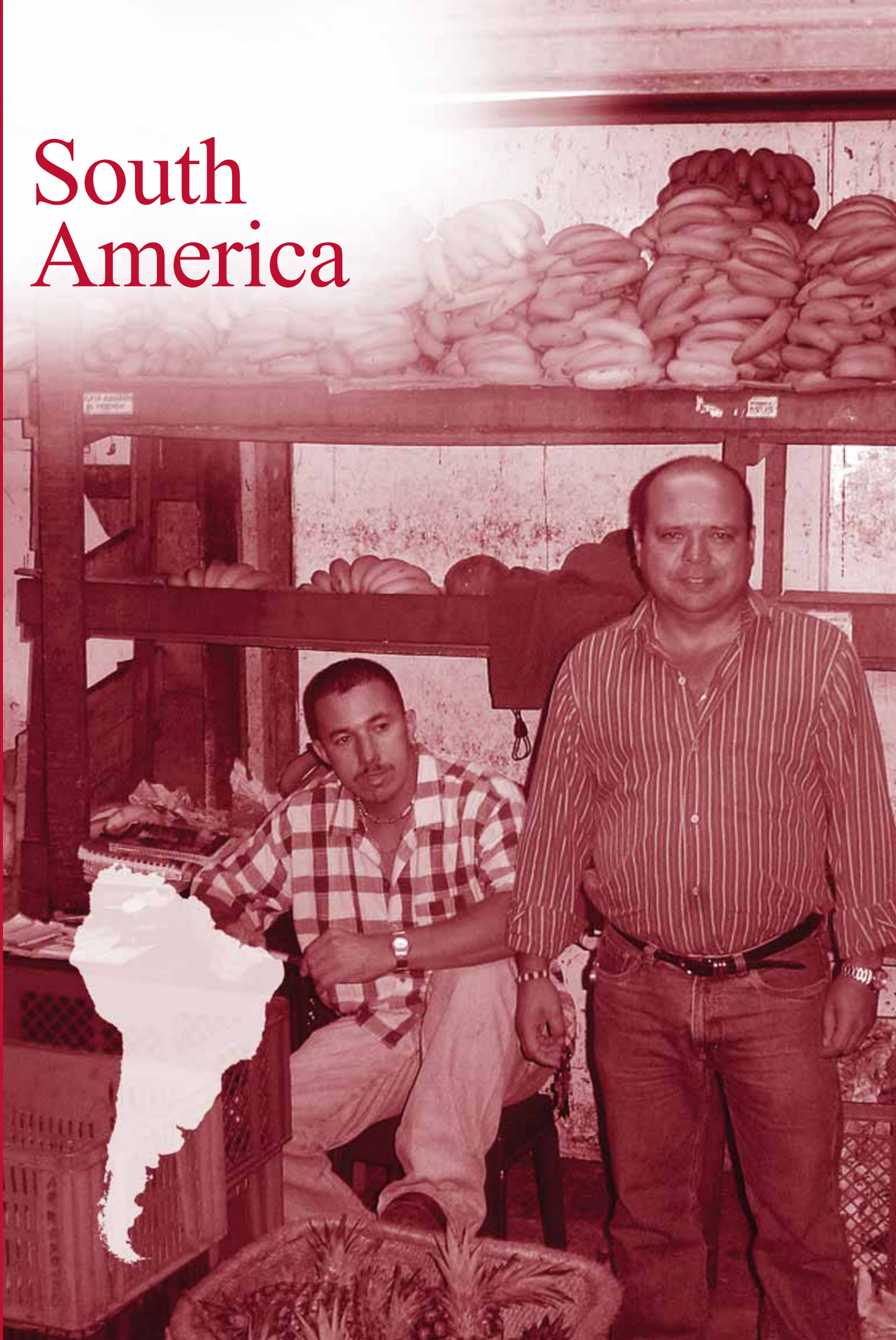
Mr T was assisted by IOM Colombo with setting up his motor cycle/auto repair and painting garage in December 2004. He currently employs one of his four sons at the motor cycle/Auto repair and painting garage. The business yields a monthly profit of approximately Rs. 10,000. Mr T is planning to get a bank loan to purchase a lathe machine in order to expand the business.



IOM Colombo

Sam Samarasinghe of IOM Colombo works closely with the returnees in providing reintegration assistance: *“The returnees’ faces light up when they see the IOM logo at the airport. They say the IOM presence gives them a certain security.”* IOM staff in Sri Lanka believe that these persons would have returned earlier if they had known about the help provided by IOM to return and reintegrate.

South America



Ecuador

Pilano

Food shop

Ms A returned to Pilano in June 2004 and her life changed completely. When she first returned home she had nothing, but she built a small house and used IOM's reintegration assistance to buy products to operate a small food store from her living room. To begin with the business did well, attracting sufficient interest to provide a sustainable livelihood for her and her two children; since then however sales have dropped, and Ms A has found it increasingly difficult to support herself. *"It's hard to explain how I see my future in Ecuador. Our situation is difficult here... since the first moment the food store has been our only income."* Ms A plans to move to a city where she hopes to attract more customers.



Ecuador

Quito

Restaurant

Ms I and Mr D returned to Quito in July and September 2004 respectively. Since then they have been running a fast food restaurant that they were able to set up with the help of IOM's reintegration assistance. The business is well located and with the equipment supplied by IOM it provides the couple with an income that enables them to continue to reinvest, as well as to pay for their daughters' education. The pair work hard, usually from 8am in the morning until 10pm at night, however with the support of their family, and a sustainable business to run, they are hopeful about what the future holds, *"We think it will be difficult but we have faith in our daily work."*

Ecuador

Loja

Carpet shop

Ms P returned to Ecuador in June 2004 with the help of IOM. Here she was reunited with her 7 year old daughter, a toddler when she left for the UK. She decided to work in the family's carpet shop, using IOM's reintegration assistance to invest in products the family hadn't been able to afford. The business is doing fine and the family continues to invest in new materials. She admits *"it's hard, because I have to work a lot to have the necessary things to live. But I think there's always hope and as I'm with my daughter I'll keep trying to have a better life."*





Ecuador Guayaquil Sewing business

Ms R returned to Ecuador in July 2004 to set up a sewing business using three sewing machines purchased by IOM. Initially she returned to Guayaquil where she found it difficult to get the business off the ground due to unaffordable rents. She is currently living in Santo Domingo where costs are lower and she can operate her business from the room she rents for herself and her young son. It is difficult to tell what the future holds for them and setting the business up has not been easy. However she is hopeful about the future. *“Without the sewing machines my only possibility was to look for a job... to set up an own business is a really positive aspect... its difficult to tell about it (the future), but I will do my best to succeed.”*

Colombia Buenaventura Kiosk

Mr J returned to Colombia in 2004. Having originally hoped to use the Reintegration Fund offered by IOM to set up a photography studio, on return to his home town he became aware of the opportunity to buy a small kiosk located in a park, near an office complex. IOM’s assistance helped him to buy the kiosk, a small metal construction measuring 3x2 metres, and stock it with cold drinks and fast foods. Although the kiosk is not large, its strategic location has been fundamental to its success. Mr J serves a constant flow of customers and has the opportunity of improving his income; he continues to benefit from the investment and is happy to be reunited with his friends and family.



Guatemala Jalapa Car mechanic

Earlier this year, IOM London assisted its first reintegration case in Guatemala. The returnee who contacted the IOM office in Guatemala upon his return was very keen to work as a car mechanic, and wanted to do car mechanical training courses and purchase the tools necessary to open his own workshop. He successfully found a suitable course which began in March 2005 and by the end of October 2005 will have a completed all the requirements so that he can be a successful car mechanic. The Reintegration Fund assisted with the purchase of various tools and payment of the training course.

Mr M and Mrs L are husband and wife. Their dream was to establish a new life for themselves in London, and in 2000 that dream came true. However for Mrs L in particular it was not as easy as she had thought. The language, the food, the customs, everything was too complicated; Mario on the other hand adapted quickly. The couple both worked in the domestic labour market, and each day they nurtured the illusion that things were going to change; they would get better jobs that were more appropriate to their training, and a salary that enabled them to send money to their family in Colombia. However to achieve greater stability within the country they would have needed to legalize their status, and for this reason, they decided to seek political asylum.

The response was not favourable. A friend then told them about IOM, *“we knew that IOM could help us to return home, and provide us with support in order to start again in Colombia with our own business,”* said Mario.

The return of this family, through the VARRP programme, was one of the best moments they’d experienced since they left. For Mrs L it was everything, when she arrived in Colombia she could communicate in Spanish and she felt happy to start afresh at home.

“Out of the options that IOM offered us” continued Mrs M *“you could choose to start a course of vocational training, or were offered help in putting together a business plan, as well as psycho-social assistance to help with the process of re-adjusting to your country. I took the three courses; and my wife just the psycho-social assistance. Those courses have helped me a lot in enabling me to open up a washing machine and fridge repair shop.”*



Mrs R, her husband, and their two children left Colombia for a new life in London in 2003 however after two years away from home their asylum claim was rejected and they were forced to review their situation. With the help of IOM, they decided to return to their home country. *“When my son went to IOM and explained our family’s situation, they told us that we could return voluntarily and we felt a great relief”*. Without the help of IOM they would not have been able to afford to return straight away. Thanks to the Reintegration Fund the sons of Mrs R and Mr G were also able to undertake university courses once they arrived in Colombia, and the family began to start afresh at home once more.

We do not assist a large number of people returning to Bolivia, but so far we have helped four families to return and establish reintegration projects. IOM La Paz has helped the four families to do language classes and to set up small businesses.

IOM London and IOM Bolivia continue to work together to find out more opportunities regarding reintegration assistance in the country.

Europe



Albania Tirana Beauty training

Ms M received a four month training course in beauty treatments at Frontera, between May and September 2004. She was very satisfied with the quality of the training and will be starting to work in the same salon in November this year. The job is a direct result of the training.



Albania Elbasan Mechanic job – salary supplement

“By profession I am a mechanic and I had worked as mechanic in the UK, where my work was related to some computer operations. At the beginning I wanted to do a computer course. I had some limited knowledge of computers and I wanted to have some deeper knowledge. However in a very short time I realised that the situation in Albania was very different from the one in the UK. In a couple of days I noticed that computer knowledge was not necessary at all for me. A computer course would have been a waste of time for me, so I decided to look for a job as a mechanic. I discussed these ideas with IOM and they were very open and flexible in assisting me. From the contacts I had already before migrating to the UK I found out that an auto-service shop was looking for a mechanic. IOM contacted and negotiated with the owner of the auto service and I got the employment. I know that IOM supplemented part of my salary from July 2004 to February 2005. Now it is April 2005 and I continue to work in the same shop with exactly the same wage. It’s not easy to get back, but I made it.”

Albania Berat Carpentry

Mr N returned to Berat in the beginning of 2003. He worked as a carpenter before emigrating to the UK and briefly whilst in the UK as well. Once he returned he wanted to work in carpentry as this was the profession he had the most experience with. Mr N appreciated the help that IOM provided him after he returned, saying *“I’m pleased with IOM work and appreciate very much the help to find me a job as a carpenter”*. He found it particularly helpful because it gave him some independence and felt that *“what is most important I can support my family with an income”*.



Albania Tirana Vineyard

Mr M lived four years in the UK before returning back to Albania in August 2004.

IOM assisted Mr M to expand his vineyard; he already had experience working on a vineyard from his family business. He is now employing his father and two other people, although it is difficult to earn an income in the early stages of the business, as he expects it to be 2 years before the land is fully productive and he is able to invest and expand the production. He has been able to set up the vineyard business with personal savings and help from friends and family. He found the reintegration assistance very helpful and said that his new business activity *“is certainly a new change from driving a bus in England as I did for 4 years”!*



Armenia

Only a small number of our returnees are from Armenia. During the last few years, we have assisted two people under the reintegration fund.

One of them is Ms L. She wanted to finish her education to become a speech therapist. Upon return she enrolled at the Armenian State Pedagogical Institute to study one more final year.

She will then be able to use her qualification to find employment and support herself and her little son. IOM paid for her university fees.

The second beneficiary decided to set up a small business manufacturing silk flowers. IOM helped him to purchase the special tools to start his business.



Azerbaijan Tovuz Sheep farming

Mr K used to have a farm and land before he came to the UK. Upon his return to Tovuz he decided to restore his business and asked IOM for help in purchasing some cows to get him started. Due to a general increase in prices for cows in Azerbaijan, it would have been possible to purchase only two cows within the reintegration budget, instead of the planned four. Therefore, Mr K asked to purchase sheep, as he could get a greater quantity with the money available which would be of more benefit than two cows. Considering his request IOM accompanied him to the market to purchase 28 sheep and 24 lambs (52 animals in total).

Croatia

We do not assist a large number of people returning to Croatia, but so far we have helped 7 people with reintegration projects. IOM Zagreb has helped four people to establish farming businesses and two people to take computer training courses. The most recent person we have been assisting is a man who returned to live in Tenja and wants to set up a graphic design and English

language translation services business. He is currently doing a computer course and to support his plan IOM assisted him in June 2005 to purchase a computer and design software. He is confident the business will be successful due to the increasing demand for design and marketing and the rise in tourism to the country.

Georgia

Over the last three years IOM assisted two Georgians under the Reintegration Fund. One person took up IT training, the other started his own small business selling farm products.

Two more reintegration candidates are just in the pipeline: One lady wants to open her own small business making delicious Italian pasta, pizza, lasagne, and confectionery selling all at markets and to friends and neighbours. She already took a professional training in international courses of Italian and international cuisine and is now in the process of equipping her kitchen with IOM's help.

Another entrepreneur who just returned identified a need for internet cafes in Georgia's capital Tbilisi: *"My interest in this business is conditioned by the fact that the internet café network is very small in Georgia, but the demand is growing day by day. The café will be envisaged for the customers of all ages."* He is now developing his business with the help of his relatives and IOM.

Kosovo Gjakove Stone carving

Mr Y was in the UK for about 4 years, living in Glasgow (he speaks English with a Scottish accent!). He heard about the programme from IOM's partner YMCA Glasgow, who explained from the beginning how the return and reintegration works. IOM Pristina contacted him soon after he had returned and discussed his ideas to start a small business; he wanted to start earning as soon as possible so he could support himself and also contribute to his family who he lives with. Mr Y chose stone carving as a good business option, based on the need in this market in his home town. IOM helped him to purchase the necessary machinery and he works in business with a very experienced stone mason, he has no previous experience in this profession so will learn on the job. He does not want to leave again as he is happy to be back in his home country and has found the assistance very helpful, although he is keen to be able to start his own business as soon as possible rather than working for someone else. He would hope to earn more if he has his own business.



Kosovo Kline e Ulet Grocery shop

Upon his return from the UK on March 2004, Mr B decided to restart a trade shop business that used to be the family business activity. He has rehabilitated and equipped the shop through the assistance given by the IOM's EAS VARRP programme.

Through this assistance, Mr B has already achieved substantial improvement in his working and living conditions, which has led to his increased social and economic stability. The business currently is operational in the Klina e Ulet, Skenderaj municipality and is one of the most successful shops in the area. Through the activities of this business Mr B is generating an income to support himself and his dependents.



Kosovo Gjilan Tile laying business

This marble cutting and tiling business will support Mr N who returned to his village, Karaqeve e Eperme (municipality of Kamenica). In order to see their business succeed to its full potential, Mr N and his brother, Mr B, have joined forces to establish a well-equipped marble tiling team. Having gained 3 years of experience in this activity before going to the UK, Mr N will get an on-the-job training and at the same time help Mr B to develop his skills in this trade. They plan to do balconies, stairways, and different terraces and for all this they need additional equipment. To this end IOM will support this initiative by funding the purchase of start-up tools and equipment. We believe that the project will bring decent incomes to the brothers. Laying marble tiles is a service that is in high demand and the equipment is easily transportable, enabling them to expand the reach of their enterprise. The market opportunities and prospects for this project are excellent.

Romania

Our IOM colleagues in Bucharest explain the challenges of assisting people returning to Romania:

“None of the 2 families contacted IOM Bucharest by themselves so far. I haven’t been very successful in establishing phone contact with them either. This proves to be difficult most of the time, as either they are no longer residing at the addresses given as contact information, or they have given contact info of relatives and/or friends, thus being quite hard to get them personally over the phone.

We have only had two male individual migrants who were eager to take the reintegration assistance in services, one returned in autumn 2003 and the second returned in autumn 2004. They both set up small family businesses, and we helped with purchasing some of the necessary equipment. The second one to return also took a medium term reintegration course related to his plumbing business.

Unfortunately, and as a general observation, it is becoming a pattern that most Romanian migrants returning with reintegration possibilities do not contact IOM Bucharest or simply refuse the reintegration assistance in services. Most of them become interested in cash reintegration support, although this can be hardly called proper, sustainable reintegration. On the other hand, some of the returned migrants have a strong mind set on leaving Romania again, thus stating that it is useless for them to spend and invest time in reintegration activities. Another difficulty in getting them interested in the reintegration fund is, for some of the cases, their illiteracy.

Some migrants are enthusiastic about the Reintegration Fund while assisted upon arrival at the airport, and then we either do not ever hear for them or upon contact by IOM Bucharest we are told they are not interested! It is discouraging for us as it is for you, as we have to “chase” and talk them into something which is to their advantage.’

Russia

Since the start of the Reintegration Fund, we have assisted 17 people, including children who travelled home with their parents. About half of the adults chose to take up training and education, for example two doctors carried on with their education to specialize in ophthalmology and eye microsurgery. Others took business management and IT courses. Quite a few people have started their own small businesses, such as commodity sale, freight business and a hairdresser’s shop.

One of the main challenges to assisting people in Russia is the great distances within the country. Most people returning are not from Moscow, but from places very far away, for example from Rostov-on-Don, Omsk and Novosibirsk. The IOM office is located in the capital, therefore discussions about the best reintegration activity can’t be done face to face, but by phone and email instead. Business plans and documents need to be sent by fax. To make contact and keep the communication active in order to follow the steps of assisting someone is sometimes not an easy task for the returnees or for the IOM colleagues. But with both sides trying their best, good results can be achieved.

Mr R came across a Russian-language newspaper “Londonskiy Kuryer,” from which he learned that the IOM not only helps people to return home but also assists in the reintegration process. After the successful flight to Ukraine and a short adaptation period Mr R and Mrs L supported by their relatives and friends, started creating their own business. At present they have already opened a car wash and are in the course of equipping a café-shop. The next tasks are repair works and equipping the car wash for wheel maintenance and balancing.

At this point IOM came to their help, assisting them with the repair of the premises and equipping the café and the car wash. This is a real assistance in the reintegration process for those who trusted in IOM’s good intentions and availed themselves of this chance.



IOM Kiev team

Our colleagues had this to say about the benefits and challenges of VARRP in Ukraine:

“Obviously there are a lot of benefits of VARRP as a programme on the whole and in Ukraine particularly. It gives the possibility to make a new start in life for those Ukrainians who left their motherland in search for better life conditions.

Now when the situation in Ukraine is changing for better, Ukrainians permanently living in the country and those who are abroad, are getting more optimistic about their future in Ukraine, so more and more people are coming back. Of course it is always hard to change a lifestyle, to find a new job, new friends, and it is not just a physical issue, but a psychological one as well. And this is where VARRP can really help. IOM provides not only with air tickets and proper travel documents, each applicant can count on financial support for reintegration activities, such as training courses, education, setting up small businesses or other employment opportunities.

But sometimes there is a problem to make a first contact with returnees, as not all of them provide their contact details in country of origin and for some reason do not apply for assistance from IOM themselves. I guess most of the time they don't want to initiate contact because of disbelief in help from any institution. That is why it is very important to show people what VARRP is about - without a doubt a booklet about VARRP returnees can be very helpful and essential at this.”



Acknowledgments

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