

ANNUAL REPORT 2009



UNHCR

The UN Refugee Agency

Australia for UNHCR

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RESPONDING TO NEW CHALLENGES

Of the global total of 42 million uprooted people in 2009, UNHCR cared for 25 million, including a record 14.4 million internally displaced (IDPs) – up from 13.7 million in 2007 – and 10.5 million refugees.

Being forced from your home by conflict or persecution is a tragedy whether you've crossed an international border or not. In recognition of this UNHCR has increasingly been requested to provide help to the internally displaced, in addition to its traditional mandate of protecting and assisting refugees who have crossed international borders. Since 2005, the agency has seen the number of IDPs it cares for double.

The humanitarian space has been dramatically impacted by new forms of conflict, climate change and the global financial crisis.

Around the world, UNHCR operations have responded impressively to these challenges, providing essential, life-saving support – food, water, shelter, and medical care.

UNHCR also provided longer-term support to help sustain people and improve their quality of life and future opportunities.

In addition to responding to displacement from man-made emergencies, UNHCR also supported relief efforts across a number of natural disasters. This expanding role reflects UNHCR's expertise as a leading international humanitarian agency.

In 2009, Australia for UNHCR endeavoured to increase its support to refugees worldwide. In the midst of the Global Financial Crisis, we succeeded with the support of Australian donors in raising a record AU\$7.3 million for UNHCR's humanitarian programs. We helped to fund seven emergency operations and supported vital refugee and IDP relief projects in ten countries. Our 2009 Annual Report shows what we have achieved with the generous and committed support of our Australian donors.



REPORT FROM THE CHAIRMAN AND NATIONAL DIRECTOR

We are pleased to present our Annual Report for 2009.

In 2009, UNHCR globally and Australia for UNHCR locally, both continued to operate in an increasingly complex and challenging environment. While the number of people of concern to UNHCR grew, a global financial and economic crisis made finding solutions for them more difficult. There was pressure on governments to cut back on their support for humanitarian programs while charities here in Australia and around the world found it harder to raise funds in the straitened economic climate.

Thankfully, Australia for UNHCR's donors remained supportive and generous and our annual income grew by 11% on the previous year. We remained UNHCR's fifth largest private sector donor, raising a record AU\$7.3 million for UNHCR's emergency relief operations and long term refugee programs.





REPORT FROM THE CHAIRMAN AND NATIONAL DIRECTOR

An “Arc of Crisis”

In 2009, the number of people assisted by the UN Refugee Agency exceeded 25 million.

Two thirds of the refugees and three quarters of Internally Displaced People (IDPs) assisted by UNHCR now reside in an “arc of crisis” stretching from south-west Asia to the Great Lakes of Africa. Nearly all significant internal displacement in 2009 occurred there, notably in Pakistan, Somalia and the Democratic Republic of the Congo (DRC).

In May, UNHCR coordinated the international humanitarian response in Pakistan, the scene of the ‘largest and swiftest’ displacement of civilians anywhere in the world in recent years. At the same time, in Sri Lanka, we were called on to provide emergency shelter for hundreds of thousands of displaced civilians fleeing fighting as a result of the civil war.

‘Silent emergencies’ in African countries like the Democratic Republic of the Congo, the Central African Republic (CAR) and Somalia continued to result in major displacement of entire populations. Factors like prolonged drought, flooding and escalating food and fuel prices made the situation of refugees even more precarious.

Seeking Solutions

In these complex situations UNHCR continued to strive for solutions to support refugees and displaced people.

In Pakistan, UNHCR came rapidly and effectively to the assistance of many of the 2.4 million people estimated to have been internally displaced. It did so while managing to preserve protection space for Afghan refugees in both Pakistan and Iran.

Hundreds of thousands of people were also able to return home in 2009 with UNHCR’s assistance, most notably in South Sudan, the Democratic Republic of the Congo, and Afghanistan.

UNHCR’s initiatives to address critical gaps in refugee protection and assistance have proved successful. For example, infant and maternal mortality rates decreased significantly in 2009, and in malaria-prone countries such as Kenya, the incidence of malaria has declined from 84 new cases per 1000 people in 2006 to 9.8 new cases per 1000 people in 2009. Further examples of the many practical life saving initiatives of UNHCR are set out in this report.

Building Support for Refugees

UNHCR was supported in its efforts to support refugees by thousands of individual donors and other donors across the globe.

Throughout 2009, Australia for UNHCR continued its focus on generating sustainable income through regular giving. More than 9,000 new regular donors signed up to support Australia for UNHCR in 2009. By year’s end, our supporter base had grown to 25,000, of which more than 18,000 were giving regularly as Emergency Response Team supporters.

Online acquisitions also grew as we made increasingly creative and cost effective use of new technologies. Two new websites were developed, including the World’s Biggest Relief Package microsite which we will continue to use for online ‘alterative giving’ campaigns in 2010.

Our Humanitarian Support

Australia for UNHCR provided assistance for refugee relief programs in 14 countries during 2009. We raised vital funds for refugee emergencies in Pakistan and Sri Lanka as well as supporting UNHCR’s response to less well-publicised humanitarian crises in trouble spots like the Democratic Republic of the Congo and Somalia.

Now the world’s largest source of refugees, Somalia was the focus for much of our fundraising activity. The massive Dadaab refugee complex in eastern Kenya the largest refugee camp in the world was the focus of our 2009 Christmas Appeal.

National Director Naomi Steer undertook two field missions to Dadaab in the latter half of the year to develop the campaign and raise the profile of this urgent and ongoing refugee emergency. We thank Special Representative Jane Turner, Channel 7's Sunrise program and the Channel 9 News team headed up by Denham Hitchcock, for their support in bringing the reality of the Dadaab camp into the living rooms of Australians. We are also grateful for the fantastic support the UNHCR field staff in both Nairobi and Dadaab gave to these missions.

2009 Highlights

We were fortunate to have the High Commissioner for Refugees Mr António Guterres visit Australia in February. Addressing a gathering of Australia for UNHCR staff and supporters in Sydney, he spoke passionately about the UN Refugee Agency's role in a world where the nature of conflict, the climate, and patterns of human displacement are changing.

Mr Guterres also expressed concern about the Global Financial Crisis and its impact on donor nations, both in terms of the funding they provide for humanitarian programs and their willingness to accept refugees for resettlement in times of high unemployment.

In this context, we were encouraged to hear the High Commissioner acknowledge the growing importance of private sector fundraising to UNHCR's work and express appreciation for the increasingly valuable contribution being made by Australia for UNHCR.

Special Events, Special Representatives

Meanwhile, we continued to generate community awareness of refugee issues and the work of UNHCR through a series of special events.

A highlight of our World Refugee Day Breakfast this year was the address by our new Patron, the Governor-General of Australia Ms Quentin Bryce AC.

Our Program Sub-Committee, under the Chair of Director Michael Dwyer continued to engage the finance and investment sector through a program of Twilight Seminars. Our hardworking Women's Committee, chaired by Director Alice Spigelman, continued to play a critical role in our fundraising, arranging a Literary Lunch and a very successful Mother's Day Lunch in Sydney to raise funds for UNHCR's reproductive health programs for refugee mothers and babies.

Thank you to all our Special Representatives – Jane Turner, Ian Chappell, Mark Schwarzer, Jack Gray, Adut Dau Atem, and Sophie Weldon. Again in 2009 these six people gave their time and used their public profile to encourage Australians' support, empathy and understanding of the plight of refugees throughout the world.

Adut and Sophie, our two youth representatives, produced a unique sand animation which was distributed online as part of their new initiative to engage young Australians in supporting UNHCR.

With Thanks

In all our work we have had the benefit of support and advice from our Regional Office and its Regional Representative Mr Richard Towle and our Regional Liaison Officer Mr Christian Schaake, as well as our colleagues in Geneva. Most importantly we are grateful to all the UNHCR field staff who supported our donor missions, and provided feedback on our projects and information for our appeals.

2009 was a significant year in terms of growth as reflected in our need to move to new premises. We have been supported in this by our staff and volunteers. Our fellow Directors have also continued to demonstrate their steadfast and ongoing concern for refugees, for which we are also very grateful.



Naomi Steer
National Director



John W.H. Denton
Chairman

IN EMERGENCIES

During the year, UNHCR's Emergency Response Team responded to a wide range of emergencies resulting in mass population displacement: outbreaks of violence in Pakistan, new conflicts in the Democratic Republic of the Congo, and the escalating Somali crisis among them.

Australia for UNHCR maintained its strong support for UNHCR's emergency relief operations during the year.

Through our regular giving program, our Emergency Response Team Supporters assisted the training and preparedness of the ERTeam and the rapid delivery of emergency relief items and services to the field. In response to several specific crises in 2009, additional emergency funds were raised through e-alerts and targeted donor appeals.



Pakistan

In April 2009, a sharp escalation in the fighting between government forces and militants in the country's north triggered the world's 'largest and swiftest' human displacement in more than two decades.

As settlements in North-West Frontier Province came under sustained attack, more than 2.4 million people fled south to the city of Peshawar and surrounding districts or flooded into makeshift camps on the hot, dry plains north of Islamabad.

UNHCR played a major role in this crisis. With our UN partners, we established 'humanitarian hubs' across the region to distribute food and non-food relief to those displaced and their host families.

A large Emergency Response Team worked with UNHCR country staff to establish new IDP camps in record time and distribute tents, food, clothing and kitchen equipment to 100,000s of people. Providing shade structures, electricity and other heat relief was a feature of this operation with temperatures in the camps often exceeding 45°C.

As the fighting eased in July, UNHCR equipped more than 1.3 million returning families with kits of basic household goods and building materials. For the 85,000 people who remained in the camps through the northern winter, we supplied kerosene stoves, fuel, blankets and extra sheets of insulating plastic.

UNHCR mourned the loss of three UNHCR staff members during this operation. In June, Aleksandar Vorkapic became the first Emergency Response Team member to die on mission. The 44-year-old father of three was killed with 17 others in a bomb blast in Peshawar just a month after his emergency posting to Pakistan.

Funds provided by Australia for UNHCR in 2009: \$373,288



Displaced people in Pakistan's Swat Valley queue for cooked rations in Jalala camp, Pakistan

IN EMERGENCIES

Democratic Republic of the Congo (DRC)

While the war-torn eastern states of North and South Kivu regained some stability in 2009, two new conflicts in northern DRC left thousands of civilians in urgent need of shelter and relief.

North Kivu

Fighting in the eastern Kivu states eased slightly during 2009, allowing at least some of the region's 1.7 million displaced people to return home. Australia for UNHCR made a significant contribution to UNHCR's relief operations in the displacement camps around Goma, providing non-food relief and shelter items. We also helped to fund a legal service for returning refugees and supported projects to assist the victims of sexual assault.

Orientale

Lord's Resistance Army rebels stepped up their campaign of terror in the northern Congolese province of Orientale. As villages were attacked and burned, more than 100,000 people converged on the town of Dungeni, doubling its population. UNHCR distributed tonnes of food and non-food relief in Dungeni itself and surrounding districts and helped to fly emergency supplies to stricken villages inaccessible by road. A second Emergency Response Team was deployed to southern Sudan to provide shelter and protection for the 16,000 Congolese refugees who crossed the border to escape the LRA attacks.

Equateur

In November, ethnic violence flared in the DRC's north-western province of Equateur. At least 84,000 villagers fled to the Republic of Congo and many more were killed, injured and displaced in the DRC itself. Fearing outbreaks of disease, UNHCR's initial emergency response included the establishment of nine health posts and mobile clinics in the affected region and a mass distribution of water purifying tablets.

Funds provided by Australia for UNHCR in 2009: \$800,949

Sri Lanka

During the final weeks of Sri Lanka's long running civil war, nearly 300,000 people fled the last stronghold of the Tamil Tiger rebels in the far north of the country. As Lead Agency for Shelter in the UN's Joint Emergency Response, UNHCR erected more than 40,000 family tents and emergency shelters in government-run 'displacement sites' outside the combat zone. In the following months, Australian donors helped to deliver truckloads of bedding, mosquito nets, hurricane lamps, kitchen sets and hygiene items to the camps where our teams continued to operate under heavy government restrictions.

Funds provided by Australia for UNHCR in 2009: \$437,364

Central African Republic/Chad

In March, rebel violence in the Central African Republic (CAR) forced 8,500 people to flee to Doha, a remote town in south-eastern Chad. The refugees were in desperate need of shelter, food and medicines when a UNHCR Emergency Response Team arrived. Many families were sleeping in the open in a region notorious for malaria infections and deaths. The ERTeam rushed to deliver plastic sheeting, mosquito nets and other non-food relief before the annual rains began in May cutting all access to the town. UNHCR maintained a medical team in Doha through the rainy season and continued to assist and protect more than 60,000 CAR refugees in other camps in southern Chad.

Funds provided by Australia for UNHCR in 2009: \$148,769

Chad/Sudan

Throughout 2009, Australia for UNHCR maintained its support for UNHCR's massive refugee relief operation in eastern Chad. Some 252,000 refugees from Darfur, Sudan, remain in 12 remote desert camps, heavily dependent on humanitarian aid. In addition to shelter kits and other non-food emergency items, Australian donors also provided significant logistical support as increased insecurity in the region made the task of delivering goods to the camps more difficult than ever.

Funds provided by Australia for UNHCR in 2009: \$543,789

Dadaab: The world's largest refugee camp

Kenya's eastern Dadaab region has been hosting Somali refugees for nearly 20 years. In 2009, however, the sheer number of new arrivals pushed the Dadaab refugee complex into emergency mode. By year's end, Dadaab was the biggest refugee settlement in the world, home to more than 290,000 people – more than three times its intended population – fleeing worsening violence, drought and food shortages in Somalia.

National Director Naomi Steer visited the camp in November, speaking with refugees and key staff about their most pressing needs.

Dadaab needed an urgent injection of funds in order to cope with its growing population.

Thankfully, Australians responded generously to our Christmas Appeal, including our newly-launched “World's Biggest Relief Package” alternative giving website. Some \$600,000 was raised to provide urgently needed shelter, healthcare and non-food relief for the new arrivals and supported the implementation of emergency flood prevention measures in low lying areas of the settlement.

Funds provided by Australia for UNHCR in 2009: \$600,000



National Director Naomi Steer with a women's group at Dadaab refugee camp, Kenya.

T. Mukoya

ONGOING DISPLACEMENT AND STATELESSNESS

People who spend months or years in refugee settlements remain vulnerable to poverty, exploitation, violence and disease. While seeking permanent solutions for them, UNHCR works to improve the refugees' quality of life, self reliance and opportunities, providing community infrastructure, schools, income generating projects and health care services in protracted refugee settings.

In 2009, Australia for UNHCR continued to support nutrition, health, education and self-reliance programs for long-term refugees in Africa and Asia. In June, we helped to forge a ground-breaking partnership between UNHCR and the private sector to build and maintain primary schools in refugee camps in Chad.





Water is an ongoing concern in Uganda's Nakivale Refugee Settlement, especially as the population swells. Australians have generously supported projects in Nakivale since 2007.

ONGOING DISPLACEMENT AND STATELESSNESS

Nakivale Refugee Settlement – Uganda

Located in one of Africa's most volatile regions, near the borders of Tanzania, Rwanda and the Democratic Republic of the Congo (DRC), the Nakivale Refugee Settlement has been the focus of several of Australia for UNHCR's appeals, including our 2008 Christmas Star Appeal.

At the time, the settlement was struggling to absorb another large influx of new arrivals from the DRC. The water supply was under pressure, the primary schools were chronically overcrowded and one ambulance was serving more than 49,000 people, making the rugged four-hour round trip to the nearest hospital. Thanks to Australian donors, the following has been achieved:

Health Care:

A second ambulance had been purchased to transfer emergency cases to Mbarara District Hospital. Two of Nakivale's three health centres received increased supplies of essential medicines, including stockpiles of anti-malarial drugs.

Education:

Construction work on Nakivale's first secondary school commenced in September 2009 and is expected to be completed by the beginning of the 2010 school year. The finished complex will include four classrooms, a science laboratory, teacher accommodation, latrine blocks and rain water tanks. Australia for UNHCR donors contributed \$185,344 towards the school's construction along with classroom materials and teaching aids.

Water:

Water remains an ongoing concern in Nakivale, particularly in newly settled areas of the camp. Australian donations were directed towards the purchase of water purification chemicals and water testing equipment, the employment of a civil engineer and a training program for community technicians and water caretakers.

Funds provided by Australia for UNHCR in 2009: \$320,450

Shelter – Bangladesh

Two squalid refugee camps in Cox's Bazaar, Bangladesh have been the subject of a major UNHCR refurbishment project. Having sheltered thousands of Rohingya refugees from Myanmar for the past 18 years, the government-run camps have been described as "among the worst in the world". Since receiving government permission to make improvements in 2007, UNHCR has overseen the construction of a new hospital and feeding centre and replaced the dilapidated family dwellings with solid, well-ventilated housing.

Funds provided by Australia for UNHCR in 2009: \$167,3467

Reproductive Health – Somalia

Years of political unrest have left Somalia's health system in tatters. In 2009, Australia for UNHCR funded the introduction of Clean Delivery Kits in two UNHCR-supported health centres in Bossaso and Galkayo, Puntland – areas with large internally displaced populations. Containing a plastic sheet, clean blade, soap, string, swaddling and resuscitation instructions, these simple kits enable women to give birth in a clean environment, reducing the risk of haemorrhage and infection. They are a welcome addition to UNHCR's reproductive health programs for Somalia's displaced and vulnerable women.

Funds provided by Australia for UNHCR in 2009: \$47,858.71

Nutrition and Food Security – East Sudan

Often described as Sudan's "other refugee crisis", East Sudan hosts 110,000 mostly Eritrean and Ethiopian refugees in twelve isolated camps to the east of the capital, Khartoum. In the face of drought and rising food prices, UNHCR and its partners had to work hard in 2009 to maintain the refugees' nutrition levels. Along with transportation and logistics, Australian donors help to fund food security projects, emergency feeding programs and the distribution of food supplements to address dietary deficiencies.

Funds provided by Australia for UNHCR in 2009: \$743,847

Educating the Children of Darfur

To celebrate their 10th anniversary, multinational firm PricewaterhouseCoopers raised more than US\$4 million for UNHCR to support the education of refugee children from Darfur. PwC Director for Global Corporate Responsibility Kathryn Wightman-Beaven visited UNHCR's camps along the Chad/Sudan border in September 2009.

"I thought I was prepared to go to Chad – I couldn't have been more wrong! I was struck by the stark and barren nature of the camps. Some 270,000 refugees live there, in the middle of the desert, along the Sudanese border.

"While visiting the camps, I spent a lot of the time talking to the women and the children. Following a meeting with the community leaders, I chatted with the women to learn more about them and their role as teachers.

"During the conversation, one woman asked me to take her baby back to Australia to lead a better life – she asked me this

while the baby sat in her lap. It was a moment that took my breath away. I have reflected on that moment many times since then – as a mother myself with a two-year old daughter, I cannot imagine what must have gone through her mind to ask me that and how bleak she must have felt about the future to consider such a sacrifice.

"It is in this environment that PwC and UNHCR are providing an education – and hope for the future – for the children of Darfur. I was thrilled to see how much has already been accomplished. Four schools of eight classrooms each have been built, 15,000 textbooks have been purchased, 300 teachers have been trained and accredited, and more than 14,000 children are going to school.

"The children I spoke with have the same dreams as any other children – they want to be teachers, doctors, and nurses one day. I'm proud that PwC is helping them achieve those dreams."

PwC's Kathryn Wightman-Beaven speaks with refugee women in Iridimi camp, Chad.



Australia for UNHCR/M. Collins

Sarah, 18, holds up her repatriation papers before boarding the truck that will take her home to South Sudan from Uganda.



RETURN AND REBUILDING LIVES

UNHCR provides practical support for refugees returning to their homes, providing transport, identity papers, building kits and special 'start up' assistance for vulnerable groups.

As the returnees try to reintegrate and rebuild their lives and communities, UNHCR helps repair and rebuild facilities in their hometowns and supports the establishment of local programs for education, training and income generation.

South Sudan

Australia for UNHCR continued to fund the return of South Sudanese refugees in 2009. The long north-south war in South Sudan caused some 500,000 people to flee, but almost 320,000 have now returned from neighbouring countries. More than half received assistance from UNHCR.

Each family is given a return aid package put together by UNHCR and sister UN agencies containing agricultural tools, seeds, plastic sheeting, kitchen utensils and food for three months. Some are returning after as long as 24 years in exile, and UNHCR is also supporting education and livelihood projects for the returnees.

Funds provided by Australia for UNHCR in 2009: \$349,662

Afghanistan

With five million refugees now returned to Afghanistan, UNHCR's focus has switched to ensuring the sustainability of those returns. Australia for UNHCR has supported the Afghanistan Shelter Program since 2002, helping to provide housing for more than a million returnees. In 2009, we continued to support the Safe House Program for vulnerable women in Mazar-e-Sharif and funded community-based projects designed to address the needs of returning families in key areas like shelter, water and livelihood support.

Funds provided by Australia for UNHCR in 2009: \$35,806

Darfur, Sudan

Even as militia attacks continue in the Sudanese province of Darfur, a limited number of refugees and internally displaced people have returned to their home villages to rebuild their lives. In addition to their work in refugee and IDP protection, UNHCR teams in Darfur support these returns, monitoring the people's needs, providing protection services and, where feasible, supporting the rehabilitation of community infrastructure like clinics and schools.

Funds provided by Australia for UNHCR in 2009: \$28,875

Papua New Guinea

Since 2004, the PNG Government has been resettling refugees from Indonesia's West Papua province in the remote jungle region of East Awin. Australia for UNHCR has supported a range of education, livelihood and training projects in East Awin in recent years. In 2009, we provided general funding for community services.

Funds provided by Australia for UNHCR in 2009: \$27,000



UNHCR PROJECTS FUNDED BY AUSTRALIAN DONORS





Supporters of Australia for UNHCR assisted refugees and displaced populations in 14 countries in 2009.

Countries	Funds
Afghanistan	\$35,840
Bangladesh	\$179,944
Chad	\$598,935
Democratic Republic of the Congo	\$814,382
Kenya	\$601,365
Pakistan	\$374,823
Papua New Guinea	\$27,000
Somalia	\$66,777
Sri Lanka	\$438,347
Sudan	\$980,382
Uganda	\$320,556

Other countries supported: Thailand, Myanmar, Iraq.

CONNECTING WITH OUR COMMUNITY

World Refugee Day Breakfast

More than 380 people attended Australia for UNHCR's flagship event, the World Refugee Day Breakfast, held in Sydney on June 19. Our new Patron Her Excellency Ms Quentin Bryce AC was guest speaker and rugby legend Phil Kearns was MC. Other special guests included our Regional Representative Richard Towle, former Sierra Leonean refugee Aminata Conteh, Rick Millen of the PwC Foundation and Neil Cochrane representing our long-standing sponsor Colonial First State Global Asset Management.

Also launched at the breakfast was Australia for UNHCR's new youth initiative. Guests watched the premiere screening of an innovative sand animation produced by Liquid Animation under the creative direction of Special Youth Representatives Sophie Weldon and Adut Dau Atem.

This year's breakfast raised more than \$100,000 for UNHCR's emergency relief operations for internally displaced people in Pakistan and Sri Lanka.

Mother's Day Lunch

Our third Mothers Day Lunch was held in Sydney on May 8. The event raised more than \$50,000 for reproductive health programs for mother and babies displaced by war, persecution and drought in the Puntland region of Somalia. Over 180 guests were entertained by returning MC Julie McCrossin and Special Representative Jane Turner. Other special guests included GP and health commentator Dr Cindy Pan and Aminata Conteh, a former refugee now resettled in Australia with UNHCR's assistance.

"Woven Jewels" Exhibition

In September, an exhibition opening at Cadry's Carpets featuring textiles, kelims and pile weavings from the ancient Silk Route raised almost \$6,000 for UNHCR's Safe Mother and Baby Appeal. The event was initiated and supported by the Chair of Australia for UNHCR's Women's Committee, Alice Spigelman.



Our Patron, the Governor General of the Commonwealth of Australia, Ms Quentin Bryce AC with former refugee Aminata Conteh, speakers at the World Refugee Day Breakfast.

Australia for UNHCR/Studio Commercial

Literary Lunch

Tibet was the feature of this year's Literary Lunch, hosted by Penny Gerstle of our Women's Committee. Over 100 guests heard Tibetan refugee Tenpa Dugdak's stories of returning to Tibet with his family in 2007.

Supporter Briefings

Supporter briefings were held in Brisbane and Adelaide with updates from staff on Australia for UNHCR-supported projects in Uganda, South Sudan and Thailand. In Sydney, award-winning journalists Paul McGeogh (The Sydney Morning Herald) and Eric Campbell (ABC Television's Foreign Correspondent) held separate briefings on the situations in the Middle East and the Democratic Republic of the Congo.

Christmas Appeal Launch

Our 2009 Christmas Appeal was launched at NSW Parliament House in early December. Special Representatives Jane Turner and Ian Chappell urged Australians to donate emergency items to the world's biggest refugee camp in Dadaab, Kenya. The launch was sponsored by BNP Paribas Securities Services.

United Nations Day

On United Nations Day, October 23, Australia for UNHCR staff members Monique Atlas and Ilke Egert attended the UNAA's wreath laying ceremony in Sydney's Martin Place to honour those who have served in UN peacekeeping missions.

Community Fundraising

Australia for UNHCR is the fortunate beneficiary of events initiated by our donors and other refugee supporters at the community level. These include school fundraisers, challenge events, collection tins maintained by businesses and requests for donations in lieu of gifts for birthdays and weddings.

One of the more innovative community fundraisers in 2009 was "The World's Longest Handshake" which took place on 21 September, the UN International Day of Peace. In the studios of ABC Radio 702, two friends Jack Tsonis and Lindsay Morrison entered the Guinness Book of Records by shaking hands continuously for an amazing 12 hours, 34 minutes and 56 seconds. With the support of listeners to the station, they raised over \$5,200 splitting the proceeds between UNHCR's Shelter Appeal and the Wayside Chapel to raise awareness of homelessness in Australia and overseas. Well done boys!



The World's Longest Handshake – Jack Tsonis and Lindsay Morrison with Australia for UNHCR's Sue Cowden.

Wayside Chapel/John Berry

RAISING FUNDS

In 2009 Australia for UNHCR continued its rapid growth, raising more than \$7.3 million in fundraising income. More than 60% of this income was derived from monthly giving, primarily via the face-to-face fundraising program while direct mail, online and special events continued to attract significant individual, corporate and government support, despite the difficult economic climate.

Regular Giving


Australia for UNHCR now has more than 18,000 regular monthly donors who contribute to UNHCR's international humanitarian programs. Our in-house face-to-face program continued to raise awareness of the vital work of the UN Refugee Agency and signed up more than 9,000 new Emergency Response Team Partners in 2009.

This stable and growing base of monthly donors has enabled UNHCR to respond more effectively to refugee emergencies and implement long-term relief programs.

Donor Appeals

During the year, direct mail and online campaigns raised almost \$600,000 for specific refugee relief programs.





March: The Democratic Republic of the Congo Appeal raised \$82,091 to provide emergency relief for refugees fleeing new outbreaks of violence and rebel fighting.

May: Our Sri Lanka Emergency Appeal raised \$97,847 to provide relief items and logistical support for UNHCR's massive emergency operation.

September: The Shelter Appeal raised \$54,757 to provide emergency, transitional, and long-term shelter for refugees and IDPs all over the world.

November: The Christmas Appeal raised a record \$312,089 to improve facilities and services in the world's biggest refugee camp, Dadaab in Kenya. Funds were raised to deliver life-saving healthcare, provide shelter and emergency relief for new arrivals, and to improve water and sanitation for some 300,000 refugees.

The World's Biggest Relief Package

Last Christmas Australia for UNHCR called on all Australians to help send the World's Biggest Relief Package to the World's Biggest Refugee Camp – Dadaab in Kenya.

Using a new, interactive website, supporters were able to choose from a range of "alternative gifts", ranging from \$12 jerry cans to a \$2,574 Midwife and Midwife Delivery Kit, which were then added to the package to be sent to Dadaab. The camp was designed to hold approximately 90,000 people – but is now home to a staggering 300,000 people.

More than \$63,000 worth of gifts were added to the World's Biggest Relief Package, and we will continue to offer our supporters opportunities to buy life-saving gifts for their friends and family in 2010.

Funds raised on the World's Biggest Relief Package website in 2009: \$63,736.

Children race against each other outside the new arrivals section in Ifo Camp, Dadaab.

OUR PEOPLE

Our Special Representatives

Our dedicated Special Representatives continued to give their time and profile to raise awareness of UNHCR's work and the plight of refugees. Their willingness to support our fundraising appeals was exemplified by Jane Turner who travelled to the world's largest refugee camp in Dadaab, Kenya, in November to meet those living in the camp and hear of their needs firsthand.



On returning to Australia she was interviewed by Channel 7's Sunrise program and Woman's Day and wrote articles for the leading parenting website Web Child, raising many thousands of dollars in the process. Jane commented that this was one of the most challenging field trips she had undertaken since becoming a representative in 2003.

Celebrated test cricketer Ian Chappell continued to bat on in support of UNHCR in 2009. In addition to officiating at our major events, he lent his name to our appeal for Dadaab at Christmas encouraging Australians to contribute to the World's Biggest Relief Package for the world's biggest refugee camp.

Meanwhile Dr Jack Gray continued to build support in the investment and financial sector through his advocacy for UNHCR. He participated in a lively panel discussion about the global financial crisis with leading businessman and philanthropist David Gonski and Kathryn Wightman-Beaven of the PwC Foundation. The evening was the initiative of our Program Committee of which Jack is a member, and was sponsored by Credit-Suisse.

Mark Schwarzer, goalkeeper for the Socceroos, is passionate about UNHCR's work especially where kids and sport are concerned. This year he lent his support to the Kid's Desk Drive, a joint fundraising campaign between Australia for UNHCR and the School Aid Trust. He launched the campaign at a boardroom lunch in June hosted by Corrs Chambers Westgarth in Sydney, to buy school desks for children displaced by the conflict in the Democratic Republic of the Congo.

Our Special Youth Representatives Adut Dau Atem and Sophie Weldon worked very hard this year to launch Australia for UNHCR's new initiative for young people. Sophie and Adut created an innovative sand animation "What If?" which ran on YouTube to raise awareness amongst young Australians about UNHCR's work and the plight of young refugees like Adut. Sophie co-ordinated a committee of young people to drive Australia for UNHCR's fundraising efforts, as well as speaking at events and on radio.

Board of Directors

Australia for UNHCR is governed by a Board of six Directors, all of whom are non-executive and give their time and expertise voluntarily. The Board meets at least six times a year.

DIRECTOR	QUALIFICATIONS, EXPERIENCE & OCCUPATION	DIRECTOR SINCE
Mr John W H Denton Chairman	BA (Hon), LLB Partner and Chief Executive Officer, Corrs Chambers Westgarth Lawyers	July 2000
Mr John Boulton AM	BA, LLB (Hons), LLM Barrister, Head of High Performance, Football Federation of Australia	November 2000
Mr Michael Dwyer	Dip. Superannuation Management, Advanced Dip. Financial Services (Superannuation), Dip. Public Administration, FASFA Chief Executive Officer, First State Super Trustee Corporation	July 2000
Mr Paul Reid	BA (Acctg), CA Partner, KPMG	December 2004
Mrs Alice Spigelman	BA, MA Clin.Psych., Dip.Clin.Psych. Uni. Sydney, Clinical Psychologist, former Marketing Director, Benevolent Society, author	February 2006

COMPANY SECRETARY	QUALIFICATIONS, EXPERIENCE & OCCUPATION	DIRECTOR SINCE
Ms Naomi Steer	BA (Hon), LLB National Director, Australia for UNHCR	July 2000



In addition to the Board the following Subcommittees were chaired by Board members:

Finance Committee

Chaired by Director Paul Reid, with members Michael Dwyer and John Boulton, the Finance Committee oversees and reviews financial management and reporting.

Staff Remuneration Committee

Chaired by John Denton with members Michael Dwyer and John Boulton, this Committee reviews staff salaries and conditions.

Program Committee

The Program Committee drives support for Australia for UNHCR in the superannuation/finance industry. The committee is chaired by Director Michael Dwyer with members Warren Adcock, Michael Baldwin, Joanna Davison, Jack Gray, Matt Perrignon and Daphne van der Oord.

Women's Committee

The Women's Committee is chaired by Director Alice Spigelman. Its purpose is to promote support for UNHCR projects benefiting women and children, in particular reproductive health programs. Committee members are Lorraine Berends, Penny Gerstle, Pamela Gilbert, Ruth Hayes, Ros Horin, Daryl Karp, Kathy Madell and Catharine Retter.

Our Patron

Australia for UNHCR welcomed Her Excellency the Governor-General Quentin Bryce AC to the role of our Patron in 2009. Her first official duty in this capacity was to launch World Refugee Day at our World Refugee Day Breakfast on June 19. Ms Bryce expressed her high regard for UNHCR's humanitarian work and acknowledged Australia for UNHCR's achievements in mobilising support, awareness and generosity for refugees within the Australian community. She spoke of her recent visits to East Timor and nine African countries where she met both refugees and Australian humanitarian workers, and of her inspirational encounters with former refugees now resettled in Australia.

Staff and volunteers

Australia for UNHCR is headed up by National Director Naomi Steer with the support of Deputy Director Debra O'Neill. Our staff are the key contacts for private sector support and keep donors informed of UNHCR's work via our website, e-alerts, phone calls, direct mail, publications, seminars and briefings.

Our face to face team – Frontliners – also work out of the Sydney offices, engaging directly with the public via special event fundraising and donor recruitment campaigns.

Australia for UNHCR could not accomplish what it does without the support of our dedicated team of volunteers. In 2009, we had 28 volunteers processing and welcoming new donors, assisting with filing and mailouts and helping with events.

Thank you to Aminata, Avery, Cliff, Daniel, David, Duncan, Ella, Elysia, Emma M, Emma R, Elizabeth, Heike, Jacqui, Jennifer, Joe, John, Julie G, Julie M, Kathleen, Lesley, Margaret, Patty, Peter, Sasha, Skye, Warren, Valerie and Zita.

THANK YOU TO OUR SUPPORTERS

In addition to our individual supporters Australia for UNHCR has received significant support from the corporate sector. Thank you to the following corporations and their staff for their major support in 2009:



Global Asset Management

Colonial First State Global Asset Management



Corrs Chambers Westgarth



PricewaterhouseCoopers

Thank you to the following companies for their generous contribution to our work this year:

Australian Institute of Superannuation Trustees
BNP Paribas Securities Services
Channel 9
Freehills Lawyers
KPMG
Leading Initiatives Worldwide
Liquid Animation
Microsoft
Morris & Partners
Studio Commercial Photography
Thankyou Water

Thank you to the following foundations:

Jaramas Foundation
Pace Foundation
Sky Foundation

Thank you to all those who provided raffle and auction prizes for our events:

David Jones
Elizabeth Arden
Emirates
Football Federation Australia
Lladro
Nina Maya Pty Ltd
Safilo Group
Swarovski
Sydney Theatre Company

Special thanks for hosting events:

Brisbane City Council Library
Cadry's
Credit Suisse
Monte Sant' Angelo Mercy College
NSW Parliament House
NSW State Library
PSA, Sydney
UNAA South Australia

Thank you to the following individuals:

Patrick Berkhauer
Sophie Bouris
Eric Campbell
Aminata Conteh
Tenpa Dugdak
Dinah Edwards
Gary & Penny Gerstle
David Gonski
Ros Horin & Jo Skrzynski
Phil Kearns
Julie McCrossin
Paul McGeough
Peter Overton
Cindy Pan
Alice Spigelman
Huy Truong
Kathryn Wightman-Beaven

FINANCIAL SUMMARY 2009

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2009

	NOTE	2009 \$	2008 \$
Revenue			
Donations and gifts – monetary		7,298,319	6,551,995
Grants			
AusAID		–	–
Other Australian		–	–
Overseas – related party		3,367,608	2,463,098
Investment income		58,794	55,172
Other income		–	108,188
Total revenue		10,724,721	9,178,453
Expenses			
Overseas projects			
Funds to overseas projects paid		5,525,638	4,542,503
Funds to overseas projects accrued		–	489,238
Domestic projects		–	–
Community education		72,186	165,870
Fundraising costs			
Funded by overseas grant		3,367,608	2,463,098
Public		508,995	225,548
Administration		1,152,790	989,045
Total expenses		10,627,217	8,875,302
Surplus of revenue over expenses	2	97,504	303,151
Other comprehensive income		–	–
Total comprehensive income		97,504	303,151

STATEMENT OF CHANGES IN MEMBERS' FUNDS FOR THE YEAR ENDED 31 DECEMBER 2009

	Reserves \$	Retained Surplus \$	Total \$
Funds available for future use at 1 January 2008	140,000	–	140,000
Surplus of revenue over expenses for the year	–	303,151	303,151
Transfer to reserves	260,000	(260,000)	–
Funds available for future use at 31 December 2008	400,000	43,151	443,151
Surplus of revenue over expenses for the year	–	97,504	97,504
Transfer to reserves	–	–	–
Funds available for future use at 31 December 2009	400,000	140,655	540,655

The concise financial report is an extract from the financial report. The financial statements and specific disclosures included in the concise financial report have been derived from the financial report.

The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the Company as the financial report. Further information can be obtained from the financial report and the financial report is available, free of charge on request to the Company by contacting (02) 9262 5377.

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2009

	NOTE	2009 \$	2008 \$
Current assets			
Cash and cash equivalents	3	803,896	1,155,784
Held-to-maturity investments		54,500	10,000
Receivables		278,634	53,576
Prepayment		15,497	25,377
Total current assets		1,152,527	1,244,737
Non-current assets			
Plant and equipment		190,396	41,003
Total non-current assets		190,396	41,003
Total assets		1,342,923	1,285,740
Current liabilities			
Payables		510,363	747,310
Provisions		71,041	48,432
Total current liabilities		581,404	795,742
Non-current liabilities			
Provisions		220,864	46,847
Total non-current liabilities		220,864	46,847
Total liabilities		802,268	842,589
Net assets		540,655	443,151
Members' funds			
Funds available for future use		540,655	443,151
Total members' funds		540,655	443,151

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2009

	NOTE	2009 \$	2008 \$
Cash flows from operating activities			
Cash receipts in the course of operations		10,634,060	9,168,757
Cash payments in the course of operations		(10,996,851)	(8,545,505)
Interest received		58,794	55,172
Other income		–	108,189
Net cash (used in) / provided by operating activities		(303,997)	786,613
Cash flows from investing activities			
Payment for plant and equipment		(47,891)	(38,966)
Net cash used in investing activities		(47,891)	(38,966)
Net (decrease) / increase in cash held			
Cash at the beginning of the financial year		1,155,784	408,137
Cash at the end of the financial year	3	803,896	1,155,784

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

NOTE 1: Summary of significant accounting policies

The concise financial report is an extract of the full financial report for the year ended 31 December 2009. The concise financial report has been prepared in accordance with Accounting Standard 1039: Concise Financial Reports, and the Corporations Act 2001.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of Australia for UNHCR. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Australia for UNHCR as the full financial report.

The financial report of Australia for UNHCR has been prepared in accordance with Australian Accounting Standards (AASBs) (including Australian Interpretations). A statement of compliance with International Financial Reporting Standards cannot be made due to the organisation applying the not-for-profit sector specific requirements contained in the Australian Accounting Standards. The presentation currency used in this concise financial report is Australian dollars.

NOTE 2: Surplus of revenue over expenses

	2009 \$	2008 \$
Surplus of revenue over expenses has been arrived at after charging the following items:		
Depreciation of plant and equipment	40,633	23,272
Operating leases – rental expense	94,810	61,223
Employee benefits expense	2,591,439	2,428,460
Provision for employee entitlements	54,939	21,404

NOTE 3: ACFID Code of Conduct

Table of cash movements for designated purposes

Purpose / Appeal	Cash available at 1 January 2009 \$	Cash raised during 2009 \$	Cash disbursed during 2009 \$	Cash available at 31 December 2009 \$
Inhouse face-to-face fundraising grant	–	1,932,783	(1,932,783)	–
All other purposes	1,155,784	8,760,071	(9,111,959)	803,896
Total	1,155,784	10,692,854	(11,044,742)	803,896

As set out by ACFID Code of Conduct, the inhouse face-to-face fundraising grant generated 10% or more of the Company's total income of the year of \$10,724,721.

NOTE 4: Events subsequent to balance date

There has not arisen in the interval between the end of the financial year and the date of this report any other item, transaction or event of a material and unusual nature likely, in the opinion of the directors, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company in subsequent financial years.

NOTE 5: Economic dependency

During the year ended 31 December 2009 the Company received a grant of \$3,367,608 (2008: \$2,463,098) from UNHCR and is dependent on this entity for financial support in respect of developing its fundraising activities and donor acquisition, and special projects as assigned by UNHCR.



A young girl waits outside the medical clinic in Kounoungou camp, Chad.

Australia for UNHCR/M. Collins

DIRECTORS' DECLARATION

The directors of Australia for UNHCR declare that the concise financial report of Australia for UNHCR for the financial year ended 31 December 2009 as set out on the statement of comprehensive income, statement of financial position, statement of changes in members' funds, statement of cash flows and notes to the concise report:

- (a) complies with Accounting Standard AASB 1039: Concise financial Reports; and
- (b) is an extract from the full financial report for the year ended 31 December 2009 and has been derived from and is consistent with the full financial report of Australia for UNHCR.

This declaration is made in accordance with a resolution of the Board.


Paul Reid
Director


John Boulton
Director

Dated at Sydney this 30th day of March 2010

Australia for UNHCR (ABN 35 092 843 322)
Concise financial report for the year ended 31 December 2009

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MOORE STEPHENS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AUSTRALIA FOR UNHCR ABN 35 092 843 322

Report on the concise financial report

The accompanying concise financial report of Australia for UNHCR ("the Company") comprises the statement of financial position as at 31 December 2009, the statement of comprehensive income, statement of changes in members' funds and cash flow statement for the year then ended and related notes, derived from the audited financial report of Australia for UNHCR for the year ended 31 December 2009. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

Directors' responsibility for the concise financial report

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including the Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report, selecting and applying the appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Australia for UNHCR for the year ended 31 December 2009. Our audit report on the financial report for the year was signed on 30 March 2010 and was not subject to any modification. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039: Concise Financial Reports.

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MOORE STEPHENS

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

Auditor's Opinion

In our opinion, the concise financial report including the discussion and analysis of Australia for UNHCR for the year ended 31 December 2009 complies with Accounting Standard AASB 1039: Concise Financial Reports.

Moore Stephens Sydney
MOORE STEPHENS SYDNEY

J Webster

J. WEBSTER
Partner

Dated at Sydney, this 30th day of March 2010

MOORE STEPHENS

AUDITOR'S INDEPENDENCE DECLARATION TO THE DIRECTORS OF AUSTRALIA FOR UNHCR ABN 35 092 843 322

In accordance with the requirements of section 307C of the *Corporations Act 2001*, as lead auditor for the audit of Australia for UNHCR for the year ended 31 December 2009, I declare that, to the best of my knowledge and belief, there have been:

- a) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- b) no contraventions of any applicable code of professional conduct in relation to the audit.

Moore Stephens Sydney
MOORE STEPHENS SYDNEY
Chartered Accountants

J Webster

J. WEBSTER
Partner

Dated at Sydney, this 30th day of March 2010

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ABOUT AUSTRALIA FOR UNHCR

Corporate Statement

Australia for UNHCR is an Australian company limited by guarantee. It was registered under the Corporation Act on 4 July 2000. UNHCR is the single member of the company.

A registered charity, **Australia for UNHCR** has tax deductible Gift Recipient Status through its listing as a specific international affairs recipient under Section 30.80 of the Income Tax Assessment Act 1997. It is endorsed by the ATO as an Income Tax Exempt Charity.

Australia for UNHCR is affiliated to the Fundraising Institute of Australia (FIA), which sets standards for the charitable and fundraising sector. It is a member of the Australian Council for International Development (ACFID) and is also a signatory to the ACFID Code of Conduct. This code sets out an agreed set of values and principles for NGOs to follow in the work they support overseas and in their fundraising and educational activities.

Australia for UNHCR is one of a number of fundraising organisations around the world set up by UNHCR to support its private sector fundraising program. We operate through a formal funding and licensing agreement with UNHCR which authorises Australia for UNHCR to raise funds on its behalf in Australia to support UNHCR's international humanitarian projects. Australia for UNHCR works closely with the Public Sector Fund Raising Section (PSFR) in UNHCR Geneva and the UNHCR Regional Office in Canberra.

Australia for UNHCR – Purpose and Vision

Purpose

To provide life changing humanitarian support to refugees and other displaced and stateless people who come under the care and protection of the UN Refugee Agency.

Mission

We will achieve this by engaging Australians in the work of Australia for UNHCR at every level of the community (government, corporate, foundations and individuals) and by maximising our fundraising in the private sector and other areas of financial and program support where appropriate. In doing so we will ensure we are leaders of innovation and best practice in fundraising and management.

Values – You're a STAR* for UNHCR

**S–Sharing and Caring*

We are committed to having a sharing, caring and open organisation in which our employees, volunteers and supporters feel welcome and supported at every level. While recognising the importance of individual contributions we are committed to working as a team and ensuring skills and learnings are shared and successes celebrated across the team.

**T–Trustworthiness*

We will demonstrate trustworthiness to all our donors and stakeholders and colleagues always acting with integrity and honesty. We will be reliable both in our relations and undertakings with key partners and supporters and also with our colleagues.

**A–Achievement*

We will be motivated by achievement and will contribute to our organisational culture that embraces challenges and supports bold initiatives.

**R–Respect*

We will respect our stakeholders, partners and colleagues by valuing their experience, input and views. We will demonstrate this by listening and learning from others, celebrating diversity and seeking to resolve conflict through open and respectful dialogue.



Code of Conduct
We are a signatory to the Code of Conduct of the Australian Council for International Development, we are committed to high standards of in financial reporting, management and ethical practice. See www.acfid.asn.au



www.unrefugees.org.au

Australia for UNHCR

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