



ANNUAL REPORT 2011



UNHCR
The UN Refugee Agency
Australia for UNHCR

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Cover: An internally displaced Somali woman, holding her registration card, waits for humanitarian supplies flown to Mogadishu by UNHCR.
UNHCR / S.Modola

Eight-year-old Hori Tloo holds her 18-month-old niece Viji in an emergency relief camp for flood-affected communities in southern Sindh province, Pakistan.

WIDER REACH, DEEPER IMPACT

Australia for UNHCR supports the vital work of UNHCR – the United Nations Refugee Agency – by generating public awareness of global refugee issues and raising funds for UNHCR’s humanitarian programs. It is our mission to make a life-changing difference to refugees: to assist the speed and effectiveness of UNHCR’s emergency response and provide displaced populations with relief, facilities and services that they would not receive otherwise.

2011 was a landmark year for Australia for UNHCR as Australians responded in record numbers to our calls for help and increased their contribution to UNHCR’s refugee relief programs worldwide. We reached more people, supported more programs and provided more funding for humanitarian aid – widening and deepening our impact here in Australia and worldwide. Our 2011 Annual Report shows what we achieved with the committed and generous support of our donors.

A challenging and dramatic year

With millions of people already displaced globally, simultaneous crises, including large-scale emergencies in the Middle East and East Africa, forced another 800,000 people to flee their home countries during the year. The sheer scale and timing of these tumultuous events placed heavy demands on UNHCR as the international agency responsible for assisting and protecting the world’s refugees and displaced people.

UNHCR rose to these challenges, providing unprecedented levels of emergency relief, protection services and support for people fleeing from armed conflict and persecution. This crucial help extended to those displaced inside their own countries (IDPs) and to the world’s 7 million long-term refugees living in established settlements and urban communities.

Worldwide, there are now 43.7 million people uprooted by conflict, disaster and persecution, the equivalent of twice Australia’s population and the highest number in 15 years.

In 2011, UNHCR worked in 116 countries, assisting people at every stage of displacement as they fled new conflicts, survived long periods in exile and returned home to rebuild their lives and communities.





UNHCR / S. Modola

Women collect UNHCR relief items at the Kabasa transit centre in Dollow, Somalia.

REPORT FROM THE CHAIRMAN AND NATIONAL DIRECTOR

It gives us great pleasure to present our Annual Report for 2011 – a year of exceptional challenges for UNHCR internationally, and one in which Australians responded with unprecedented generosity through their support to Australia for UNHCR.

UNHCR's emergency operations were stretched to the limit from the very start of the year dealing with the post-election violence in Côte d'Ivoire, followed soon after by the so-called "Arab Spring" uprising producing a staggering 1.5 million refugees, the Horn of Africa crisis and famine, the Syrian turmoil and then erupting violence on the newly-drawn border between Sudan and South Sudan.

In his speech to the UNHCR Executive Committee meeting in Geneva in 2011 the UN High Commissioner for Refugees, Mr António Guterres, described the global situation in these terms: "Unpredictability has become the name of the game. Crises are multiplying, conflicts are becoming more complex and solutions are proving to be more and more elusive. In such circumstances we must recognise our shared responsibility and we must exercise our shared commitment."

In 2011 Australia for UNHCR rose to this challenge, mobilising the Australian public to help UNHCR respond to these multiple crises.

We raised AU\$17.2 million, a 50% increase on our income in 2010 and 35% more than our fundraising target. Since 2009, Australia for UNHCR has more than doubled its contribution to UNHCR programs globally. We are one of UNHCR's largest private sector donors, contributing significantly to its field programs and addressing the specific needs of long-term refugees.

Generating support in Australia

Multiple factors contributed to Australia for UNHCR's growth and achievements in 2011, but none more than our East Africa campaign for the victims of conflict and famine in Somalia. Through a range of initiatives, we raised over \$5.5 million which was one of the world's largest private contributions to UNHCR's East Africa Appeal.

An important part of this achievement was the partnership forged with Australia's national broadcaster, the ABC. An eight-day media campaign

featuring UNHCR's relief operations in the region raised \$2 million and attracted many new donors.

We also worked with our partner the SBS Foundation to promote our messages, and undertook a DRTV campaign during the highly successful SBS reality documentary "Go Back to Where You Came From."

Overall we extended our coverage in the media, a highlight of which was the media interest in our *Here & There* initiative through which we organised the first ever link up by Skype of an Australian school with students in Nakivale refugee settlement in Uganda, providing a unique virtual contact experience for the participating students.

Our emergency appeals in March were strongly supported. Australian donors provided camp facilities and relief packages for thousands of people fleeing from Côte d'Ivoire and Libya.

Meanwhile, through their regular monthly giving, our growing base of Emergency Response supporters assisted the deployment of UNHCR emergency staff and tonnes of emergency supplies to 41 different countries. Again, the number of deployments was double that of previous years, with 617 staff providing specialist skills in areas like camp management, logistics, water and sanitation, public health and refugee protection.



Chairman John Denton and National Director Naomi Steer with our patron, Her Excellency the Governor-General Ms Quentin Bryce AC CVO.



Young Ivorian refugees collect water at the Bahn refugee camp in Liberia, having fled the conflict in Côte d'Ivoire.

Increasing our impact in the field

As well as supporting UNHCR's emergency missions financially, Australia for UNHCR remained closely involved with a number of specific projects to improve the health, living conditions and future prospects of long-term refugees.

We further strengthened our relationship with the Nakivale Refugee Settlement in Uganda. Our *Life Lines for Nakivale* campaign achieved its target of raising \$1 million for improvements in the settlement's water, health care, education and training infrastructure. Another highlight this year was the opening of Nakivale's new computer training centre, built almost entirely with Australia for UNHCR funds. We maintained our close association with this project, again supporting a volunteer consultant for six months during the year to oversee the centre's construction, fit-out and operation.

We also provided support for a reproductive health program for mothers and babies in northern Somalia, and business training and support services for rape victims in the DRC.

Engaging with our supporters

We achieved growth across all our fundraising programs in 2011, with more than 35,000 people joining us as donors and volunteers. Australia for UNHCR was also the grateful beneficiary of community fundraising events, involving Australians of all ages and walks of life.

Again, we ran a busy schedule of events across the country, raising funds and awareness of UNHCR's work, and providing our supporters with feedback from the field. As well as annual events like our Mother's Day Lunch, Literary Lunch and World Refugee Day Breakfast, we were fortunate to have award-winning Kenyan photojournalist Thomas Mukoya as our special guest for a series of donor briefings and workshops in Sydney, Brisbane and Adelaide. His powerful images of refugees in East Africa also featured in an Australia for UNHCR exhibition at the AFSAAP Conference in Adelaide.

2011 has, in many respects, been a watershed year for our organisation and we thank all those who gave their time, resources and advice to support our work.

Naomi Steer

Naomi Steer
National Director

John W.H. Denton

John W.H. Denton
Chairman

EMERGENCY RESPONSE

2011 was a year that tested UNHCR's expanding emergency response mechanisms. An unprecedented 617 Emergency Response personnel were posted to 41 countries, well over twice the number deployed in previous years. Working with local UNHCR country staff, they provided urgent assistance for the victims of armed conflict and natural disasters, as well as expertise in protection and technical areas like shelter, water and sanitation, public health and supply management. Every week, an average of 57 tonnes of core relief items were airlifted to the field from UNHCR's growing network of stockpiles – almost four times the volume dispatched in 2010.

Australia for UNHCR continued to build its support for UNHCR's emergency operations. Our Emergency Response supporters contributed a record \$10 million in regular donations during 2011, with another \$5.7 million donated in response to special emergency appeals.

"2011 has been the most tumultuous year in my time as High Commissioner, marked by a rapid and nearly uninterrupted succession of major refugee crises. Never before have our emergency staff and relief stock mechanisms been under this much stress. It proved the timeliness and necessity of our recent investments to enhance our emergency capacity."
The UN High Commissioner for Refugees, Mr António Guterres

Libya

From January 2011, anti-government protests spread rapidly through the Middle East and North Africa, becoming a full-blown conflict in Libya. By the end of September, well over a million people had fled the country, most of them exiting to Egypt and Tunisia. UNHCR staff were on the ground from the earliest days of the crisis, coordinating operations to process, shelter and assist the anxious crowds converging on both borders.

In an historic joint operation with the International Organisation for Migration (IOM), UNHCR chartered 115 planes to evacuate



A heaving crush of thousands of people anxious to leave the insecurity of Libya gathered on the Libyan side of the border with Tunisia, desperate to go home or find shelter and safety outside the country.

UNHCR / D.Dudlos

Janet Quino, an Ivorian refugee, receives assistance from UNHCR at the Toe Transit Centre in south-eastern Liberia.



UNHCR / G. Gordon

over 100,000 migrant workers. Emergency Response staff helped to establish a transit camp in the Tunisian desert and oversee the trucking of relief supplies into Libya itself. UNHCR national staff remained in Libya, providing assistance and counselling to resident refugees and distributing non-food items to internally displaced families.

Côte d'Ivoire

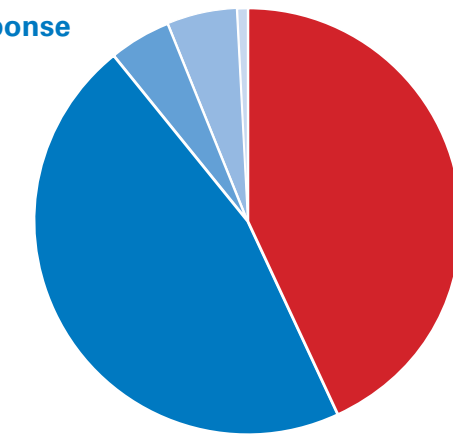
Violence following Côte d'Ivoire's (Ivory Coast) disputed elections triggered mass population displacement in early 2011. At the peak of the crisis, an estimated 200,000 men, women and children had fled to neighbouring countries such as Liberia, Ghana and Togo. Close to a million people were displaced internally, surviving inside church compounds and schools. In Liberia, UNHCR emergency staff helped to set up a refugee camp in a dense jungle setting and organise registration, transport and relief distribution. As the situation calmed, people slowly began to return to Côte d'Ivoire. UNHCR organised the first repatriation convoy of refugees from Liberia in December.

Sudan

In August, South Sudan's largely peaceful transition to independence was followed by an eruption of armed conflict in the border area between the newborn nation and Sudan. Fighting in Sudan's Blue Nile State forced thousands of refugees to flee into South Sudan and Ethiopia. By December, UNHCR had deployed Emergency Response staff to the region and begun a massive humanitarian airlift to refugee camps in the remote Malakal and Mabaan regions of South Sudan.

Emergency Response Deployments by Continent

- Middle East and North Africa – 284
- Africa – 267
- Asia and the Pacific – 33
- Europe – 29
- Americas – 4



Many Ivorian refugees walked for days after fleeing the conflict in their homeland, looking for food and shelter.

UNHCR / G. Gordon



AFP / M. Abdi

A malnourished child at Banadir hospital in the Somali capital, Mogadishu, receives emergency care.

EAST AFRICA CRISIS APPEAL

Severe drought and ongoing insecurity led to a famine in Somalia and caused another 300,000 Somalis to flee their country during the year. The exodus put a heavy strain on refugee camps in neighbouring Kenya and Ethiopia, facilities that were already overcrowded.

UNHCR immediately deployed additional emergency staff to both countries to help care for the new arrivals, many of whom needed special support and therapeutic feeding. Shelter, water and sanitation specialists helped to construct new camps in Ethiopia and enlarge facilities in Kenya's massive Dadaab refugee camp where the population now exceeds 460,000.

From July, UNHCR also scaled up its presence and relief activities inside famine-stricken Somalia. For the first time in five years, UNHCR was able to land relief planes in the capital, Mogadishu, and distribute shelter kits and food rations to thousands of displaced families surviving in makeshift camps on the city's outskirts.

Engaging Australians in the crisis

Australia for UNHCR raised a record \$5.5 million for UNHCR's famine relief operations in East Africa.

As well as appealing directly to our existing supporters, we formed a partnership with the Australian Broadcasting Corporation to raise public awareness of the crisis. In August, a week-long media campaign by the national broadcaster featured UNHCR's humanitarian work in East Africa and promoted Australia for UNHCR as a principal recipient for donations. The ABC campaign raised over \$2 million.

Australia for UNHCR also received over \$700,000 through the Australian Government's Dollar for Dollar Initiative – a scheme whereby individual donations from the public were matched by a government grant, effectively doubling the impact of those donations to East Africa within a specific period.

As a result of these initiatives, and the ongoing generosity of our donors, the Australian people became one of the largest contributors to UNHCR's global East Africa Appeal, making a major difference to relief efforts on the ground.

Our support helped to provide life-saving emergency relief and urgent medical care for thousands of refugees seeking shelter and safety in the region. During the height of the emergency UNHCR managed to distribute an average of 70 tonnes per week of emergency supplies, and a new camp was opened in Dadaab to accommodate some 150,000 new arrivals.

We also funded critical health and malnutrition programs in the Dollo Ado camps in Ethiopia. Kobe camp in particular was in desperate need, with up to 10 children dying every day in July. UNHCR's intervention helped to drastically reduce the daily crude mortality rate from 4-5 deaths per 10,000, to 0.4 deaths per 10,000.

A special "thank you" to all of our supporters who responded so quickly and generously to this extraordinary crisis – your donations and awareness-raising efforts helped UNHCR save lives.



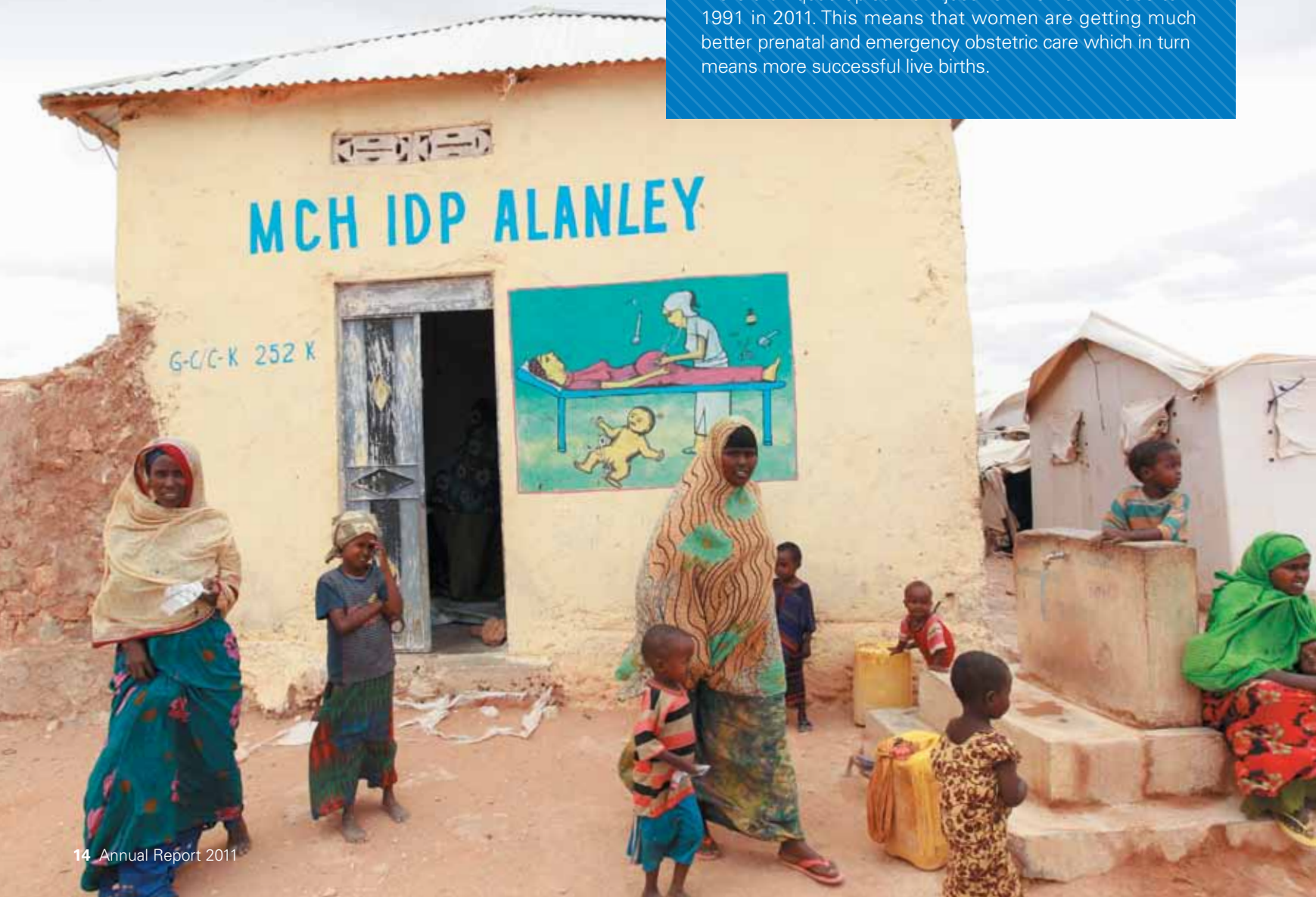
UNHCR / B. Bannan

Women patients outside the health post in Alanley IDP settlement, Galkayo - one of a number of health initiatives supported by Australia for UNHCR in Somalia.

REPRODUCTIVE HEALTH – SOMALIA

More than 60,000 internally displaced people (IDPs), many of whom are women and children, live in and around Galkayo district in Puntland, Somalia in 21 settlements. Since 2009, Australia for UNHCR has funded the only UNHCR-supported reproductive health program based at Galkayo Medical Centre (GMC) and its satellite health posts in the IDP settlements. In the past three years patient intakes at the GMC have more than quadrupled from just 487 women in 2008 to 1991 in 2011. This means that women are getting much better prenatal and emergency obstetric care which in turn means more successful live births.

Australia for UNHCR



ONGOING PROTECTION AND SUPPORT

Australia for UNHCR continues to provide vital support for long-term refugee and internally displaced populations. Funds contributed by our donors during 2011 helped to build and upgrade facilities in established refugee settlements, address gaps in health care and improve the future prospects of refugees by investing in education and skills training.

'Life Lines for Nakivale' – Uganda

Launched in late 2010, Australia for UNHCR's campaign *Life Lines for Nakivale* aimed to raise \$1 million to improve the desperate conditions in one of Africa's oldest and largest refugee camps.

The Nakivale Refugee Settlement in Uganda is home to more than 56,000 people fleeing conflicts in countries like the Democratic Republic of the Congo. The remote settlement has long struggled to meet the needs of its many long-term residents in critical areas like water, health care and education.

By the end of 2011, we had reached our fundraising target and enabled some major improvements in Nakivale. These include several new classrooms, upgrades to the water supply and a computer technology centre with 30 solar-powered work stations. Built and run almost entirely with Australian funds, the new centre has provided valuable skills training for hundreds of refugees in its first year of operation.

Reproductive Health – Somalia

In war-torn Somalia, more than 40 women die every day of complications arising from pregnancy and childbirth. The risks are even greater for displaced women living in desperate poverty without access to antenatal or obstetric care.

Since funding the introduction of Clean Delivery Kits in 2009, Australia for UNHCR has continued to support reproductive health programs in the northern state of Puntland, a region hosting large numbers of internally displaced people (IDPs) from the south. Our annual Mother's Day Lunch and special donor appeals have now raised more than \$1 million for these programs, supporting antenatal, obstetric and neonatal care in the Galkayo Medical Centre and surrounding IDP health centres.

Women's Support and Self-Reliance – Democratic Republic of the Congo

Sexual violence has been a defining feature of the long-running conflict in the DRC. As well as the trauma they suffer, the female victims of rape and assault are often shunned by their families and communities. In 2011, Australia for UNHCR supported a range of initiatives to assist and empower these women, helping them to access health care, counselling and legal aid and achieve self-reliance through literacy, finance and business skills training. In South Kivu province alone, over 3400 women benefited from business training courses funded by UNHCR.

Returnee Support – South Sudan

More than 365,000 South Sudanese have returned to their homeland since its historic independence vote in January 2011, resulting in a different kind of humanitarian crisis. Australia for UNHCR has supported UNHCR's efforts to assist the returnees, many of whom have arrived from Sudan (now a separate country) in a vulnerable state and with very few personal resources. UNHCR increased its presence in South Sudan, running way stations to provide those in transit with food, medical care and onward transport.



Australia for UNHCR has funded training, supplies and equipment for health centres in Nakivale Refugee Settlement.

Australia for UNHCR

COMMUNITY ENGAGEMENT

Mother's Day Lunch

Our fifth annual Mother's Day Lunch was hosted by popular broadcaster Julie McCrossin. It featured internationally acclaimed Australian actress Cate Blanchett and Sarah-Jane Clarke, co-founder of the fashion label sass & bide and Special Representative for Australia for UNHCR's Safe Mother and Baby program. The event raised almost \$120,000 for the Galkayo Medical Centre in Puntland, Somalia, which provides essential reproductive health services to displaced women.



Special Guest Cate Blanchett with former refugee Aminata Conteh and National Director Naomi Steer at our annual Mother's Day Lunch.

Trek for Refugees

In November National Director Naomi Steer and five donors participated in a 10 day fundraising challenge – "Trek for Refugees" – organised by World Expeditions up the remote and very wet Rwenzori Mountain range in Uganda. The Challenge raised over \$50,000 for projects in Nakivale Refugee Settlement which the group had an opportunity to visit and meet with refugees at the end of their climb.

World Refugee Day Breakfast

Australia for UNHCR's flagship event was launched this year by our patron, Her Excellency Ms Quentin Bryce AC CVO. Respected sports broadcaster and former refugee Les Murray interviewed Gode Migerano from the DRC about his experiences as a refugee. Other speakers included UNHCR's Regional Representative Richard Towle and actress Jane Turner who officially launched the *Here & There* project. The breakfast raised over \$100,000 to support our *Life Lines for Nakivale* campaign.



UNHCR Regional Representative Richard Towle and our patron, Her Excellency Ms Quentin Bryce AC CVO.

"The trek was one of the hardest I've done – even harder than Mt Kilimanjaro – thanks to the knee-deep mud," said Penny Pryor, one of the participants. "But the whole experience of visiting Uganda and Nakivale Refugee Settlement – which was the highlight for all of us – was incredibly worthwhile and rewarding, and I am extremely glad I did it with the wonderful group of people I was fortunate enough to be with."

'Here & There'

In September, students from Killara High School in Sydney talked via Skype with young people in a school in the Nakivale Refugee Settlement in Uganda as part of our inaugural *Here & There* classroom connection. An Australia for UNHCR initiative, *Here & There* offers students in both countries the chance to learn about each other's lives while raising awareness in Australia of the issues affecting young refugees.

Killara High School won a competition to participate in the program by submitting a creative video to the *Here & There* website, judged by a panel including UNHCR Regional Representative Richard Towle, Sue Field from the Geography Teacher's Association of NSW, and Claire Bailey and David Taylor from creative agency The Ink Project.



Briefings, workshops, exhibitions and photography master class

In November and December, we held a range of donor briefings and events around the country focusing on the East Africa crisis. Presenters included National Director Naomi Steer who visited the region several times during 2011. Award-winning Kenyan photojournalist Thomas Mukoya conducted briefings in Adelaide, Sydney and Brisbane, engaging our donors with his direct and sincere stories from the field. Thomas also held a photography master class for donors in Sydney, which was very well received.

For Killara Year 8 student Jordan Hare, speaking to the refugees was an eye-opening experience. "They face a lot of challenges in school and outside school," she said. "For us, our biggest hardship is probably having a lot of homework."

Here & There is part of a global partnership between Skype and UNHCR. Given the success of this pilot program, it is hoped that many more students will be able to take part in the future as this initiative is rolled out to more refugee camps worldwide in 2012.

Below: Young refugees in Nakivale Refugee Settlement, Uganda, speak with Sydney school students via Skype.



"Thank you so much for organising the photography workshop with Thomas Mukoya. It was both inspiring and helpful... It is not often we have the opportunity to meet and learn from people such as Thomas in such an intimate setting."

Laura, an Australia for UNHCR supporter

Seeking Feedback

Our 2011 Donor Survey

More than 3500 people responded to Australia for UNHCR's 2011 Donor Survey, providing valuable feedback on our work and the issues that interest and motivate them to support us.

- Overwhelmingly evident was the commitment to the refugee cause itself, with 53% of respondents ranking population displacement as one of the most serious global problems of our time. Africa, the Middle East and the Asia Pacific were highlighted as areas of particular concern.
- While most people supported all areas of UNHCR's refugee relief work, a significant number singled out health care (30%), emergency assistance (22%), education (18%) and nutrition (13%) as priority project areas.
- Overall donors reported a high level of confidence (97%) in our administration, fundraising and volunteer team. Many commented on how important their first contact with our Face to Face fundraising team had been in encouraging them to sign up as supporters.
- Most important for our donors, however, was knowing that they have made a difference – 58% indicated this as their key reason for supporting Australia for UNHCR. They expressed growing enthusiasm for our online communications, including social media, as a means of hearing refugees' stories and seeing the impact of their donations on the ground.

We value the input and opinions of our donors, and will be using the information provided in this survey to improve our communications with them.

What do our donors think?

"Thank you for the work you do. Without organisations like UNHCR, people like me would not have a voice. You are making a difference and I am proud to be a supporter."

"The woman who signed me up was an inspiring, passionate and well-informed person. I respect that."



Australia for UNHCR's Face to Face fundraising team speak to donors about life in a refugee camp, with a UNHCR tent and emergency supplies on display.

AFSAAP Conference

In November National Director Naomi Steer was invited to be the Keynote speaker at the annual AFSAAP Conference themed around "Africa 2011." AFSAAP is the African Studies Association of Australasia and the South Pacific. Naomi addressed more than 200 students, teachers and aid organisations about her visit to Somalia which coincided with the UN's declaration of famine. Ian Henschke, a local ABC radio broadcaster, also launched an Australia for UNHCR photo exhibition at the Conference featuring the work of Kenyan photographer Thomas Mukoya.



ABC Radio Adelaide's Ian Henschke, AFSAAP President Dr Tanya Lyons and Kenyan photojournalist Thomas Mukoya at the launch of Australia for UNHCR's photo exhibition at the AFSAAP conference.

Literary Lunch

Organised for the fifth year running by our Women's Projects Committee, this year's Literary Lunch featured Carina Hoang, whose book *Boat People* documents the Vietnamese refugee exodus during the 1970s. Carina, who fled Vietnam at the age of 16, spoke movingly of her own refugee journey and of the help she received from UNHCR. Some \$50,000 was raised for the East Africa Crisis Appeal on the day.

Community Fundraising

From movie nights to marathons, community fundraising initiatives raised more than \$150,000 during the year, much of it to support UNHCR's relief operations in East Africa. The ABC's East Africa Appeal inspired many community fundraisers to organise events, including Thomson Reuters Australia's Business Development team who held a day of fasting in their workplace for victims of the famine, and seven-year-old Ana Neale, who raised more than \$1500 by selling jewellery and artworks at her local markets in Newcastle.



Seven-year-old Ana Neale (centre) and her friends raised over \$1500 for Australia for UNHCR's East Africa Crisis Appeal.

"I am forever grateful to UNHCR – they really did save my life, and the lives of many others who took part in the exodus from Vietnam."

– Former refugee and 'boat person' Carina Hoang, guest speaker at the annual Literary Lunch

OUR PEOPLE

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 Lawyer, Head of National Teams, Football Federation of Australia	November 2000
Mr Michael Dwyer AM	Dip. Superannuation Management, Advanced Dip. Financial Services (Superannuation), Dip. of Public Administration, FASFA Chief Executive Officer, First State Super Trustee Corporation	July 2000
Mr Paul Reid	BA (Acctg), Dip of Superannuation Management, CA Partner, KPMG	December 2004
Ms Fiona Reynolds FAIST	Dip of Public Policy Chief Executive Officer, Australian Institute of Superannuation Trustees	April 2010
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 Board Chair John Denton with Directors John Boulton and Michael Dwyer, the Committee is set up to review staff salary and conditions.

Program Committee

The Program Committee is chaired by Director Michael Dwyer. Its purpose is to promote support for Australia for UNHCR and to educate and inform people in both the wider community and in the superannuation/finance industry about the work of UNHCR and the situation of refugees worldwide. Members are Michael Baldwin, Joanna Davison, Jack Gray, Penny Pryor, Matthew Perrignon, and Daphne van der Oord.

Women's Projects Committee

The Women's Projects Committee is chaired by Director Alice Spigelman. Its purpose is to promote support for UNHCR projects specifically benefiting women. Committee members are Lorraine Berends, Penny Gerstle, Pamela Gilbert, Ros Horin and Kathy Madell.

Our Staff

Australia for UNHCR is headed up by National Director Naomi Steer who leads a team of staff who work to raise funds to support UNHCR and to keep our donors informed about UNHCR's work via our website, e-alerts, phone calls, direct mail, publications, seminars and briefings.

We are also supported in our work by dedicated volunteers. In 2011, we had over 30 volunteers assisting our Donor Services team and providing administrative support.

Australia for UNHCR is fortunate to have the support of a number of former refugees both as staff and volunteers who having experienced firsthand the tribulations of being a refugee and needing the support of UNHCR are keen to give back through their work with Australia for UNHCR.

STAFF SPOTLIGHT:

Tibo Rogers – Brisbane Face to Face Campaign Manager

For seven years, Tibo Rogers and his family were on the run, fleeing escalating fighting in Sierra Leone. "We fled from one place to the next," he says, "constantly fearing for our lives. I somehow escaped to neighbouring Guinea and, with four other boys, made my way to Ghana. We were handed over to UNHCR and registered in Kisan Refugee Camp where I finally felt safe."

Seeing Tibo's determination to finish his education, UNHCR staff secured him a place in a local secondary school. For the next seven years he worked hard at his studies, continuing on to university after his resettlement in Australia.

Today, Tibo leads Australia for UNHCR's Face to Face fundraising team in Brisbane. A strong communicator with an inspirational story to tell, he has engaged hundreds of donors in UNHCR's cause and raised many thousands of dollars for refugees worldwide.



Former refugee Tibo Rogers now recruits supporters for Australia for UNHCR through the Face to Face fundraising program.



UNHCR / S. Schulman

Thousands of Congolese families, including very young children, have fled violence in the eastern provinces of the Democratic Republic of the Congo, seeking safety in UNHCR camps.

THANK YOU TO OUR SUPPORTERS

Thank you to the following corporations and their staff for their major support:



Australian Institute of Superannuation Trustees



Global Asset Management

Colonial First State Global Asset Management



Corrs Chambers Westgarth

Thank you to the following trusts and foundations for their major support:

- Australian Communities Foundation
- Jani Haenke Charitable Trust
- Jaramas Foundation
- Pace Foundation
- Paul Ainsworth Family Foundation
- Sky Foundation

Thank you to the following organisations for their generous contributions to our work:

- Australian Broadcasting Corporation
- Beeren Foundation
- BNP Paribas Securities Services
- Bug Communications
- Financial Review Smart Investor
- Macquarie Group Foundation
- Man Investments
- Moore Stephens
- Public Service Association of NSW

- PwC
- SBS Foundation
- Sefiani Communications
- Studio Commercial Photography
- Toyota Financial Services
- Wallbridge & Gilbert

Thank you for hosting events:

- Amnesty International, South Australia Branch
- Australian Institute of International Affairs
- Flinders University
- Multicultural Development Association (QLD)
- UNAA South Australia

Thank you to the following individuals:

- Cate Blanchett
- Sarah-Jane Clarke
- Aminata Conteh
- Penny and Gary Gerstle
- Ian Henschke

- Carina Hoang
- Matthew Johnson
- Janet Leung
- Julie McCrossin
- Gode Migerano
- Thomas Mukoya
- Les Murray
- Penny Pryor
- David Thomas
- Marcus van Vugt

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

- Fairfax Media
- Football Federation of Australia
- sass & bide
- Swarovski International
- The Westin, Sydney
- Wise Women
- World Expeditions

FINANCIAL SUMMARY 2011

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2011

	NOTE	2011 \$	2010 \$
Revenue			
Donations and gifts – monetary		17,138,574	11,191,961
Grants – overseas related party		5,594,457	4,303,333
– AusAID		704,248	-
Bequests and legacies revenue		-	2,000
Investment income – interest		169,883	109,557
Other income		192,397	56,823
Total revenue		23,799,559	15,663,674
Expenses			
International aid and development programs expenditure:			
International programs:			
Funds to international programs paid		12,584,984	7,960,234
Funds to international programs accrued		1,091,773	487,229
Community education		128,369	116,905
Fundraising costs:			
Funded by overseas grant		5,594,457	4,303,333
Public		1,091,354	996,334
Accountability and administration		1,323,555	1,400,499
Total expenses		21,814,492	15,264,534
Excess of revenue over expenditure	2	1,985,067	399,140
Other comprehensive income		-	-
Total comprehensive income		1,985,067	399,140

For the year ended 31 December 2011, there were no amounts incurred by Australia for UNHCR for the following categories; Non-monetary donations and gifts, bequests and legacies revenue, other Australian grants, revenue from international political or religious adherence promotional programs, international program support costs, non-monetary expenditure, international political or religious adherence promotion programs expenditure and domestic programs expenditure.

The accompanying notes form part of this concise financial report. These statements should be read in conjunction with the full financial statements.

STATEMENT OF CHANGES IN MEMBERS' FUNDS FOR THE YEAR ENDED 31 DECEMBER 2011

	Reserves \$	Retained Surplus \$	Total \$
Funds available for future use at 1 January 2010	400,000	140,655	540,655
Surplus of revenue over expenses for the year	-	399,140	399,140
Transfer to reserves	240,000	(240,000)	-
Funds available for future use at 31 December 2010	640,000	299,795	939,795
Surplus of revenue over expenses for the year	-	1,985,067	1,985,067
Transfer to reserves	-	-	-
Funds available for future use at 31 December 2011	640,000	2,284,862	2,924,862

The accompanying notes form part of this concise financial report. These statements should be read in conjunction with the full financial statements.

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, which is available, free of charge on request to the Company by contacting (02) 9262 5377.

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2011

	NOTE	2011 \$	2010 \$
Current assets			
Cash and cash equivalents	3	5,111,359	1,855,423
Financial assets – held-to-maturity investments		56,321	56,321
Receivables		937,551	154,957
Prepayments		44,211	76,560
Total current assets		6,149,442	2,143,261
Non-current assets			
Plant and equipment		122,934	146,156
Total non-current assets		122,934	146,156
Total assets		6,272,376	2,289,417
Current liabilities			
Payables		1,682,637	1,021,706
Provisions		243,139	181,749
Unearned revenue		1,344,584	-
Total current liabilities		3,270,360	1,203,455
Non-current liabilities			
Provisions		77,154	146,167
Total non-current liabilities		77,154	146,167
Total liabilities		3,347,514	1,349,622
Net assets		2,924,862	939,795
Members' funds			
Retained surplus		2,284,862	299,795
Reserves		640,000	640,000
Total members' funds		2,924,862	939,795

At the end of the financial year, Australia for UNHCR had no balances in the following categories: inventories, assets held for sale, current and non-current other financial assets, investment property, intangibles, other non-current assets, current and non-current borrowings, current tax liabilities, current and non-current financial liabilities, and current and non-current other liabilities.

The accompanying notes form part of this concise financial report. These statements should be read in conjunction with the full financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2011

	NOTE	2011 \$	2010 \$
Cash flows from operating activities			
Cash receipts of grant		6,939,041	4,303,333
Cash receipts of donations, gifts and bequests		17,138,574	11,664,837
Cash payments to suppliers and employees		(8,045,109)	(7,112,908)
Cash payments to UNHCR for overseas projects		(13,072,213)	(7,960,234)
Interest received		169,883	109,557
Other income		158,104	56,823
Net cash provided by operating activities		3,288,280	1,061,408
Cash flows from investing activities			
Payment for plant and equipment		(32,345)	(9,881)
Net cash used in investing activities		(32,345)	(9,881)
Net increase in cash held		3,255,936	1,051,527
Cash at the beginning of the financial year		1,855,423	803,896
Cash at the end of the financial year	3	5,111,359	1,855,423

The accompanying notes form part of this concise financial report. These statements should be read in conjunction with the full financial statements.



Increasing conflict among armed groups in rural areas of the Democratic Republic of the Congo has caused a steady stream of internally displaced people (IDPs) heading south towards the North Kivu provincial capital, Goma.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2011

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 2011. The concise financial report has been prepared in accordance with Accounting Standard 1039: Concise Financial Reports, and the Corporations Act 2001 and the ACFID Code of Conduct reporting requirements (for further information on the Code please refer to the ACFID Code of Conduct Guidance Document available at www.acfid.asn.au).

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 Accounting 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

	2011 \$	2010 \$
Surplus of revenue over expenses has been arrived at after charging the following items:		
Depreciation and amortisation of plant and equipment	55,567	54,121
Operating leases – rental expense	104,531	98,149
Employee benefits expense	3,452,772	2,850,708
Provision for employee entitlements	26,779	60,290

NOTE 3: Cash and cash equivalents

Table of cash movements for designated purposes

Purpose / Appeal	Cash available at 1 January 2011 \$	Cash raised during 2011 \$	Cash disbursed during 2011 \$	Cash available at 31 December 2011 \$
Inhouse face-to-face fundraising grant	-	4,567,212	(3,822,628)	744,584
All other purposes	1,855,423	18,493,806	(15,982,454)	4,366,775
Total	1,855,423	23,061,018	(19,805,082)	5,111,359

As set out by ACFID Code of Conduct, the in-house face-to-face fundraising grant generated 10% or more of the Company's total income of the year of \$23,799,559.

Note 4: Events subsequent to reporting period

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

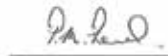
During the year ended 31 December 2011 the Company received a cash grant of \$6,939,041 (2010: \$4,303,333) from UNHCR and is dependent on this entity for financial support in respect of developing its fundraising activities and donor acquisition, and special projects as assigned by UNHCR. Of the 2011 grant received, \$1,344,584 was accounted for as unearned revenue at balance date.

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 2011 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 financial statements:

- (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 2010 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



Michael Dwyer
Director

Dated at Sydney this 22 March 2012

Australia for UNHCR (ABN 35 092 843 322)
Concise financial report for the year ended 31 December 2011

MOORE STEPHENS

ACCOUNTANTS & ADVISORS

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF AUSTRALIA FOR UNHCR

ABN 35 092 843 322

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Report on the Concise Financial Report

We have audited the accompanying concise financial report of Australia for UNHCR which comprises the statement of financial position as at 31 December 2011, the statement of comprehensive income, statement of changes in members' funds, statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Australia for UNHCR for the year then ended and the discussion and analysis. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' Responsibility for the Concise Financial Report

The directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports, and the Corporations Act 2001, and for such internal control as the directors determine are necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements. 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 2011. We expressed an unmodified audit opinion on that financial report in our report dated 22 March 2012. 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.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures 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 audit 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

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MOORE STEPHENS

ACCOUNTANTS & ADVISORS

report complies with AASB 1039 Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039 Concise Financial Reports.

The concise financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of the auditor's report on the audited financial report.

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. We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of Australia for UNHCR, would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the concise financial report including the discussion and analysis of Australia for UNHCR for the year ended 31 December 2011 complies with Accounting Standard AASB 1039 Concise Financial Reports.



Moore Stephens Sydney
Chartered Accountants



Scott Whiddett
Partner

Dated at Sydney, this 22nd day of March 2012

MOORE STEPHENS

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AUDITOR'S INDEPENDENCE DECLARATION

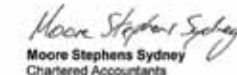
TO THE MEMBERS OF AUSTRALIA FOR UNHCR

ABN 35 092 843 322

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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 2011, 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
Chartered Accountants



Scott Whiddett
Partner

Dated at Sydney, this 22nd day of March 2012

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Primary students in Nakivale Refugee Settlement, Uganda, welcome some of the "Trek for Refugees" team, who together raised more than \$50,000 for the settlement.



Australia for UNHCR



ABOUT AUSTRALIA FOR UNHCR

Australia for UNHCR – Purpose

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.

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 a member of ACFID – the Australian Council for International Development – and a signatory to ACFID's Code of Conduct which ensures that NGOs conduct their activities with integrity, transparency and accountability. 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 affiliated to the Fundraising Institute of Australia (FIA), which sets standards for the charitable and fundraising sector.

Australia for UNHCR is one of a number of fundraising organisations around the world set up with the support of UNHCR to raise funds from the private sector. It operates 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 UNHCR Headquarters in Geneva and the UNHCR Regional Office in Canberra.

Complaints

Australia for UNHCR has a Complaints Handling Policy and Procedure. If you have a complaint, please call our Donor Services team on 1300 361 288 or email info@unrefugees.org.au.

Complaints relating to a breach of the ACFID Code of Conduct can be made to the ACFID Code of Conduct Committee at www.acfid.asn.au.



UNHCR / B. Bannon

www.unrefugees.org.au



UNHCR
The UN Refugee Agency

Australia for UNHCR

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