



UNHCR
The UN Refugee Agency
Australia for UNHCR

2019 ANNUAL REPORT



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Cover: Young Rohingya refugees from Myanmar participate in a child-led mental health program in Kutupalong refugee camp, Bangladesh. UNHCR supports the project, which was pioneered in 2019.

© UNHCR/Will Swanson





Eight tonnes of life-saving emergency aid from UNHCR arrives in eastern Mozambique in the aftermath of Cyclone Idai.



National Director Naomi Steer with South Sudanese children at a UNHCR-supported early childhood centre in Jewi refugee camp, Ethiopia.

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Report from the Chair and National Director

More than 79 million people have been forced to flee their homes by persecution, conflict and disaster – yet as 2019 ended, we saw a ‘decisive shift’ in global commitment towards longer term action and solutions for refugees.

This staggering figure of 79.5 million forcibly displaced people – the highest in memory – sets out the scale of the UN Refugee Agency’s challenge in 2019. Escalating conflict in Syria, floods threatening Rohingya in Bangladesh, forced migration from the Horn of Africa to the dangerous Mediterranean voyage.

And yet the year ended with a note of hope as world leaders joined the business community, financial institutions and civil society at the first Global Refugee Forum to pledge renewed support. For UNHCR, it revealed a ‘decisive shift’ to long-term action through education for refugee children, new pathways for resettlement, livelihoods and support for hosting communities.

Private sector donors are a vital source of predictable and sustainable funds, as well as connecting and mobilising civil society. As Chair of the UNHCR National Partners Standing Group, I addressed the UNHCR Annual Pledging Conference to deliver a collective pledge on behalf of colleagues in Argentina, Australia,

Spain, Sweden, Germany, Japan, UK and USA of \$250 million for 2020.

Creating impact

In 2019, we raised \$31.5 million through appeals and ongoing support. We are rightly proud of the difference this support from over 90,000 Australians has made in places like Syria, Yemen and south-eastern Africa, providing life-saving shelter, protection, clean water, food and medicine; and the construction and fit-out of classrooms, hospitals and health clinics, and livelihoods programs (pages 6–7).

We supported gender-based violence prevention for women and girls in the Democratic Republic of the Congo (page 9), boosted supplementary feeding programs for malnourished refugee children in Africa and Asia (page 8), and funded child protection for thousands fleeing gang violence in Central America (page 11).

In September, we opened the Sweswe Vocational Training Centre in Uganda’s

Kyaka II settlement – home to more than 106,000 refugees – funded by Australia for UNHCR. It will train more than 2,000 refugee and Ugandan youth over the next three years in computer studies, agriculture, motor mechanics, catering, hospitality and hairdressing.

Leading women

With four out of five refugees being women and children, we have a long-term commitment to empowering refugee women. In 2019, we launched a new



Leading Women's trip members with the Kampala Refugee Craft Women's Group at the Antonio Guterres Centre in Kampala, Uganda.

© Australia for UNHCR



Chair Michael Dwyer and Board member Lynn Dang at our 2019 end of year supporter event in Sydney, which featured Sydney Morning Herald journalists Michael Bachelard and Kate Geraghty.

© Australia for UNHCR



Penny Jones from Teachers Health and National Director Naomi Steer with midwives at Gbadolite General Hospital, Democratic Republic of Congo.

© Australia for UNHCR

initiative connecting refugee women with Australian women entrepreneurs: our Leading Women Fund provides targeted support through education, health and livelihoods. Our former Patron and Governor General, Dame Quentin Bryce AD CVO, launched the Fund, followed by an exchange mission to Uganda.

Meanwhile, our corporate partner Teachers Health began a three-year commitment to funding life-saving antenatal, obstetric and postnatal services for refugee mothers and newborns in the Democratic Republic of the Congo – and joined us on a mission to this remote region to see their support in action.

Committed to promoting refugee voices and women, we were proud to welcome our newest board member Lynn Dang, a senior technology executive and former refugee, and to support Melbourne lawyer and Iraqi refugee advocate Fadak Alfayadh to attend UNHCR's annual consultations in Geneva.

Our Special Representative actor Marta Dusseldorp joined a mission to Uganda with her family, focusing on the needs of refugee women who had suffered gender-based violence, while Carina Hoang, a former refugee, starred in ABC TV series *The Heights*, as well as continuing to mobilise Australian Vietnamese community support for UNHCR.

We were delighted to see Professor Gillian Triggs, a champion for the rights of refugees, appointed Assistant High Commissioner for Protection with UNHCR, and to welcome Louise Aubin as UNHCR Regional Representative for Australia, New Zealand and the Pacific. Louise helped lead the response to the mass exodus of Rohingya – the largest outflow of refugees in our region since the Vietnam War.

Community mobilisation

Our supporters are the backbone of Australia for UNHCR. For this reason, we have created a Supporter Charter that explicitly sets out our commitments, and we are matching that with access for supporters to those with firsthand field experience.

More than 500 business and community leaders attended our annual World Refugee Day breakfast, featuring former NSW Premier and Foreign Minister, the Honourable Bob Carr, who donated the author proceeds of his new book, *'Run For Your Life'*. Thousands of Team UNHCR members went running, and we kicked off the Two Billion Kilometres campaign.

Farewell

We were sad to farewell our Founding Patron and former Deputy Prime Minister Tim Fischer AC, who passed away this year. He played a pivotal role in Australia's response in East Timor and had been a long-standing supporter of Australia for UNHCR.

Thank you to our supporters

We want to thank our colleagues on the Board of Australia for UNHCR for their commitment and passion in supporting UNHCR and refugees and to our staff for their hard work during the year. Thank you also to our colleagues across UNHCR, including in the UNHCR Regional Office. Finally, thank you to our many donors and supporters who make our work possible.

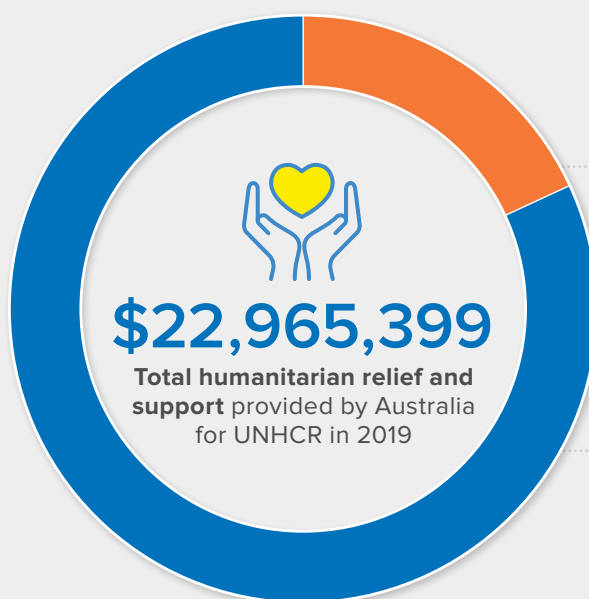
We are privileged to be part of the global effort responding to the needs of refugees and we are proud that UNHCR's humanitarian work is built on a foundation of committed local support from so many here in Australia and around the world. Thanks for standing with us.

Michael Dwyer AM
Chairman

Naomi Steer
National Director

The year in numbers

US\$422 million (about AU\$600 million) – total raised worldwide for UNHCR’s operations from individual donors, foundations, and corporate and philanthropic partners in more than 75 countries.



18.1% to specific refugee emergency and disaster relief operations

81.9% to UNHCR’s emergency programs of greatest need (Earmarked General Emergency Fund)

A year of record displacement

The majority of funds raised by Australia for UNHCR are directed to UNHCR’s emergency operations, providing the ready funds and resources to respond quickly and effectively in situations of crisis and disaster.

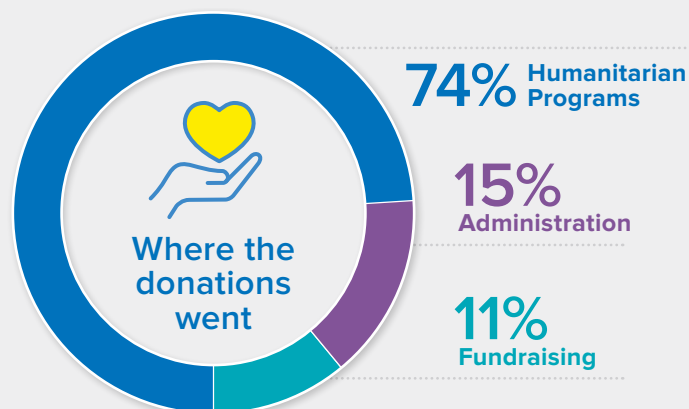
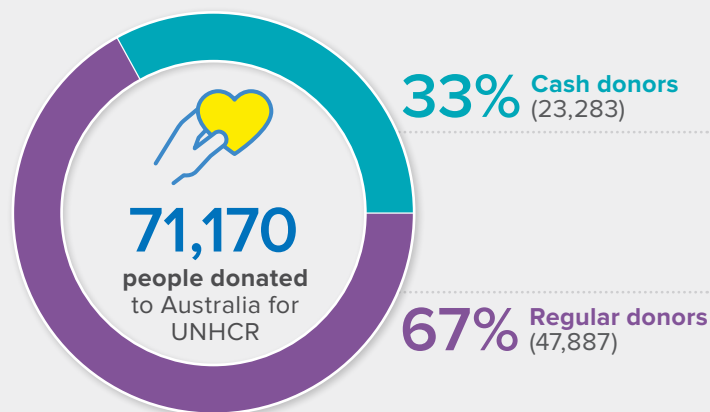
In 2019, contributions to our regular giving program (\$18.8 million) were allocated to UNHCR emergency operations on the basis of greatest need. A further \$1.2 million was raised through emergency appeals for specific operations, such as the Rohingya emergency, the protracted Syria crisis, including the northeast border crisis in October, and emergency assistance to those affected by Cyclone Idai in Mozambique, Zimbabwe and Malawi. The remainder (\$3 million) was allocated to programs supporting nutrition, protection and assistance to women and children, projects focused on water and sanitation in Sudan, and refugee education programs in Rwanda.



Overview – Fundraising income streams



Funds raised by Australia for UNHCR.



UNHCR's global operations

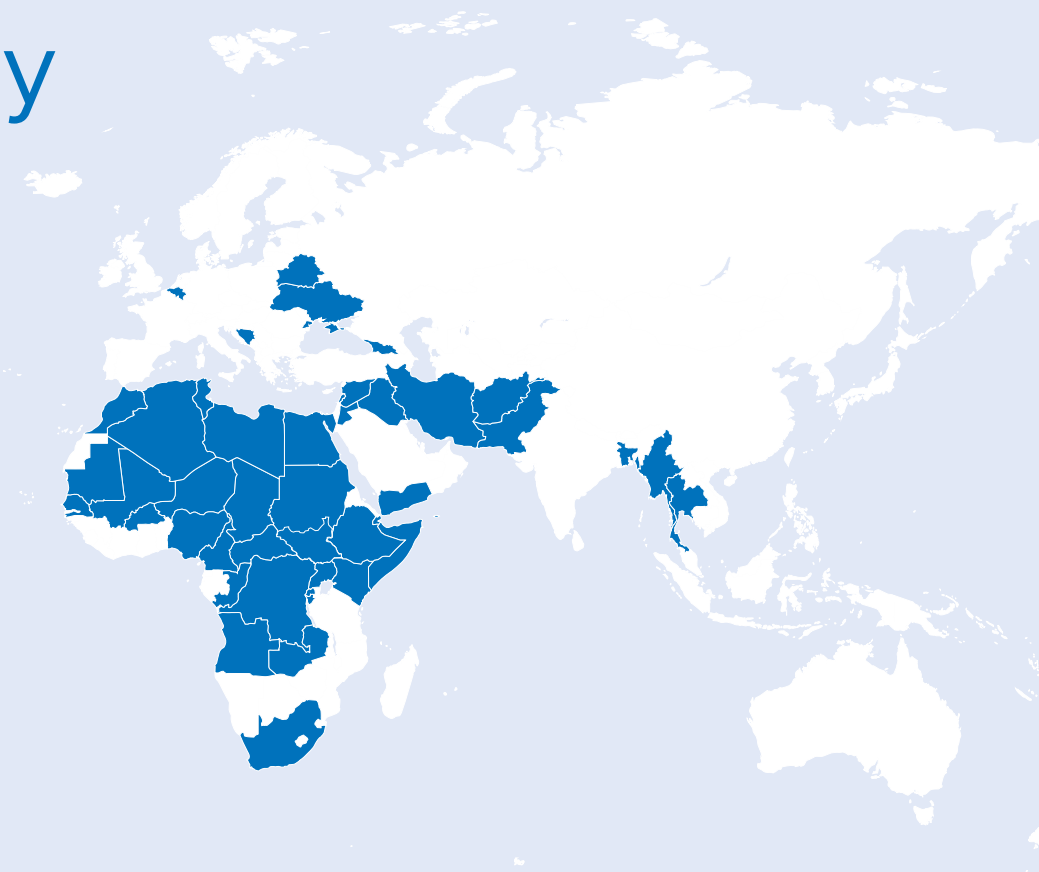
UNHCR works in **134 countries**, supporting refugees and displaced people at every stage of their journey – at the height of emergency, in established camps and increasingly in urban areas of host communities, and where possible on their eventual return or resettlement in another country.

UNHCR and its partners work to ensure the needs of refugees are met, in terms of their safety, protection and access to essentials like shelter, food, water and sanitation, medicine, education, legal rights and livelihoods.

Within **72 hours**, UNHCR can deploy emergency teams and essential supplies by air, land or sea, to meet the immediate needs of up to **600,000 displaced people**.¹

¹ Global Appeal 2019 Update, p. 182–183. http://reporting.unhcr.org/sites/default/files/ga2019/pdf/Global_Appeal_2019_full_lowres.pdf

Emergency response



UNHCR reports on its emergency response work in June each year and more detailed data on country-by-country emergency operations is available for download in the 2019 Global Report <http://reporting.unhcr.org/publications>

81.9% of funds raised by Australia for UNHCR were allocated to generally earmarked emergency relief, with additional funds raised to address specific emergencies.



Civilians flee with their belongings amid the bombardment of Ras al-Ain, a town in northeast Syria near the Turkish border, on October 9, 2019.

© Rizzeu Scarpix

Northeast Syria

As fighting escalated on the Turkish-Syrian border in October, an Australia for UNHCR emergency appeal raised an additional \$321,348 to rush emergency shelters and core relief items to newly displaced people, most of them women and children.

As of December 2019, UNHCR had assisted more than 196,000 people with core relief and winter items. Winter distributions reached over 87,000 people in Al-Hol and other camps. Meanwhile, distributions of core relief items in urban areas and collective shelters to internally displaced people and host communities reached over 109,000 individuals in 192 locations.

Now in its ninth year, the war in Syria has uprooted half the country's population,

forcing 5.6 million people to flee into neighbouring countries, and leaving another 6.2 million displaced internally.

As well as responding to the humanitarian crisis unfolding in northeast Syria, Australia for UNHCR maintained its support for vulnerable Syrian families, raising money for UNHCR's Syria cash assistance program and more still for winterisation operations in Syria and surrounding countries.



The 54 countries supported with emergency funding included:

Afghanistan	Djibouti	Peru
Algeria	Ecuador	Rwanda
Angola	Egypt	Senegal
Argentina	Ethiopia	Somalia
Bangladesh	Georgia	South Africa
Belarus	Iran (Islamic Republic of)	South Sudan
Belgium	Iraq	Sudan
Bosnia and Herzegovina	Jordan	Syrian Arab Republic
Brazil	Kenya	Tanzania,
Burkina Faso	Lebanon	United Republic of
Burundi	Libya	Thailand
Cameroon	Mali	Tunisia
Central African Republic	Mauritania	Uganda
Chad	Mexico	Ukraine
Colombia	Morocco	Venezuela
Congo	Myanmar	Yemen
Costa Rica	Niger	Zambia
Democratic Republic of Congo	Nigeria	
	Pakistan	
	Panama	



Um Mahmoud, a displaced Syrian in Aleppo, receives a kitchen set supplied by UNHCR.

Yemen

Ongoing conflict in Yemen has left parts of the country on the brink of famine. Heavy fighting has prevented aid from reaching large tracts of the population. However, a truce between pro-government and anti-government forces in 2019 allowed limited delivery of humanitarian aid.

Australia for UNHCR's emergency appeal for Yemen raised an additional \$86,542 to support these aid programs, including cash assistance to an estimated 800,000 people to help cover the costs of essentials such as food and medicine. Our supporters also helped UNHCR provide core relief items including mattresses, blankets and household items for more than 700,000 people, and emergency shelter kits for 125,000.



Abu Bakrs, 11, is one of thousands of internally displaced children in Yemen. He fled with his mother from Hudaydah to Dhamar, where he received UNHCR assistance.

Southern Africa

In March, Cyclone Idai struck southern Africa, causing widespread destruction and flooding in Mozambique, Malawi, Zimbabwe and Comoros. One month later, the region was hit by the even more intense Cyclone Kenneth. Nearly 1,000 people died and many more lost their homes, crops and livelihoods. It is estimated more than 2 million people were displaced by the dual disasters.

Australian donors gave an additional \$152,173 to our Cyclone Idai emergency appeal, helping assist 80,000 survivors in some of the hardest hit locations. The UNHCR operation included relocating families to higher ground, providing family tents for the homeless and distributing 12,000 square metres of plastic tarpaulin to help repair damaged shelters. In the wake of the cyclones, disease prevention became a priority, with UNHCR supporting efforts to repair sanitation facilities, install water tanks, provide water purification tablets and vaccinate the displaced population against cholera.



Millicent Lusigi, UNHCR's Food Security and Nutrition Officer, based in Gambella, Ethiopia, uses a MUAC band to assess a South Sudanese child for malnutrition in Kule refugee camp, Ethiopia.

© Australian for UNHCR

Improving nutrition

When a UNHCR survey revealed alarming rates of child malnutrition in refugee camps in Africa and Asia, Australia for UNHCR launched a special appeal. Our donors' gifts helped provide supplementary nutrition, therapeutic foods and emergency treatment for malnourished refugee and displaced children.

More than half the camps surveyed in 11 countries registered high rates of malnutrition in children under the age of five. In some camps, 10% of young children were found to be severely malnourished, while one in five had stunted growth resulting from chronic (Global Acute) malnutrition and micro-nutrient deficiencies.

Families arriving at UNHCR reception centres were identified as among the worst affected, with many coming from regions suffering food shortages as a result of prolonged conflict and drought.

If untreated, malnutrition in very young children can cause irreversible harm, including stunting (impaired growth), organ damage, weakened immunity and cognitive impairment. However, with appropriate and timely intervention, even a severely malnourished child has a 98% chance of recovery.

UNHCR coordinates regular nutritional surveys of refugee populations and provides supplementary nutrition for children, pregnant women and nursing mothers. The agency also supports the running of hospitals, clinics and emergency feeding centres for refugees, supplying equipment, therapeutic milks and fortified infant foods.

While some children will require hospitalisation and intravenous feeding, most can be easily treated with ready-to-use therapeutic foods such as Plumpy'Nut®. Costing just a few dollars per sachet, this enriched peanut paste has revolutionised the treatment of malnutrition in refugee and emergency settings. It requires no measuring or mixing with water, making it safe and easy for parents to administer to their children at home. Just three sachets a day for a month can restore even a severely malnourished child to a healthy weight.

Five-year-old Shahid, a Rohingya refugee from Myanmar, was severely malnourished when he and his mother arrived at Kutupalong refugee camp in Bangladesh. Fortunately, Shahid's condition was quickly identified and he was able to receive emergency treatment in a UNHCR-supported health centre.



© UNHCR / Andrew McConnell

Launched in September, Australia for UNHCR's Hunger Crisis appeal raised \$218,759 — enough to treat almost 4,000 children for acute malnutrition. The funds were directed to camps identified as hunger hotspots in countries including Chad, Niger and Bangladesh.



Gloria Mbirinde, a refugee from the Democratic Republic of the Congo and member of the Kampala Refugee Craft Women's Group, with Australia for UNHCR Special Representative Marta Dusseldorp.

Empowering women

Australia for UNHCR provided significant support for gender-based violence programs in the Democratic Republic of the Congo (DRC).

Our total contribution of \$629,996 helped provide urgent medical care and psychological services for survivors, and supported UNHCR programs to change community attitudes and prevent violence against women.

Violence against women is a tragic consequence of endemic conflict in the DRC, disproportionately affecting the country's large internally displaced and refugee populations. Clashes frequently involve rape, kidnap and sexual enslavement of women and girls, and the breakdown of social structures over decades of

conflict has resulted in widespread domestic violence and exploitation.

Lack of resources and entrenched social stigma around sexual violence in places such as the DRC make it difficult for survivors to access help. Often women are too ashamed and afraid their families and communities will ostracise them if they reveal what happened.

Following a field mission to the DRC by our National Director in February 2019, Australia for UNHCR launched its Forgotten Women appeal, raising \$513,600 for gender-based violence response and prevention.



Response

The gender-based violence programs we support include giving rape survivors access to immediate medical care, ideally within the crucial first 72 hours. They receive wound care, emergency contraception, antibiotics and antiviral medications to prevent infections like HIV/AIDS. Counsellors then assess the woman's mental health and circumstances and ensure she has safe shelter and ongoing psychosocial support.



Recovery and Resilience

UNHCR provides counselling, safe spaces, group therapy and follow-up for survivors, and provides guidance and resources for women's collectives and livelihood projects to help women gain confidence and the skills they need to meet their ongoing needs and those of the children in their care.



Prevention

Australia for UNHCR funds also supported community education campaigns, police training workshops and public events to raise awareness of gender-based violence, fight impunity, inform women of their rights and stop the victimisation of rape survivors.



© Australia for UNHCR

Precious, a young woman from the DRC, suffered terrible abuse and sexual assault. Captured by roving militia when she tried to flee fighting near her home town, Precious was left for dead by her attackers. On release from hospital, she was shunned by her relatives. Having nowhere else to turn, she travelled across the border to Uganda and found

refuge in Kyaka II refugee settlement. UNHCR has supported Precious by providing accommodation in a specially designated safe space for women and medical care and counselling. She now attends a women's support group funded by UNHCR, which she says has given her strength and friendship and a feeling of hope for the first time in years.



Mariam, a young Syrian refugee from Raqqa, faces a harsh winter living in a makeshift shelter in one of Lebanon's informal refugee settlements.

© UNHCR/Diego Ibarra Sánchez

Comfort in the cold

For the fourth year running, Australia for UNHCR mobilised supporters to help displaced Syrian and Iraqi families across the Middle East prepare themselves and their shelters for the coming winter.

In some regions, temperatures can drop to -10°C and winter storms bring heavy snows and torrential rain. In early 2019, there were multiple reports of refugees dying of hypothermia. This winter, those at risk included tens of thousands of families newly displaced by the fighting in northwest Syria.

Many Syrian refugees live in desperate poverty, having exhausted what savings they had during nine years of exile and displacement. Those living in tents, makeshift structures and unheated buildings need help to winter-proof their homes, pay

their energy bills and buy food, fuel, medicine and winter clothing.

UNHCR's annual Middle East winterisation program has become a major undertaking, running from late September to February and involving hundreds of community outreach workers and construction teams. Even before conflict flared on the Syrian-Turkish border in October, the agency was preparing to reach 3.88 million vulnerable people with urgent winter assistance — 280,000 more than the previous year.

Syrian refugees Malek and Hamra and their children live in an informal settlement in Lebanon's Bekaa Valley, a region known for its subzero temperatures and heavy snows. Their home, a rough construction of tarps and plywood, gives little protection from the elements. The family received a UNHCR winter survival kit containing warm blankets, heating supplies and additional plastic sheets to reinforce their shelter.

Launched in October, Australia for UNHCR's Winter Survival Fund raised \$795,076 to provide shelter items such as inner tent linings, thermal floor mats and insulation materials, as well as providing families with an additional cash payment to cover their extra expenses.

When families were forced to flee escalating violence in northern Syria last October, our teams provided:



Basic aid and vital winter supplies to more than **234,000 displaced people and locals hosting them** in north-east Syria



Core relief and essential winter items to more than **20,000** newly arrived Syrian refugees in Iraq.



More than **3,000 new tents** to shelter refugees in two sites in Iraq.



Honduran refugee Carmen fled to Mexico with her daughter Annie, and her other four children. They are now safe in the UNHCR-funded Tres Angeles Shelter in southern Mexico.



At least 178,300 unaccompanied and separated child refugees and asylum seekers were recorded at the end of 2019, though the true number could be much higher.



While our campaign focused on Latin America, the vast majority (80%) of known unaccompanied minors came from just five countries in Africa and the Middle East: South Sudan (58,600), DRC (9,900), Rwanda (7,600), Syria (7,600), and the Central African Republic (5,600). Ethiopia hosts 24.9% (43,300) of these children.

© UNHCR/Sebastian Rich

Safe refuge for children

As increasing numbers of children embark on dangerous refugee journeys without the protection of a parent or adult guardian, Australia for UNHCR is supporting vital programs to locate them and provide them with assistance and protection.

Some children flee after losing their families to violence or become separated in the chaos of conflict and flight. Others are seeking ways to support their stricken families or escaping threats to their own safety and wellbeing such as forced recruitment, exploitation and early marriage.

Older siblings, still children themselves, will often have younger brothers and sisters in their care. Fleeing alone, they become even more vulnerable to violence, sexual abuse, child trafficking and militia recruitment, as well as being at high risk of malnutrition and disease.

UNHCR aims to identify these children as soon as they come across a border or arrive in a refugee camp or reception centre. They can then be given special care, including shelter, nutritious food, health checks and psychosocial support, and access to education. Where possible, UNHCR's family tracing services try to reunite children with their parents or relatives. When family members cannot be found or have been killed, they work with partner organisations to find appropriate foster placements for young children.

In recent years, Australia for UNHCR has helped fund protection services

for unaccompanied minors in Ethiopia, South Sudan and Mexico. Our staff have visited child protection programs in all three countries over the past three years to assess the impact of our support and identify areas of ongoing need.

Our Lost Childhoods Appeal, launched in May 2019, raised \$923,052 for programs supporting unaccompanied and separated refugee children in Latin America and elsewhere. The Cameron Foundation generously matched the first \$50,000 donated, dollar for dollar.

“They always take care of us here,” says 15-year-old Nyaluak of the UNHCR-funded children’s centre in Jewi refugee camp. She and her younger siblings, aged seven and nine, fled an attack on their village in South Sudan three years ago and travelled more than 450 kilometres to the camp in the Gambella region of Ethiopia.

They haven’t seen their parents since, and Nyaluak doesn’t know if they survived or not. With UNHCR’s help, the children are attending school and spending their afternoons at the children’s centre where they receive support services, nutritious meals and most importantly enjoy playing with other children in this safe space.



© Australia for UNHCR

Who we are

Australia for UNHCR is the UN Refugee Agency's national partner in Australia, raising awareness and funds to support UNHCR's global response to humanitarian crises. It achieves this through the generosity of Australian individual donors, trusts, foundations and other organisations who donate to and partner with Australia for UNHCR to help support this mission.

Our Vision:

To empower refugees to build a better future

Our Values:

Integrity, sustainability and ambition in our work; teamwork, inclusiveness and investment in our people.

Our Objectives:

- Maximise sustainably predictable financial and in-kind support from the Australian private sector and other sources for the benefit of refugees and displaced people.
- Strengthen visibility, public awareness and advocacy around UNHCR's humanitarian work.
- Embed a supporter-centric, innovative and evidence-based focus in our operations.
- Promote employment and livelihoods for refugees within our own organisation, and across the private sector nationally and globally.
- Work with UNHCR to strengthen reporting and monitoring for Australia for UNHCR-funded field-based projects.
- Maintain a strong, respectful and positive workplace culture.



Corporate statement

Australia for UNHCR is an Australian company limited by guarantee. It was registered under the Corporation Act on 4 July 2000. UNHCR and Australia for UNHCR's Directors are members 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 Australian Tax Office as an Income Tax Exempt Charity and a registered charity with the Australian Charities and Not-for-profits Commission (ACNC), the Australian Government's independent national regulator of charities.

Australia for UNHCR is a member of the Australian Council for International Development (ACFID) and a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity.

Australia for UNHCR is affiliated with the Fundraising Institute of Australia (FIA), which sets standards for the charitable and fundraising sector, and a member of the Public Fundraising Regulatory Association (PFRA), a self-regulatory membership body for charities and agencies that carry out street and doorstep fundraising in Australia.

Complaints

Australia for UNHCR prioritises prompt and appropriate handling of complaints as part of our commitment to operational accountability and transparency.

- Our Complaints Handling Policy and Procedure is available at: www.unrefugees.org.au/complaints
- Complaints relating to a breach of the ACFID Code of Conduct can be made at: www.acfid.asn.au



The Leading Women's Trip was a flagship initiative for Australia for UNHCR in 2019, connecting women leaders from Australia with refugee women. Chantal Uwera, a refugee from the DRC and founding member of the Kampala Refugee Craft Women's Group, a livelihood project funded by Australia for UNHCR, meets with our Board member and former refugee Lynn Dang.

© Australia for UNHCR

Evaluation and Monitoring

UNHCR is committed to evaluation and its role in supporting organisational accountability, learning and the continual improvement of its performance in addressing the protection, assistance and solutions needs of refugees, stateless persons, internally displaced people and other persons of concern.

The UNHCR Evaluation Policy 2016 provides for a strengthened evaluation function in UNHCR, based on the principles of independence, impartiality, credibility and utility. The policy incorporates United Nations evaluation standards and introduces evaluation quality assurance provisions to produce high quality evidence-informed and credible evaluation products. The policy applies to all evaluations commissioned and managed by UNHCR.

Australia for UNHCR is committed to working with UNHCR to support this approach and policy. In addition, Australia for UNHCR undertakes its own monitoring and evaluation activities in relation to earmarked projects, including:

- Initial consultations with UNHCR and other implementing partners as appropriate over project description, scope and implementation timeframes
- Regular communication and feedback on progress and key milestones
- Field missions during implementation of funded projects, including meetings with partners and beneficiaries
- Reporting on outcomes from UNHCR.



Board of Directors

Name	Qualifications, Experience and Occupation	Director since
Mr Michael Dwyer AM Chair	Dip of Superannuation Management, Advanced Dip of Financial Services (Superannuation), Dip of Public Administration, FASFA Retired as CEO of First State Super Trustee Corporation, December 2018 Director, IRESS	July 2000
Mr John Boulton AM	BA, LLB (Hons), LLM Member of the Australian Institute of Company Directors Lawyer CEO, National Sports Tribunal	November 2000
Mr Rick Millen	MA, Law Oxford University, UK Member of Institute of Chartered Accountants Graduate Member of the Australian Institute of Company Directors Director, A2B Australia Limited Director, Palmera Projects	April 2012
Ms Kate Dundas	BA (Communications) Charles Sturt University Vincent Fairfax Fellow, University of Melbourne Graduate Member of the Australian Institute of Company Directors Non-Executive Director, Sydney Festival Board Mentor, McCarthy Mentoring	September 2015
Ms Zoe Ghani	BA Text and Writing (Communications) Western Sydney University Chief Technology Officer, THE ICONIC	April 2017
Ms Lynn Dang	BA (Commerce), University of NSW HR Lead, Microsoft Singapore (appointed 3 March 2019)	March 2019

Company Secretary

Ms Naomi Steer	BA(Hons) LLB University of NSW, MSc University of Leicester National Director, Australia for UNHCR	July 2000
Mr Matthew Mellisop	BA/BTM, MEd Head of Governance and Operations (resigned 30 August 2019)	June 2017
Ms Tricia Keys	BOptom(Hons), MPH, GCertEval Head of Governance and Operations (appointed 16 December 2019)	December 2019

Our people

At the end of 2019, National Director Naomi Steer, supported by Deputy National Director Trudi Mitchell and Strategic Development Director Debra O'Neill, led a team of 93 employees, with 58 permanent staff based in Sydney, Melbourne, Brisbane and Adelaide, and the remainder operating as casual staff in our face-to-face fundraising program. Our staff includes former refugees with first-hand experience of displacement. Additional support in 2019 came from our dedicated volunteers, who assisted with office operations and special events. A third annual staff survey in May, seeking feedback from staff, had an 80% completion rate. We continue to receive positive feedback about employees feeling proud to work for Australia for UNHCR (88%) and having a strong connection and understanding of the mission, vision and values of the organisation (100%).

Alongside our staff, Australia for UNHCR is supported by influential and prominent Australians who give up their time to become Special Representatives. These include award winning author, actor and former refugee Carina Hoang, star of ABC TV's Stateless series Marta Dusseldorp, soft drink entrepreneur and former refugee Yarric Bangura and cricket legend Ian Chappell.

Special thanks

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



Thank you to the following Trusts and Foundations for their generous support

- Ainsworth 4 Foundation
- Beeren Foundation
- Cameron Foundation
- Comhar Foundation
- Datt Family Foundation
- Dick and Pip Smith Foundation
- Eileen and Terry Lustig Bequest, a part of the Community Impact Foundation
- Global Aid Foundation
- Gum Tree Foundation
- Holloway Family Endowment
- J and M Nolan Family Trust
- Jaramas Foundation
- JBWere Charitable Endowment Fund
- McBeal Endowment
- Merwe Laws Foundation Ltd
- Mulnot Foundation
- O'Shea-Thompson Family Fund, a sub-fund of Australian Communities Foundation
- Perpetual Foundation – Dean Walter Harris and Jean Mary Harris Memorial Endowment
- Perpetual Foundation – Gamble Family Endowment
- Perpetual Foundation – The Pennycuik Endowment
- Poor Country Charitable Trust
- RobMeree Foundation
- S&D Hain Foundation
- Story Street Fund, a sub-fund of Australian Communities Foundation
- The Beryl Grace Schairer Trust
- The Hawker Foundation
- Willow Foundation
- Women of the University Fund Inc

Thank you to the following supporters for their Gifts in Will

- The Estate of Betty Holland
- The Estate of Dr John Malcolm Duggan
- The Estate of Pamela Rae Newton
- The Estate of Penelope Green
- The Estate of Dr Guy White

We also thank those supporters who left a bequest and wished to remain anonymous.



Yarrie Bangura, a former refugee from Sierra Leone, is an actor, poet and now entrepreneur seen here selling her Aunty's Ginger Tonic at UNHCR's World Refugee Day 2019 community walk in Sydney.

© UNHCR/Brook Mitchell



Eighteen-year-old DRC refugee Mulondr attends a mechanics and bike repair workshop at the new Sweswe vocational training centre in Kyaka II Refugee Settlement, Uganda. The Australia for UNHCR-funded centre will train more than 2,000 refugee and Ugandan youth over the next three years in computer studies, agriculture, motor mechanics, catering, hospitality and hairdressing.

Financial Summary

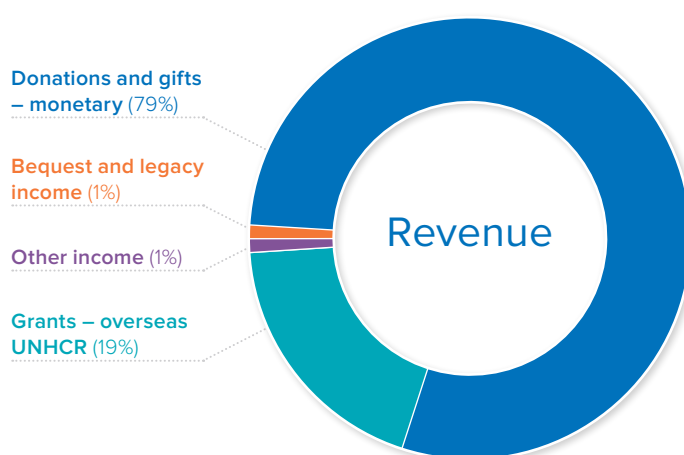
The 2019 operating surplus amounted to \$347,859 (2018 deficit: \$274,736). The current funds available for future use amounts to \$3.5 million. Of this amount, \$2.5 million is in reserves.

In 2019, Australia for UNHCR raised \$31.5 million (2018: \$32.5 million) from the private sector. This was marginally down (3 per cent) on 2018 income, in part due to local issues such as the severe drought and bushfires. Donations and gifts account for 79 per cent of total revenue, slightly above 2018 results. The Company's donor acquisition programs and the development of its fundraising activities have been assisted by a \$7.3 million grant funding support from UNHCR. Australia for UNHCR's contribution to UNHCR was \$23 million.

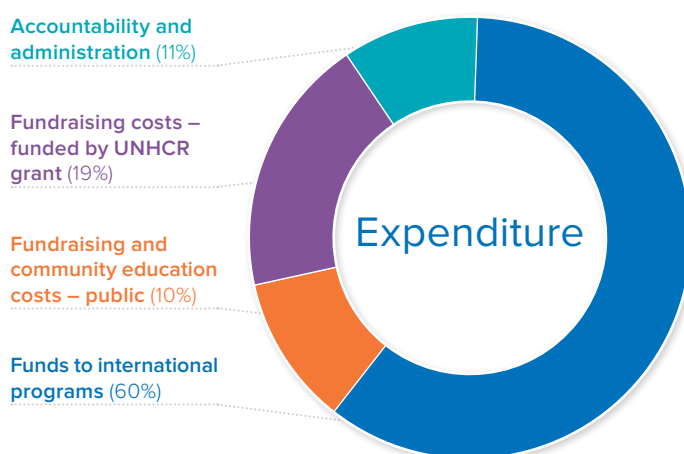
Fundraising costs are incurred in acquiring and retaining donors to support UNHCR's international humanitarian programs and community education. A portion of the organisation's fundraising costs are funded by UNHCR through a grant. The grant supports donor acquisition programs and the development of fundraising activities that continue growth of the donor base and sustainable future income. The grant is subject to meeting investment criterion such as return on investment, cost per donor and other non-financial metrics.

Accountability and administration in 2019 was slightly higher than 2018, being \$4.3 million (11 per cent of total expenditure). These costs include support staff costs, for example, finance and human resources, as well as office accommodation, information technology and insurance.

Figure 1: Revenue and expenditure in 2019 – components of income and expenditure as a proportion of the total. Each category is adapted from the summary financial statements and is based on the definitions described in the ACFID Code of Conduct.



Revenue	%	\$
Donations and gifts – monetary	79%	30,861,329
Grants – overseas UNHCR	19%	7,292,838
Bequest and legacy income	1%	306,195
Other income	1%	443,838
Total	100%	38,904,200



Expenditure	%	\$
Funds to international programs	60%	22,965,399
Fundraising and community education costs – public	10%	3,918,817
Fundraising costs – funded by UNHCR grant	19%	7,292,838
Accountability and administration	11%	4,379,287
Total	100%	38,556,341

Statement of Accounts

Statement of Comprehensive Income

For the year ended 31 December 2019

	Note	2019 \$	2018 \$
Revenue			
Donations and gifts - monetary	30,861,329	32,140,284	
Grants			
– Overseas UNHCR	7,292,838	8,932,220	
Bequest and legacy income	306,195	42,957	
Investment income – interest	136,535	102,916	
Other income	307,303	292,539	
Total revenue	38,904,200	41,510,916	
Expenses			
International aid and development programs expenditure:			
International programs:			
– Funds to international programs paid	17,324,500	19,939,149	
– Funds to international programs accrued	5,640,899	5,410,271	
Community education	497,603	306,144	
Fundraising costs:			
– Funded by UNHCR	7,292,838	8,932,220	
– Public	3,421,214	2,954,603	
Accountability and administration	4,379,287	4,243,265	
Total expenses	38,556,341	41,785,652	
Excess/(shortfall) of revenue over expenses	2	347,859	(274,736)
Other comprehensive income		-	-
Total comprehensive income		347,859	(274,736)

For the year ended 31 December 2019, there were no amounts earned or incurred by Australia for UNHCR for the following categories: non-monetary donations and gifts, 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.

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 2019

	2019 \$	2018 \$
Current assets		
Cash and cash equivalents	2,369,979	6,486,946
Financial assets – term deposits	6,715,436	2,712,027
Receivables	235,510	318,824
Prepayments	329,830	185,976
Total current assets	9,650,755	9,703,773
Non-current assets		
Plant and equipment	333,534	276,483
Intangible assets	235,105	142,944
Right-of-use asset	757,233	-
Financial assets – security deposits	343,294	343,294
Total non-current assets	1,669,166	762,721
Total assets	11,319,921	10,466,494
Current liabilities		
Payables	6,509,873	6,689,751
Lease liabilities	411,550	-
Provisions	407,253	484,854
Total current liabilities	7,328,676	7,174,605
Non-current liabilities		
Lease liabilities	420,077	54,723
Provisions	62,519	76,376
Total non-current liabilities	482,596	131,099
Total liabilities	7,811,272	7,305,704
Net assets	3,508,649	3,160,790
Members' funds		
Retained surplus	958,649	610,790
Reserves	2,550,000	2,550,000
Total members' funds	3,508,649	3,160,790

At the end of the financial year, Australia for UNHCR had no balances in the following categories: inventories, assets held for sale, investment property, 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 Changes in Members' Funds

For the year ended 31 December 2019

	Reserves \$	Retained Surplus \$	Total \$
Funds available for future use at 1 January 2018	2,550,000	885,526	3,435,526
Shortfall of revenue over expenses for the year	-	(274,736)	(274,736)
Funds available for future use at 31 December 2018	2,550,000	610,790	3,160,790
Excess of revenue over expenses for the year	-	347,859	347,859
Funds available for future use at 31 December 2019	2,550,000	958,649	3,508,649

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 2019

	2019 \$	2018 \$
Cash flows from operating activities		
Cash receipts of grant	6,959,383	11,216,233
Cash receipts of donations, gifts and bequests	31,167,524	32,183,241
Cash payments to suppliers and employees	(15,204,113)	(16,341,505)
Cash payments to UNHCR for overseas projects	(22,734,771)	(29,229,957)
Interest received	144,039	102,069
Other income	307,303	292,539
Finance costs paid	(63,721)	-
Net cash provided by/(used in) operating activities	575,644	(1,777,380)
Cash flows from investing activities		
Payment for plant and equipment	(180,180)	(13,723)
Payment for intangible assets	(165,100)	(18,500)
Net movement in financial assets – term deposits	(4,003,409)	(3,464)
Net cash used in investing activities	(4,348,689)	(35,687)
Cash flows from financing activities		
Repayment of lease liabilities	(343,922)	-
Net cash used in financing activities	(343,922)	-
Net decrease in cash held	(4,116,967)	(1,813,067)
Cash at the beginning of the financial year	6,486,946	8,300,013
Cash at the end of the financial year	2,369,979	6,486,946

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

Notes to the Financial Statements

For the year ended 31 December 2019

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 2019. The concise financial report has been prepared in accordance with Accounting Standard 1039: Concise Financial Reports, and the *Australian Charities and Not-for-Profits Act 2012* 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) Reduced Disclosure Requirements 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: Excess / (shortfall) of revenue over expense

	2019 \$	2018 \$
Excess / (shortfall) of revenue over expenses has been arrived at after charging the following items:		
Depreciation and amortisation of plant and equipment and intangibles	196,068	171,504
Amortisation of right-of-use assets	363,593	-
Operating leases – rental expense	-	421,760
Payments for short term and low value asset leases	26,641	-
Interest expense on lease liabilities	63,721	-
Employee benefits expense	6,762,026	7,403,600
Provision for employee entitlements	24,455	133,604

Note 3: Events subsequent to reporting period

The outbreak of the pandemic Coronavirus (COVID-19) in early 2020 is expected to have an impact on the business. The disruption to the economy and subsequent government stimulus packages offered to the business cannot be determined at this time. We are unable to ascertain the potential impact of this event where we need to disclose or recognised in the financial statements.

Except for the Coronavirus (COVID-19 and subsequent government actions, the impacts of which on the business cannot be determined at this time, there has been no matter or circumstance which has arisen since 31 December 2019 which has significantly affected or which may significantly affect:

- The operations, in financial years subsequent to 31 December 2019;
- The results of those operations; or
- State of affairs, in financial years subsequent to 31 December 2019.

The Company has also entered into the 2020 Annual Partnership Agreement and Project Funding Agreement with UNHCR. The agreement confirms the financial contributions from UNHCR for fundraising activities for the year.

Note 4: Economic dependency

During the year ended 31 December 2019, the Company was entitled to a grant of \$7,292,838 (2018: \$8,932,220) 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 similar arrangement has been agreed for 2020 through the Annual Partnership Agreement and Project Funding Agreement.





Life-saving emergency aid from UNHCR, including family tents, tarpaulins, sleeping mats, blankets, mosquito nets, solar lanterns, cooking sets and jerry cans, arrives in eastern Mozambique in the aftermath of Cyclone Idai.

© UNHCR/Aïssa Everett

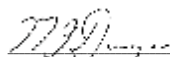
Directors' Declaration and Auditor's Report

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 2019 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 2019 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.


Mr Michael Dwyer AM
Director


Mr Rick Millen
Director

Dated at Sydney this 26 March 2020

Australia for UNHCR (ABN 35 092 843 322)
Concise report for the year ended 31 December 2019



Level 16, Tower 2 Darling Park
201 Sussex Street
Sydney NSW 2000
Postal Address
GPO Box 1615
Sydney NSW 2001
p. +61 2 9221 2099
e. sydneypartners@pitcher.com.au

Independent Auditor's Report To the Directors of Australia for UNHCR ABN 35 092 843 322

Report on the Audit of the Concise Financial Report

We have audited the concise financial report of Australia for UNHCR ("the Company"), which comprises the statement of financial position as at 31 December 2019, the statement of comprehensive income, statement of changes in members' funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Opinion

In our opinion, the concise financial report including the discussion and analysis of Australia for UNHCR for the year ended 31 December 2019 complies with Accounting Standard AASB 1039 *Concise Financial Reports* and the Australian Council for International Development (ACFID) Code of Conduct.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* ("ACNC Act") and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* ("the Code") that are relevant to our audit of the concise financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Events subsequent to reporting period: Coronavirus (COVID-19)

We draw attention to Note 3, which describes the impact of the Coronavirus (COVID-19). Our opinion is not modified in respect of this matter.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the Company's directors report for the year ended 31 December 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the concise financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

Adelaide Brisbane Melbourne Newcastle Perth Sydney

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**Independent Auditor's Report
To the Directors of Australia for UNHCR
ABN 35 092 843 322**

In connection with our audit of the concise financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Concise Financial Report

The directors of the Company are responsible for the preparation of the concise financial report that gives a true and fair view in accordance with Australian Accounting Standard AASB 1039 *Concise Financial Reports*, the ACFID Code of Conduct and the ACNC Act, and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report that is free from material misstatement, whether due to fraud or error.

In preparing the concise financial report, directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Concise Financial Report

Our objectives are to obtain reasonable assurance about whether the concise financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the concise financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the concise financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the concise financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.



**Independent Auditor's Report
To the Directors of Australia for UNHCR
ABN 35 092 843 322**

- Evaluate the overall presentation, structure and content of the concise financial report, including the disclosures, and whether the concise financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


C I Chandran
Partner

26 March 2020


Pitcher Partners
Sydney

Directors' Declaration and Auditor's Report



Level 16, Tower 2 Darling Park
201 Sussex Street
Sydney NSW 2000
Postal Address
GPO Box 1615
Sydney NSW 2001
p. +61 2 9221 2099
e. sydnypartners@pitcher.com.au

Auditor's Independence Declaration
To the Directors of Australia for UNHCR
ABN 35 092 843 322

In relation to the independent audit for the year ended 31 December 2019, I declare that to the best of my knowledge and belief, there have been:

- i. no contraventions of the auditor's independence requirements as set out in the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the audit; and
- ii. no contraventions of APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)*.

This declaration is in respect of Australia for UNHCR during the year.


C I Chandran
Partner
Pitcher Partners
Sydney
26 March 2020



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A young Rohingya girl from Myanmar stands outside her family's shelter in Kutupalong refugee camp, Bangladesh.

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www.unrefugees.org.au



UNHCR
The UN Refugee Agency
Australia for UNHCR

PO Box 428
Queen Victoria Building NSW 1230

Tel: (02) 9262 5377
Fax: (02) 9262 4345
Email: info@unrefugees.org.au
ABN: 35 092 843 322

