



**UNHCR**  
The UN Refugee Agency  
Australia for UNHCR

# 2017 ANNUAL REPORT



# CONTENTS

- 2 2017 Key Facts
- 4 Report from the Chairman and National Director
- 6 Year in Review
- 8 How Our Funds Were Distributed in 2017
- 10 UNHCR's Emergency Response
- 12 Key Emergencies
- 18 Forgotten Emergencies
- 20 Ongoing Protection of Refugees
- 28 Fundraising Highlights
- 30 Community Fundraising
- 32 Community Engagement
- 34 Field Missions
- 36 High Profile Supporters
- 37 Special Thanks
- 38 About Australia for UNHCR
- 40 Financial Summary

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Cover: A newly arrived Rohingya refugee builds a shelter in Thainkhali camp in Bangladesh using materials provided by UNHCR.

UNHCR / P. Bronstein





Congolese refugee Kaluta Mwangaza arrived in Nyarugusu camp in western Tanzania with his family in January 2017. With some help from his three-year-old daughter, Onorina, Kaluta is building a mud fence in front of his emergency shelter.

# 2017 Key Facts



UNHCR / R. Arnold

65.6 million

The number of people forcibly displaced worldwide – over half of whom are children

315,243  
Australians engaged with us through social media



UNHCR / R. Arnold



UNHCR / I. Kasamani

82%

of Australian donations were directed to UNHCR's humanitarian programs

# 87%

of UNHCR's staff are based in the field, directly supporting refugees and displaced people



UNHCR / R. Arnold



UNHCR / C. Herwig

# 55%

of all refugees come from three countries: Syria, Afghanistan and South Sudan

# 94,996

people donated to Australia for UNHCR



UNHCR / R. Azia



# Report from the Chairman and National Director

**With global displacement at levels higher than any time since World War II, Australian private sector donors have responded in greater numbers than ever before to support UNHCR humanitarian operations worldwide.**

Australia for UNHCR raised a record \$38.7 million from the Australian private sector in 2017, representing 14 per cent growth on 2016. In global terms we ranked seventh among all private sector donors to UNHCR and were its 21st largest donor overall (up from 25th in 2016). Our support helped fund emergency operations in the Middle East, Northern and Sub-Saharan Africa, South Asia and Central America. We also funded projects for water infrastructure, shelter, livelihoods, cash assistance and the protection of unaccompanied children.

In Ethiopia, for example, donors supported a family tracing scheme that reunited 3,144 unaccompanied children with lost relatives during the year. Our Vocational Training Centre project in Uganda is part of UNHCR's new global initiative – the Comprehensive Refugee Response Framework – which helps long-term refugees and the host communities that support them.

Two major emergency appeals were mobilised in 2017. The first responded to critical food insecurity that threatened over 2 million refugees in 13 African nations and Yemen.

The second supported UNHCR's emergency response as over 670,000 Rohingya fled violence in Myanmar. Australia for UNHCR was the first responder in our market and raised \$7.4 million. Significantly, we partnered with the Australian Government in a dollar matching initiative that secured a \$2.5 million grant for UNHCR.

We undertook field missions to Uganda, Jordan and Lebanon to assess needs on the ground and the impact of our funding. Thank you to our Special Representative, Marta Dusseldorp, who visited Lebanon and Jordan to promote our cash assistance appeal for Syrian families, which is helping transform relief for urban refugees.

## **Resilient and future ready**

Responding to a more competitive fundraising environment, Australia for UNHCR continued to grow and diversify its fundraising channels. Face-to-face fundraising launched in South Australia, growing our national footprint. We reviewed our donor care and stewardship practices, and established a business intelligence unit to strengthen evidence-based fundraising. Most importantly, Australia

for UNHCR developed a new four-year strategy to help achieve UNHCR's global \$1 billion target for private sector contribution by 2025. Australia for UNHCR's four-year growth strategy will be operationalised from 2018.

## **Strengthening partnership with UNHCR**

We continued to strengthen our partnership with UNHCR and its global fundraising network during the year. In January, we signed a new five-year Recognition Agreement with UNHCR, confirming our role as its principal private sector fundraising and advocacy partner in Australia. In December, the National Director and Chairman attended the inaugural Council of Chairs in Geneva, which represents UNHCR's national fundraising partners. The Council was welcomed by the High Commissioner, Mr Filippo Grandi, who thanked national partners for mobilising private sector support and contributing a record US\$215 million to help UNHCR.

## **Giving refugees and supporters a voice**

Australia for UNHCR continued to raise awareness of global refugee crises and



Australia for UNHCR



UNHCR / R. Arnold

advocate for people fleeing conflict. Media activity generated a combined audience reach of 109 million across television, radio and online (up from 69 million in 2016), while social media following grew by 33% to reach 315,243.

We delivered the Australian launch of UNHCR’s global petition, With Refugees, calling on governments to protect the rights of refugees. By year end, over 20,000 Australians had added their names. Through our communications we also supported UNHCR Canberra’s advocacy for refugees and asylum seekers on Manus and Nauru.

Our donors and supporters responded enthusiastically to our public engagement events, including the World Refugee Day Breakfast, film screenings and a special briefing by the UNHCR Representative to Lebanon, Mireille Girard.

We are also proud to remain refugee focused in our Australian operations. In 2017, we welcomed new Board director, Ms Zoe Ghani, a former Afghan refugee and now digital business leader, who brings invaluable experience to our governance. We continued to employ resettled refugees throughout our organisation and established two paid internships for newly arrived refugees in partnership with Settlement Services International (SSI).

Highlighting our links with the local refugee community, we facilitated the gifting to UNHCR of a high

profile sculpture by celebrated artist, Australia for UNHCR supporter and former refugee, Kim-Anh Nguyen. The artwork depicts Kim-Anh’s own exodus from Vietnam by boat and was accepted by the High Commissioner at a formal ceremony in Geneva.

#### Our thanks

We are grateful for the support we received from colleagues across UNHCR, both globally and here in Australia through the office of the Regional Representative, Mr Thomas Albrecht. We were very pleased to welcome Deputy Representative Mr Nai Jit Lam to the Regional Office in 2017. We also thank our fellow Board members, Special Representatives, staff and volunteers who worked hard to realise our goals and help refugees.

Finally, we thank our donors, whose generosity and compassion help UNHCR care for the millions of resilient men, women and children who are left with no choice but to flee their homes and seek its protection.

**John W.H. Denton AO**  
Chairman

**Naomi Steer**  
National Director

In 2017, UNHCR piloted new models to create more sustainable solutions to displacement and refugee protection. This followed the 2016 New York Declaration, adopted by all 193 Member States of the United Nations, calling for a new global compact to address the refugee crisis.

“The New York Declaration... recognised the profound contribution of host countries and communities. It proposed a broader, more effective response model. Above all, it provided political endorsement at the highest, most legitimate, most comprehensive level.

“Moving forward, we must be realistic. Political attention is constantly shifting on all matters, especially around a charged issue such as refugees and migrants... It would be easy, in such a climate, to say ‘it’s impossible’. But we cannot. We have chosen to confront these challenges, and to take these up.

“The New York Declaration gave UNHCR... a very important responsibility: to make those commitments practical, predictable and sustainable; and to distance them from – and avoid making them hostage to – volatile politics. This is fundamentally what the global compact hopes to achieve.”

UN High Commissioner for Refugees,  
Filippo Grandi

# Year in Review



**JANUARY**

UNHCR / A. Solmsmoen

UNHCR and partner agencies in Syria rush to provide aid to displaced people in Aleppo as the four-year siege comes to an end. Over 261,000 people receive core relief items including blankets, mattresses, winter clothing, family tents and jerry cans. UNHCR issues shelter materials to insulate damaged homes against freezing winter conditions.



**FEBRUARY**

Australia for UNHCR

Famine is declared in parts of South Sudan while Nigeria, Somalia, Yemen and nine other countries suffer severe food shortages. Australia for UNHCR launches an emergency African Food Crisis Appeal and raises \$709,000 to help provide life-saving therapeutic foods to malnourished refugees and displaced people.



**MAY**

UNHCR / T. Harva

In response to the growing crisis of children fleeing conflict alone or becoming separated from family members, Australia for UNHCR launches an appeal for unaccompanied refugee children. The appeal raises \$1.1 million to help fund child-safe shelters, education facilities and family tracing services for children in northern Ethiopia.



**JUNE**

Australia for UNHCR

Over 500 guests come together at Australia for UNHCR's annual World Refugee Day Breakfast to stand in solidarity with refugees. Keynote speakers at the event are President and Vice-Chancellor of University of NSW Australia Professor Ian Jacobs, and Mr Deo Masudi, a former refugee from the Democratic Republic of the Congo.



**SEPTEMBER**

UNHCR / R. Arnold

The fastest-growing refugee crisis in the world is sparked by conflict in Myanmar's Rakhine state. As thousands of Rohingya families flee to Bangladesh, Australia for UNHCR launches an emergency appeal to provide them with life-saving aid. The appeal raises \$7.4 million by the end of the year.



**OCTOBER**

UNHCR / D. Diaz

UNHCR collaborates with the Ethiopian Government to amend legislation to allow civil registration for refugees. In this historic first, refugees are able to register life events such as births, deaths and marriages with national authorities. It is a critical step in establishing refugees' legal identities and guaranteeing their basic human rights.



**MARCH**

UNHCR / S. Mantoo

As Yemen enters its second year of civil war, a cholera outbreak further devastates the country, which is already struggling with the breakdown of healthcare and sanitation systems. UNHCR responds to the outbreak by working with partners to provide medical supplies and healthcare to displaced Yemenis, as well as distributing jerry cans, soap and chlorine tablets to purify water.



**APRIL**

UNHCR / S. Hopper

Yusra Mardini, a Syrian refugee and member of the first ever Refugee Olympic Team, is appointed as a UNHCR Goodwill Ambassador. The appointment recognises Yusra's courage in saving the lives of fellow refugees stranded in a broken-down boat on their journey to Greece. Yusra says she wants to "encourage all refugees to continue with education and not stop at one point in their lives".



**JULY**

UNHCR / C. Yar

UNHCR steps up support for Iraqi families returning to their homes in Mosul after the government declares it has regained control of the city. UNHCR distributes shelter kits and cash assistance to the most vulnerable families, helping them repair their war-damaged homes and reopen shops and businesses.



**AUGUST**

Australia for UNHCR

Australia for UNHCR launches an appeal to build a Vocational Training Centre for young refugees in Kyaka II settlement in Uganda, as well as youths from the local community. The appeal raises \$1.4 million and by year's end the construction of classrooms and student dormitories is well underway.



**NOVEMBER**

UNHCR / J. Kohler

Australia for UNHCR launches an appeal to help UNHCR keep the Lifeline cash assistance program running in Jordan, where the majority of Syrian refugees live in extreme poverty. The campaign raises \$797,000 by the end of the year, helping Syrian families pay for essentials like rent, food and medicine.



**DECEMBER**

UNHCR / J. Ferre

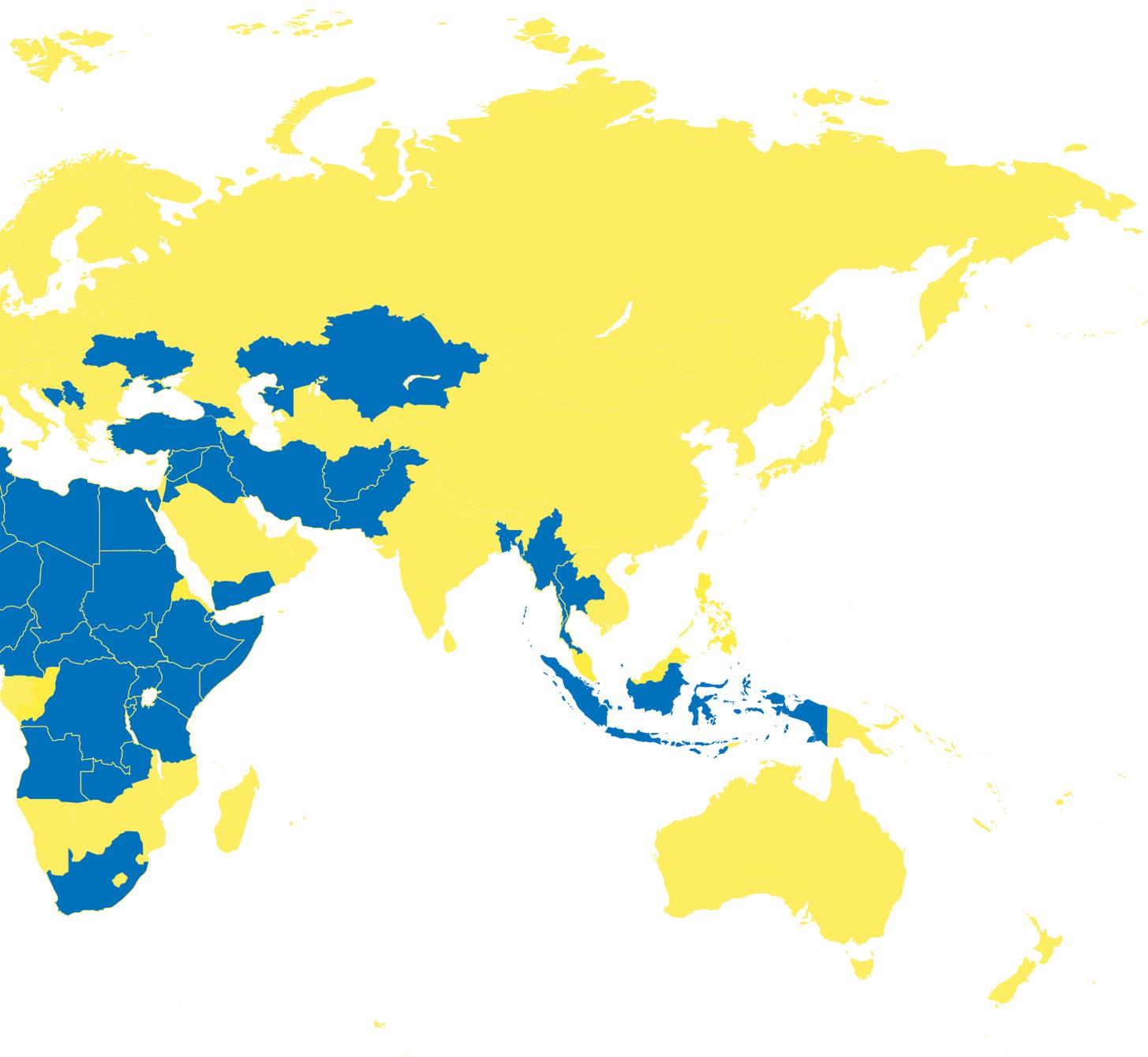
UN High Commissioner for Refugees, Filippo Grandi, calls for changes to the way the global community responds to refugee issues. In his opening address to the High Commissioner's 10th Dialogue on Protection Challenges, Mr Grandi says that closed borders and the politicisation of refugees are undermining the rights of people forced to flee.



# How Our Funds Were Distributed in 2017

Australian donors helped to provide emergency relief and long-term support to refugees and displaced people in the following countries:

- |                          |                                  |              |                      |
|--------------------------|----------------------------------|--------------|----------------------|
| Afghanistan              | Democratic Republic of the Congo | Mali         | South Sudan          |
| Algeria                  | Djibouti                         | Mauritania   | Sudan                |
| Angola                   | Egypt                            | Mexico       | Syrian Arab Republic |
| Argentina                | Ethiopia                         | Morocco      | Tanzania             |
| Bangladesh               | Georgia                          | Myanmar      | Thailand             |
| Bosnia and Herzegovina   | Indonesia                        | Niger        | Tunisia              |
| Brazil                   | Iran                             | Nigeria      | Turkey               |
| Burkina Faso             | Iraq                             | Pakistan     | Uganda               |
| Burundi                  | Jordan                           | Panama       | Ukraine              |
| Cameroon                 | Kazakhstan                       | Rwanda       | Venezuela            |
| Central African Republic | Kenya                            | Senegal      | Yemen                |
| Chad                     | Lebanon                          | Serbia       | Zambia               |
| Colombia                 | Libya                            | Somalia      |                      |
| Costa Rica               |                                  | South Africa |                      |



**\$33,220,869** Total humanitarian relief and support provided by Australia for UNHCR in 2017



66% of funds supported UNHCR's emergency programs in greatest need



24% of funds were directed to specific emergency and disaster relief operations



10% of funds supported water and sanitation, nutrition, education, child protection and livelihood programs

## Core relief items shipped for emergencies in 2017

 2,977,213  
blankets

 2,438,895  
sleeping mats

 1,574,570  
plastic sheets

 1,165,095  
jerry cans

 841,839  
kitchen sets

 812,149  
solar lanterns

 594,671  
mosquito nets

 267,872  
buckets

 28,560  
family tents





# UNHCR's Emergency Response

UNHCR emergency teams are ready to deploy within 72 hours of an emergency declaration, leading the humanitarian response to global displacement. The agency's operations are equipped to address multiple, large-scale crises across the globe at any given moment.

To enable rapid response, UNHCR maintains a global network of aid stockpiles. Relief items and equipment are warehoused in seven strategically located regional hubs – Copenhagen, Amman, Nairobi, Isaka, Douala, Dubai and Accra – allowing for efficient transit to anywhere in the world.

These stockpiles give UNHCR the capacity to deliver core relief items to meet the needs of 600,000 people at any one time.

UNHCR's eCentre in Bangkok also provides technical support to teams on the ground, and facilitates communication between different parties involved with emergency response.

In 2017, UNHCR introduced a new emergency response policy that makes mobilising human, material and financial resources even more efficient. It provides for new rosters of specialists on standby, speedier release of emergency funds, prepositioned relief supplies and accelerated selection of staff and partners.

This new policy supports UNHCR's undertaking to develop a new Comprehensive Refugee Response Framework as displacement reaches record highs. This framework aims to provide holistic and sustainable responses to refugee crises to better support people forced to flee and the countries that host them.

Rohingya refugee  
Laila Begum and her  
daughter Aysha open  
their UNHCR relief  
items kit at their  
emergency shelter in  
Kutupalong refugee  
camp, Bangladesh.

UNHCR / A. McConnell

# Key Emergencies



## BANGLADESH ROHINGYA EMERGENCY

**In September, UNHCR declared a Level 3 Emergency – its highest category – as an estimated 671,000 Rohingya refugees began to flee violence in Myanmar’s Rakhine State. In response, Australia for UNHCR launched a full scale emergency appeal and secured \$7.4 million in three months, a fundraising record for the organisation.**

The Rohingya emergency was the world’s fastest growing refugee crisis in 2017. Refugees arrived in Bangladesh after walking for up to two weeks with little food or water. They joined 300,000 Rohingya refugees already in the country.

UNHCR rapidly scaled up its existing operations in Bangladesh. Immediate concerns included the spread of disease in overcrowded camps and meeting basic needs such as shelter, clean water, food and healthcare.

Arrival rates peaked at 20,000 daily, with UNHCR helping to identify new sites for transit centres and settlements.

By the end of the year, UNHCR had delivered over 2,100 metric tonnes of core relief items including tarpaulins, bedding, solar lanterns and kitchen sets. UNHCR also supported the construction of 250 latrines and 90 tube wells, as well as emergency nutrition and vaccination campaigns.

By the end of 2017, a Family Counting Program initiated by UNHCR ensured every Rohingya family was registered and their specific needs documented. This included additional support for unaccompanied children and single mothers, and specialised services such as trauma counselling.





ABC

## Partnership with the Australian Government and ABC

Australia for UNHCR’s Rohingya appeal was significantly boosted by a partnership with the Australian Government through a unique dollar matching initiative and a joint public appeal with other leading NGOs at the forefront of emergency operations in Bangladesh and Myanmar. The Australian Broadcasting Corporation (ABC) also provided significant support by promoting the appeal nationally across television, radio and online.

Announcing the joint appeal, Minister for Foreign Affairs, the Hon Julie Bishop MP, highlighted the critical role that Australian

humanitarian agencies were playing in the international response.

The Minister also announced that, during the joint appeal window, the government would match every public donation to Australia for UNHCR, dollar for dollar, with a grant of up to \$2.5 million. This recognised UNHCR’s leadership role in the protection response for Rohingya refugees in Bangladesh and also Australia for UNHCR’s extensive donor support base.

This government incentive added significant momentum to the appeal. The Australian public responded generously and donations exceeded

the \$2.5 million target, helping Australia for UNHCR secure the full \$2.5 million grant. This added to the \$1.9 million already raised by Australia for UNHCR prior to the matching initiative.

Overall more than 21,000 donors responded to Australia for UNHCR’s campaign, including individuals, schools, community groups and businesses. By the end of 2017, private sector donations totalled \$4.9 million.



### UNHCR’s emergency response included:

More than **20** airlifts carrying life-saving aid

Over **200** staff on the ground

Access to clean water for **230,000** refugees



UNHCR / R. Arnold



UNHCR / J. Ose

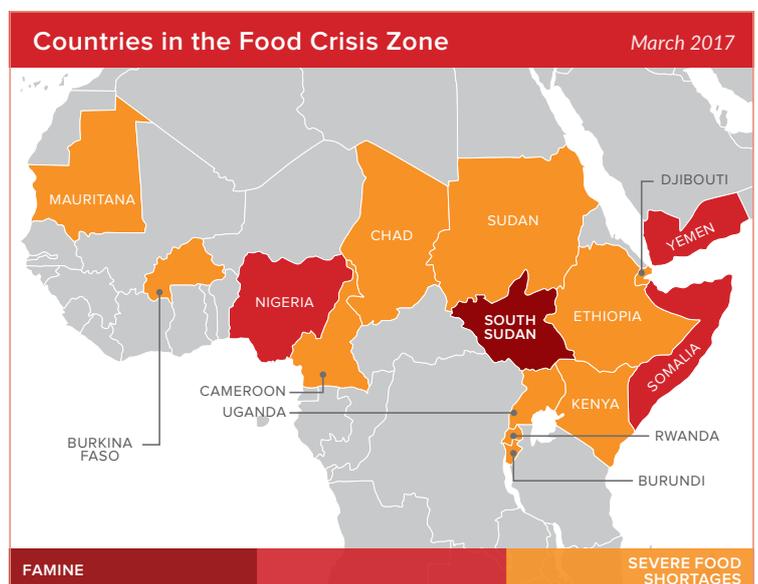
## AFRICAN FOOD CRISIS

UNHCR and the World Food Program (WFP) mobilised joint operations in February as drought and entrenched conflict disrupted food supplies across 13 African nations and neighbouring Yemen. Two million refugees faced severe malnutrition and famine was declared in South Sudan's Unity State.

Australia for UNHCR responded with an emergency appeal and raised \$709,000. This funded ready-to-use therapeutic foods like Plumpy'Nut paste and fortified milk for malnourished refugee children. It helped UNHCR provide clean water and emergency nutrition in refugee camps and trained medical staff for treatment centres.

In Uganda, Australia for UNHCR supported a supplementary feeding program for almost 30,000 malnourished South Sudanese refugee children. In addition, 11,372 pregnant and lactating women benefitted from emergency nutrition programs to treat and prevent malnutrition.

As a result of the immediate and sustained humanitarian efforts by UNHCR, WFP and their partners, Unity State was no longer in a state of famine by the end of the year. UNHCR continued to provide emergency nutrition across the region for the remainder of 2017.



*“The happiest moment? When I see my son eating! To make sure he eats three times a day is the toughest task as a refugee mother.”*

Afra, Sudanese refugee



UNHCR / E. Byju



NHCR / P. Wiggers

## SOUTH SUDAN

**South Sudan was Africa’s fastest growing and largest humanitarian crisis in 2017.**

By the end of the year, an estimated 2.5 million people had fled civil war and food insecurity into six neighbouring countries – Central African Republic, the Democratic Republic of the Congo, Ethiopia, Kenya, Sudan and Uganda. An estimated 2 million people remained displaced inside South Sudan.

UNHCR continued to assist newly arrived refugees and identify the most vulnerable. Life-saving supplies were distributed including emergency nutrition, clean water, shelter, blankets, jerry cans, kitchens sets and mosquito nets.

Funds raised by Australia for UNHCR supported relief operations inside South Sudan and in neighbouring

Uganda, which was hosting more than 1 million South Sudanese refugees.

UNHCR’s protection initiatives included border monitoring to ensure the safe passage of refugees, in addition to registration, documentation, and sexual and gender-based violence prevention and response.

### Child refugees from South Sudan reach record high

By May 2017, 1 million children had fled from South Sudan and a further 1.14 million children had been internally displaced.

In addition to physical upheaval, trauma and health issues, these children risk forced recruitment by militias and are extremely vulnerable to violence, sexual abuse and exploitation.

With 63 per cent of all South Sudanese refugees aged under 18, the UN High Commissioner for Refugees Filippo Grandi labelled the situation “a children’s crisis”.

*“Many children are arriving unaccompanied, separated and deeply traumatised... The cycle of violence must be brought to an end.”*

Filippo Grandi, UN High Commissioner for Refugees



UNHCR / J. Kasamani



UNHCR / H. Maule-finch

## SYRIA

**With the Syrian conflict entering its seventh year in 2017, an estimated 6.5 million people – around one-third of the country’s population – remained internally displaced and 5.5 million people had fled to neighbouring countries.**

The majority of Syrian refugees remained in neighbouring Turkey, Lebanon, Jordan, Iraq and Egypt, with around 85 per cent living in urban areas rather than camps. Many continued to survive in extreme poverty, having exhausted any personal resources or savings, living in crowded apartments, abandoned buildings or temporary structures.

UNHCR’s innovative Lifeline program continued to provide monthly cash assistance to the most vulnerable of these families. Cash assistance is the most effective way to deliver aid in urban settings, enabling refugees to decide their own priorities, whether they need money for rent, food, medicine, heating in winter, or school supplies for children.

Throughout 2017, UNHCR also continued to manage refugee camps across the region and helped provide Syrian refugees with shelter, household items, water and access to healthcare and education.

Inside Syria, UNHCR worked with partners to deliver tonnes of aid to displaced people throughout the year. In the lead-up to the freezing winter months, UNHCR’s winterisation program provided families with stoves and fuel for heating, insulation for tents and damaged homes, thermal blankets and winter clothing.

## UNHCR opens new supply routes

In late June, UNHCR and partners began a series of humanitarian convoys along a vital land route from Aleppo into Syria’s north-east, which had been closed for nearly two years due to fierce conflict. This operation enabled UNHCR and its partners to deliver aid to a greater number of the estimated 30,000 to 50,000 people trapped in the besieged city of Raqqa. The new supply route was serviced by warehouses of UNHCR core relief items in Damascus, Homs and Aleppo.



UNHCR



UNHCR / S. Baldwin

## IRAQ

**In July, the city of Mosul was freed from militant control following a ten-month military offensive that had trapped some 400,000 people in the Old City and forced an estimated 824,000 to flee.**

Throughout the battle, UNHCR established emergency camps to shelter people fleeing the city, helping deliver basic aid such as tents, sleeping mats and other core relief items.

When the offensive ended, UNHCR continued to provide aid and protection to the many displaced residents unable to return home due to the destruction of property and infrastructure, including water services and electricity supply. By August, only 10 per cent of those who had fled West Mosul had been able to return

home, in contrast to East Mosul where 90 per cent of people had returned.

For the families who could safely return, UNHCR distributed thousands of shelter kits. These kits included 'sealing off' materials – tarpaulins and basic building supplies to help families fix their damaged homes and make them habitable again.

UNHCR also provided cash assistance to some of the most vulnerable displaced families, helping them purchase essentials such as food, medicine and children's needs.

MORE THAN  
**3 million**  
Iraqis displaced overall

OVER  
**426,000**  
people living in camps  
assisted by UNHCR

SOME  
**11 million**  
Iraqis in need of  
humanitarian aid

OVER  
**260,000**  
Iraqi refugees living  
in other countries

## Returning home to Mosul

Shehab Nawaf Shehab, his wife Um Ahmed and their children spent four months living in a displaced persons camp after their house in West Mosul was destroyed in the fighting. In early August 2017, they returned to West Mosul, where they hope to rebuild their home and their lives.

In the meantime, they are living with Um Ahmed's sister and husband. Between the two families there are 17 people sleeping in just three rooms. Like many houses in the neighbourhood, the doors and windows were blown out by explosions, but a UNHCR 'sealing off' kit allowed them to carry out basic repairs and secure the home.



UNHCR / C. Yarr

# Forgotten Emergencies

**With a global mandate and operations in 130 countries, UNHCR protects displaced people in many situations away from the media headlines but where aid is just as critical for saving lives.**

Private sector contributions are vital in these situations as they are often significantly underfunded and overlooked by government donors. Monthly contributions by Australia for UNHCR donors support UNHCR's general emergency fund, enabling the agency to direct resources to areas of greatest need and help address dangerous gaps in funding.

These are some of the 'forgotten' emergencies supported by Australia for UNHCR in 2017.



UNHCR / M. Hamoud

## Yemen

**The civil war in Yemen, already one of the poorest countries in the Middle East, has severely compounded needs arising from decades of poverty, food insecurity and diminished social services.**

Some 22.2 million people – more than 75 per cent of the population – remained in need of humanitarian assistance in 2017. Around 2 million people were internally displaced and 190,000 had fled to neighbouring countries. Some 280,000 refugees – mostly from the Horn of Africa – were seeking shelter in Yemen despite the rapidly deteriorating conditions due to conflict, food insecurity and cholera outbreaks.

The closure of land, sea and air borders for several weeks in November created

additional humanitarian concerns, preventing aid and commercial supplies from entering the country. The limited supplies of goods forced living expenses up, placing already vulnerable displaced people in increasingly precarious positions.

During the year, UNHCR supported 400,000 individuals with core relief items, almost 350,000 people with cash assistance, over 82,000 with shelter kits and issued more than 7,000 returnee kits for refugees deciding to return to Somalia. More than 98,000 medical consultations for refugees and host communities took place at UNHCR-supported clinics.

Since the start of the conflict in March 2015, UNHCR has provided over 1 million people with core relief items, such as plastic sheets, blankets, mattresses and buckets.



UNHCR / M. Hamoud

***“We lost our land, home and furniture and became homeless overnight. Our hope is for this ugly war to end and the warring sides to let us live in peace.”***

Fatemah Murai, displaced from Niham in Yemen's capital city, Sana'a



## Democratic Republic of the Congo (DRC)

Ongoing violence uprooted more than 2.16 million people from their homes in 2017, mainly in the Kasai, Tanganyika and Kivu regions. An estimated 600,000 people fled the country altogether. Those who remained also faced food insecurity and the worst cholera outbreak in 15 years, with over 55,000 cases.

Meanwhile, over half a million refugees from other parts of Africa sought shelter in the DRC, fleeing conflict in their own countries.

UNHCR remained on the ground in the DRC, providing shelter, core relief supplies, protection services and sexual and gender-based violence prevention and response programs. UNHCR also supported water and sanitation activity to help improve public health.

UNHCR received less than a quarter of the US\$236.2 million it required for DRC operations in 2017.

## Burundi

Since violence erupted in 2015, over 428,000 Burundians have fled to neighbouring countries in search of safety. Hundreds of thousands more are displaced within the country.

While the worst violence eased in 2017, the political situation remained fragile, with continued displacement within and outside the country. Lack of international funding led to significant pressures on the provision of adequate shelter, health services and education.

Initiatives supported by UNHCR included family reunification, healthcare for mothers and infants, improved safe water supplies, and work to prevent sexual exploitation and abuse. UNHCR also worked with governments and partners to help Burundian refugees become more self-reliant in their countries of refuge.



## Central African Republic

The Central African Republic (CAR) has faced entrenched conflict for several years but an escalation in violence generated new waves of displacement from May.

By the end of December, 688,700 people had been displaced, reaching the highest level since 2013. An estimated 543,000 Central Africans fled to neighbouring countries.

Food, health, shelter, water and sanitation remained the primary concerns for refugees living outside formal sites and for the communities hosting them.

Both in CAR and neighbouring countries, UNHCR continued to deliver basic relief items and established new community shelters. In neighbouring countries, UNHCR also supported livelihood programs for CAR refugees.

# Ongoing Protection of Refugees

At the start of 2017, some 11.6 million refugees were in a state of 'protracted displacement', meaning that they had been forcibly displaced for more than five years. For an estimated 4.1 million refugees, their exile has lasted for 20 years or more.

In addition to supporting UNHCR's emergency response, Australia for UNHCR directly funds programs for refugees in protracted settings. These programs provide infrastructure and services to ensure the health and safety of refugees, improve their quality of life and enable them to support themselves and their families.

Finding durable solutions that enable refugees to rebuild their lives and live in dignity and peace is a core part of UNHCR's work and mandate.

The New York Declaration for Refugees and Migrants, which was signed by all 193 member states of the United Nations in 2016, committed to developing a Comprehensive Refugee Response Framework (CRRF) for emergencies and protracted displacement situations. At the heart of this framework is the idea that refugees should be included in communities from the very beginning.

Community integration prevents refugees from being relegated to the margins of society, where they are vulnerable to poverty, exploitation, violence and disease. Access to education and labour markets allows them to build their skills and become self-reliant, contributing to local economies and fuelling the development of the communities hosting them.



Housing



Healthcare



Education



Safe Places



Vocational Training



Livelihoods



Reuniting Families



Supplies



Cash Assistance





Refugee students learn how to make dresses at the Bujubuli Vocational Training Centre in Uganda. With sewing skills they can find employment or start their own small businesses.

Australia for UNHCR

# Vocational Training Centre

An Australia for UNHCR appeal launched in August raised \$1.4 million to build a Vocational Training Centre in Kyaka II refugee settlement in Uganda.

Kyaka II is home to an estimated 27,000 refugees from surrounding countries, and over half are aged under 30. After they complete primary and secondary school, further education for these young people is extremely limited. Without vocational skills, employment opportunities remain out of reach.

The Vocational Training Centre funded by Australia for UNHCR will become a vital part of the Kyaka II community. Currently under construction, the centre will offer accredited training in a wide range of trades and services from hairdressing and catering to motor mechanics and carpentry. It will cater for young refugees between the ages of 14 and 30, as well as locals who have not had the opportunity to obtain vocational skills.

In addition to site preparation and construction work, Australian donations will support the fit-out phase, which includes furnishing and equipping the lecture rooms, computer centre, school farm, laboratory and workshops.

Working with the Ugandan Government and our partners on the ground – UNHCR, Windle Trust Uganda and the Danish Refugee Council – Australia for UNHCR will support the centre through its first three years of operation.





National Director Naomi Steer hands Fatima Eltom, Head of UNHCR's sub office in Kyaka II refugee settlement in Uganda, messages of support from Australian donors to young refugees.

Australia for UNHCR

## A model for refugee-hosting countries

In 2017, the total number of refugees in Uganda is estimated to have reached 1.3 million, making it the largest refugee-hosting country in Africa.

Despite the pressure on social services and infrastructure, Uganda maintains one of the most progressive approaches to refugee protection in the world. The government upholds an inclusive policy granting refugees freedom of movement, the right to seek employment and establish businesses, and access to public services such as education.

As a model for other refugee-hosting countries, Uganda is piloting UNHCR's Comprehensive Refugee Response Framework, or CRRF. This framework calls for greater support for refugees and the countries that host them, and lays out a vision for a fairer and more sustainable response to refugee crises.

The Vocational Training Centre supported by Australia for UNHCR is a pilot initiative within Uganda's implementation of the CRRF. When the centre opens in 2019 it will benefit both refugees and the local host community, increasing young people's livelihood opportunities, building their self-reliance and boosting the local economy.



Australia for UNHCR



Australia for UNHCR

# Unaccompanied and Separated Children

An Australia for UNHCR appeal launched in May raised \$1.1 million to support UNHCR's work with unaccompanied and separated refugee children.

Without the protection of organisations such as UNHCR, these children are particularly at risk of exploitation, malnutrition and disease. For many years Australia for UNHCR has supported vulnerable children in countries such as South Sudan, Burundi, Ethiopia and Syria.

The funds raised by Australia for UNHCR in 2017 were directed to Tigray refugee camp in northern Ethiopia, where 34 per cent of all children are unaccompanied. The majority are Eritrean children escaping compulsory military conscription, which would cut short their education and potentially keep them in military service for up to 20 years.



UNHCR / K. Egztabier

Australian donors supported child protection activities and family tracing services in Tigray camp. By the end of 2017, UNHCR had reunited 3,144 children with their families. Meanwhile, 2,290 children whose family members were unable to be traced were successfully placed into family-based care.

An estimated 3,600 unaccompanied children arrived in Tigray camp in 2017 and all were registered for protection by UNHCR. Continued efforts are underway to trace their families or find suitable placements with foster families to allow them to grow up in a safe and protected environment with dedicated caregivers.

## Emmanuel's story

It was Christmas Day when shots rang out in Emmanuel's village in South Sudan.

"The day the war arrived in our village, our father was not with us, so we did not know where we can go," he said.

"They were looting people's properties, killing, raping, burning houses. They were taking small boys like us to go and fight. All this I witnessed with my eyes."

Emmanuel gathered his little sisters and ran, eventually finding refuge in the Congolese town of Dungu. UNHCR registered the children on arrival and found them shelter with a local family.

Now 16, Emmanuel is caring for his six younger siblings including a one-year-old baby. His mother was killed in the fighting, and he doesn't know if his father is alive. The children are unlikely to return home to South Sudan and continue to receive child services from UNHCR.



UNHCR / C. Delfosse



UNHCR / J. Herwig

## Cash Assistance Programs

**More than 85 per cent of Syrian refugees live in urban environments, side by side with host communities. After seven years of displacement, the majority of these families have exhausted their resources and now live in extreme poverty.**

UNHCR’s Lifeline cash assistance program has helped thousands of Syrian refugee families achieve transformative and long-term improvements to their quality of life.

Cash assistance is a means-tested allowance for the most vulnerable

refugees, helping them cover the costs of rent, food and other essentials such as medicine and children’s needs.

Over 42 per cent of UNHCR’s cash assistance recipients are either women or single parents struggling to run households with no breadwinners.

Australia for UNHCR dedicated its Christmas appeal to helping Syrian refugees in Jordan, where some 17,000 vulnerable families were at risk of missing out on cash assistance due to a funding shortfall. By the end of 2017, Australian donors had contributed \$797,000 to help UNHCR keep the Lifeline program running.

### *Special thanks to the Cameron Foundation*

for generously supporting our Lifeline cash assistance appeal.

The Cameron Foundation pledged to match, dollar for dollar, the first \$50,000 received in donations.

This commitment provided valuable support to help launch the Lifeline appeal and encouraged more contributions from the public.

## Amal’s story

Amal is one of many female-only heads of household living in Amman. She fled to Jordan with her children after her husband was killed in a bomb strike. She arrived in Amman with only two changes of clothes for each child.

“I used to have a car, a shop, a house,” said Amal, who is unable to legally work in Jordan.

Thanks to UNHCR’s Lifeline cash assistance program, she is able to pay her rent, buy food for her children and cover their school expenses.



UNHCR / S. Rich

# Water, Sanitation and Hygiene

**In situations of protracted displacement, UNHCR aims to provide at least 20 litres of clean water per person per day – the minimum required to remain hydrated, clean and healthy.**

In refugee camps in the Jijiga and Afar regions of Ethiopia, ageing infrastructure is being replaced with an improved distribution network, and water technicians have been recruited to monitor output and water quality.

With the generous support of the Jaramas Foundation, Australia for UNHCR funded the installation of new water infrastructure in five camps, benefitting both refugees and the local host community. In Jijiga alone, 37,300 refugees and approximately 65,000 host community members benefitted from new water supply services in 2017.

Australia for UNHCR also funded the transition from public latrine blocks to household latrines in Afar. By the end of 2017, 50 per cent of households in two refugee camps in Afar had a household latrine. Having these services at a domestic level means better hygiene for families, a safer environment for women and girls, and reduced risk of morbidity and mortality as a result of poor sanitation.



# Shelter

**Australia for UNHCR continued its commitment to providing shelter for refugees and displaced people, including those living in urban settings as well as camps.**

By contributing over \$106,000 to UNHCR's global shelter campaign, Australia for UNHCR helped to deliver emergency tents and tarpaulins, provide rental assistance, and distribute building kits and insulation materials to help families build sturdier homes and winter-proof their makeshift shelters.

By the end of the year, private sector funds raised by UNHCR's global campaign had helped house over 850,000 forcibly displaced men, women and children in emergency, transitional and durable shelters.

# Milk Project and Nutrition Programs

**In 2017, Australia for UNHCR again supported an innovative multi-year project to provide livelihoods and nutrition to Malian refugees in Burkina Faso.**

Both the refugees and their hosts are pastoralist communities, subsisting on a traditional diet of millet and milk. In the refugee camps, however, many families are unable to access milk on a regular basis because of seasonal fluctuations in livestock productivity or the loss of their herd due to displacement or drought.

Australia for UNHCR funds supported the establishment of dairy micro-enterprises owned by women, milk processing and preservation facilities, and milk kitchens in the camps to maintain supplies for both refugees



UNHCR / M. Cardeon

and the local community throughout the year.

Australia for UNHCR also contributed to nutrition programs for Malian refugees in 2017. These complemented the milk project and included malnutrition treatment

programs and milk distribution in school canteens for every child between the ages of 6 months and 5 years old. These programs contributed to the relatively low prevalence of acute malnutrition among Malian children, decreasing from 7 per cent to 6.34 per cent in 2017.

# Livelihoods

**Providing the opportunity to work and earn a living is one of the most effective ways to help refugees and displaced people rebuild their lives and become self-reliant again.**

Australia for UNHCR is a strong supporter of UNHCR's livelihood programs, particularly those that help women achieve financial independence.

The Refugee Women's Craft Group in Kampala, Uganda, was established to provide urban refugee women with a regular income. Many are the sole providers for their families after fleeing conflict in countries including Rwanda, South Sudan and Burundi. The income they earn helps them pay for rent, food and other essentials, as well as their children's school fees.

In 2017, Australia for UNHCR was again the craft group's largest customer with the purchase of 15,000 beaded keyrings. These are included in welcome packs for new donors, connecting them with the women in the craft group.

Funds from Australia for UNHCR also contributed to a range of livelihood programs for South Sudanese refugees in Uganda. These included agricultural training, seeds and tools for 114,000 refugees, enabling them to make an income from surplus crops; start-up capital grants or materials to 59,000 refugees to improve their income-generating activities; and business skills training for more than 13,000 refugees.



Australia for UNHCR



A Rohingya boy plays with his handmade kite in Kutupalong refugee camp in Bangladesh.

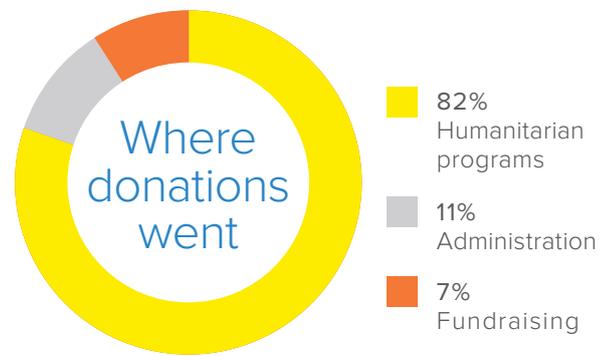
# Fundraising Highlights

**\$38.7 million** private sector funds raised

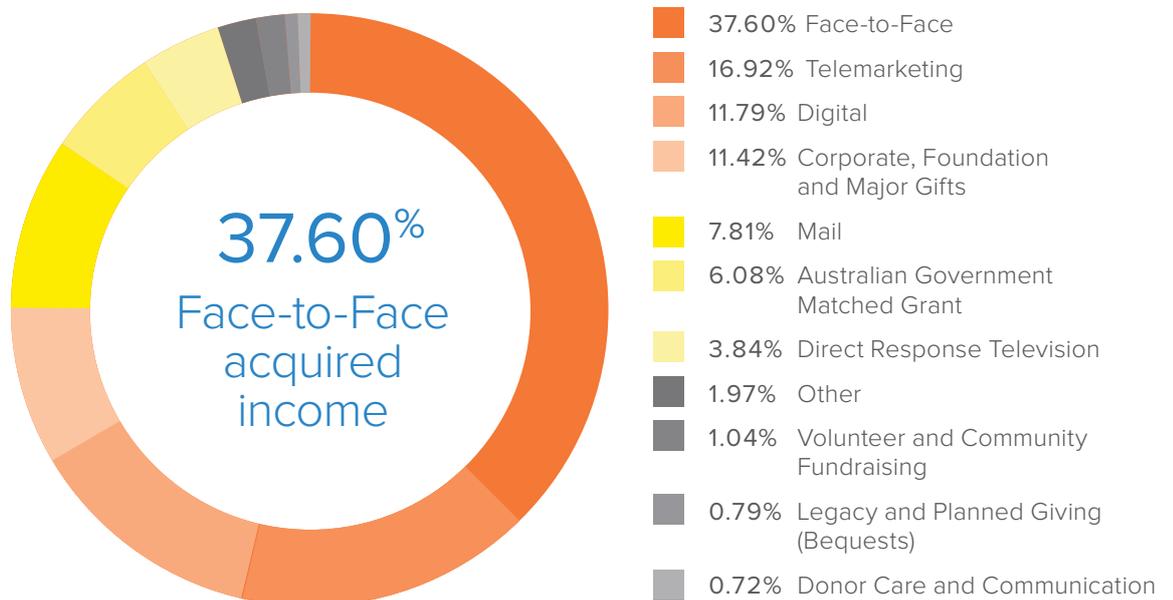
An additional **\$2.5 million** was secured from the Australian Government through matched funding for the Rohingya emergency

**14.1%** growth on 2016 income

**\$21.7 million** raised through our regular giving program and directed to UNHCR's General Emergency Assistance Fund



## 2017 fundraising income streams



# Community Fundraising

## Our Donors in Action



### Nhan Phan

In 1977, Nhan Phan and her family fled the war in Vietnam. To mark the fortieth anniversary of their arrival in Australia, Nhan decided to 'pay it forward' and raise money for refugees.

As part of Team UNHCR, she completed the 2017 City2Surf in Sydney and raised \$5,000.

Having been a refugee herself, Nhan understands the challenges facing today's refugees and is proud to stand in solidarity with them.

*"I believe that everyone deserves a safe place to call home and the freedom and opportunity to achieve their potential."*



### Sky divers from Adelaide

The sky was literally the limit for a team of intrepid fundraisers from the Flinders Medical Centre in Adelaide. Inspired by UNHCR's work and motivated to help Rohingya refugees fleeing Myanmar, cardiologist Dr Julian Vaile and cardiology trainees Amara, Anthony, Cat and Ehsan decided to raise money by jumping out of a plane.

The team surpassed their fundraising goal of \$1,500 and raised \$4,500 in just two weeks.

*"We believe it is our duty to give to those who are less fortunate than us. UNHCR's work in responding to humanitarian needs globally is a cause worth supporting."*



### Lynn Dang

Lynn Dang was just three years old when her family fled Vietnam and found safety at a UNHCR camp in Malaysia. They were provided with shelter, food, clothing and medical attention. "UNHCR reminded us of our humanity and gave us hope for our future," says Lynn.

Lynn wanted to give back to the organisation that had helped her family so she joined Team UNHCR and ran the 2017 Sydney Morning Herald Half Marathon, raising \$3,000 from family and friends.

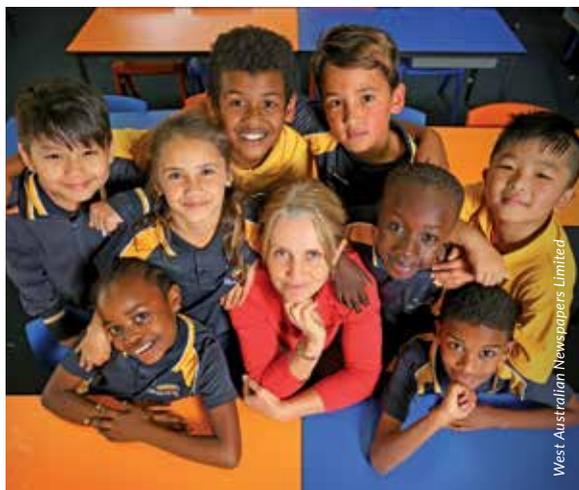
*"We all want a more compassionate and peaceful world. It starts with how we treat and protect the most vulnerable."*

# A New Generation of Refugee Advocates

## Lunch Money for Refugees

In 2017, Australia for UNHCR invited teachers, students and parents to help provide emergency nutrition to refugee children through its new community fundraiser, Lunch Money for Refugees.

Every year around 3 million children under five die due to causes related to malnourishment. Yet even a severely malnourished child has a 98 per cent chance of survival if they receive nutritional support in time. When schools take part in Lunch Money for Refugees, students are encouraged to bring a packed lunch from home and donate their lunch money or a gold coin to Australia for UNHCR.



## Koondoola Primary School

Koondoola Primary is one of the most multicultural schools in Perth, welcoming refugee students and their families from South Sudan, Ethiopia and Eritrea.

When Year 4 teacher Ann Brown heard about the famine and civil war affecting families in South Sudan, she felt she had to do something. Her class suggested that the school hold a Free Dress Day to raise money for Australia for UNHCR. Supporting refugees is an issue close to the community's heart and the day was embraced by all.

*“Do what you can to bring about change and help alleviate the suffering of those struggling to survive.”*

Ann Brown

## Kimberley College

Kimberley College in Carbrook, Queensland, lived up to its school motto, 'With Courage and Compassion', after receiving a Lunch Money for Refugees information pack.

After learning about the plight of Rohingya refugees and UNHCR's work to protect them, the college generously donated \$50,000 to Australia for UNHCR's Rohingya emergency appeal.



# Community Engagement



## World Refugee Day Breakfast

Australia for UNHCR supporters came together at the annual World Refugee Day Breakfast in June to stand in solidarity with refugees and honour their resilience.

Keynote speaker, President and Vice-Chancellor of University of NSW Australia, Professor Ian Jacobs, called on all sections of society, including universities, corporates and individual citizens, to play a greater role in helping support refugees. He also highlighted the significant contribution that refugees themselves bring to communities.

Host of the event, ABC presenter Kumi Taguchi, interviewed Mr Deo Masudi, a former refugee from the Democratic Republic of the Congo who, with his family, featured in the first series of the ground-breaking SBS program *Go Back to Where You Came From*. Deo shared insights into his family's experience of displacement, including their years living in Kakuma refugee camp in Kenya and their eventual resettlement in Australia.

Over 500 guests attended the event from across the business community and civil society. More than \$180,000 was raised, helping fund the building of a Vocational Training Centre for Kyaka II refugee settlement in Uganda.



Deo Masudi and Kumi Taguchi



Nai Jit Lam, UNHCR's Deputy Regional Representative in Canberra

*"As they become part of the local community, refugees often forge ahead with their determination to succeed... Host communities typically benefit greatly from the skills and innovation that refugees bring. In some cases, new markets and supply chains are created, and greater economic gains ensue for everyone."*

Professor Ian Jacobs, President and Vice-Chancellor of University of NSW Australia



# Lebanon Briefing

**UNHCR Representative to Lebanon, Mireille Girard, visited Sydney in August and briefed supporters on the latest operations in Lebanon.**

Ms Girard discussed the realities of life for the many displaced Syrian families in Lebanon. Over 1 million Syrians have fled to Lebanon, where refugees now account for a quarter of the country's population. She also described the significant pressures this has placed on Lebanon's infrastructure and social services, and how UNHCR is supporting displaced Syrians across the country.



# Karen Community New Year Celebration

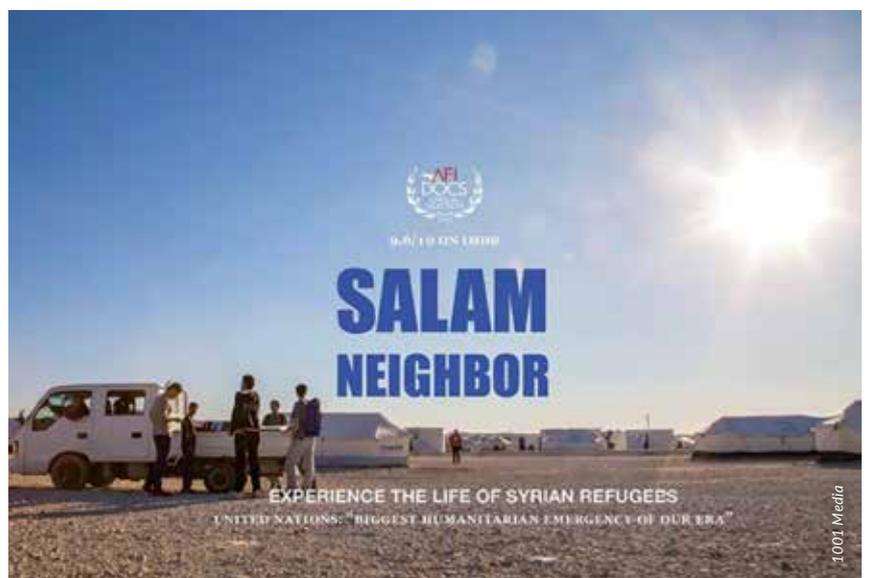
**On 23 December, National Director Naomi Steer joined community representatives and over 300 guests from the Australian–Karen diaspora to welcome in the Karen New Year in Sydney.**

Many at the celebration are now resettled in Australia following years in refugee camps in Thailand, near the Myanmar border, for which Australia for UNHCR has long provided support. In her keynote speech, Naomi welcomed the opportunity to reconnect with former Karen refugees whom she first met in Tham Hin camp and celebrate their contribution to the Australian community.

# Christmas Events

**In December, Australia for UNHCR thanked donors with special screenings of the award-winning documentary *Salam Neighbor* in Sydney and Melbourne.**

For the first time, filmmakers were given permission by UNHCR to live alongside Syrian refugees in Jordan's Za'atari camp. *Salam Neighbor* documents their experiences, giving an insight into life inside the camp and uncovering the inspiring stories of refugees. The film played to full capacity audiences in both cities.



# Field Missions



**In May, National Director Naomi Steer and Deputy National Director Trudi Mitchell conducted a mission to Uganda.**

A key objective was to visit Nakivale refugee settlement to review projects previously supported by Australia for UNHCR, including the secondary school and health centre.

The delegation also met with UNHCR staff and other key stakeholders in Kyaka II refugee settlement, where Australia for UNHCR is funding a new



Vocational Training Centre. Construction of the centre began in mid-2017 and is due to be completed in late 2018.

The mission also included a meeting with women participating in the Australia for UNHCR-supported Refugee Women's Craft Group in the capital, Kampala.

**In November, National Director Naomi Steer returned to Uganda with long-term corporate supporter Marcus van Vugt, Partner, PwC Australia (right), and Ian Richard Smith, Chair of the Barefoot to Boots Foundation, a refugee support initiative.**

The focus of the mission was to look at future opportunities to support refugee youth in Nakivale and Kyaka II refugee settlements through education, sport and livelihood programs. With over half the refugees aged under 30, livelihoods are a priority area. The team handed over school books, sporting equipment, computers and a projector to youth groups in both Nakivale and Kyaka II.

A highlight was seeing the progress in construction of the Vocational Training Centre (VTC) in Kyaka II and meeting with future students, who shared their hopes for future employment.

During the mission, Naomi shared the many messages of support sent by Australian donors to refugees as part of the response to the VTC fundraising appeal.



**In August, Australia for UNHCR Special Representative Marta Dusseldorp travelled to Jordan and Lebanon with Head of Communications Mark Macdonald to meet Syrian families and see the impact of UNHCR's work on the ground.**

They visited UNHCR relief operations and met refugee families in Amman and Tripoli who depend on UNHCR's Lifeline cash assistance program. The mission also visited Jordan's Za'atari refugee camp near the Syrian border, which is home to over 70,000 people.

In 2017, critical funding shortfalls placed over 17,000 impoverished families at risk of missing out on vital cash assistance. This mission supported Australia for UNHCR's Christmas appeal to respond to this shortfall.

On returning to Australia, Marta Dusseldorp advocated publicly on behalf of displaced Syrian families to raise funds for UNHCR's Lifeline program. This included giving media interviews and briefing donors at events as well as through her writing.

Content and research from the mission was used extensively throughout the appeal to help raise awareness and funding.



Media coverage included a special feature in Australian Women's Weekly.



Australia for UNHCR



Australia for UNHCR

*“At the start of the war, Syrian refugees fleeing to neighbouring Jordan were resistant to accepting any charity – they were certain their stay would be short and that soon they would return home.*

*“Seven years later, with no peace in sight, everyone is stretched to the limit. Syrian families have fallen into extreme poverty after exhausting any savings they might have brought with them. Many are surviving in makeshift dwellings such as garages or rooms in abandoned buildings, or occasionally in tiny, run-down apartments. The rent for these ‘homes’ can leave very little for a family to cover food, heating, school shoes, blankets and anything else they may need.*

*“To sit down with these people was an honour and a privilege. I am filled with their courage and their hope, and their love for their families. They were so appreciative of the international efforts to assist them.”*

Marta Dusseldorp, actor and Australia for UNHCR Special Representative

# High Profile Supporters

**Australia for UNHCR is grateful for the partnership of high profile supporters, both in Australia and globally, as they support our fundraising activities and advocacy for refugees.**

In 2017, their contribution helped Australia for UNHCR raise public awareness and generate

media coverage on a variety of issues including protection for unaccompanied children, cash assistance for Syrian families, shelter in Uganda and the emergency response to the Rohingya crisis.

Special thanks to Australia for UNHCR's Special Representatives for their generous support and commitment: Marta Dusseldorp, Carina Hoang, Ian Chappell, Aminata

Conteh-Biger, Yarrrie Bangura and Jane Turner.

In addition, Australia for UNHCR acknowledges the support of UNHCR's Global Goodwill Ambassadors and High Profile Supporters for their work in 2017, including Kristin Davis, Alan Cumming, Khaled Hosseini, Helena Christensen, Emi Mahmoud, Ben Stiller, Cate Blanchett, Yusra Mardini and Neil Gaiman.



**Kristin Davis, actor and director**

**Kristin Davis supported Australia for UNHCR's mid-year appeal to protect unaccompanied children as well as the Rohingya emergency appeal.**

“For me, the most shocking part of the Rohingya refugee crisis is the number of children who have had to flee their homes. Over half of the refugees in the camp are children,” Kristin said.

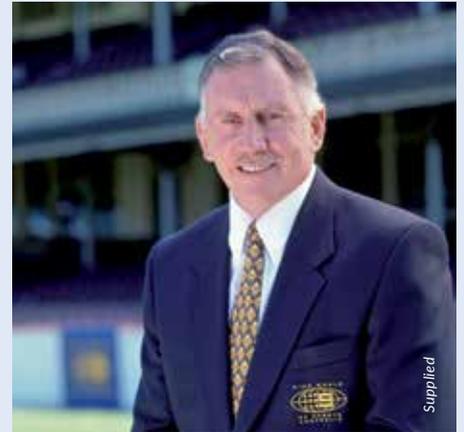


**Alan Cumming, actor and writer**

**In February, Alan Cumming supported a feature with national Australian LGBTI news outlet, *SameSame*, about his mission to Lebanon.**

The piece, which appeared ahead of Sydney's Mardi Gras in March, highlighted the extreme persecution the young refugees Alan met had faced in their homelands due to their sexuality.

“Some had seen their friends being thrown off buildings because they were gay. Even if the wars in their homelands are finally stopped, they can never go back home,” Alan said.



**Ian Chappell, former Australia cricket captain, now commentator**

**Ian Chappell published an opinion piece in the *Daily Telegraph* to galvanise public support for the Rohingya humanitarian response.**

“I was raised with a well-developed sense of fair play, but in my 15 years of involvement with refugee issues it doesn't seem to me that there's much justice in the world in this area. Bangladesh can't handle this crisis alone. Governments in wealthy countries need to do more, and as individuals we need to do more.”

# 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

Beeren Foundation

Beryl Grace Schairer Trust

Cameron Foundation

Dick and Pip Smith Foundation

Finkel Foundation

Global Aid Foundation

Greater Good

Harry & Marion Dixon Foundation

Hawker Foundation

Jaramas Foundation Pty Ltd

Jeanette and Peter Young Foundation

Jenkins Family Foundation

Lacetree Pty Ltd

Mulnot Foundation

Pace Foundation

Paul Ainsworth Family Foundation

S & D Hain Foundation

Sheehan–Birrell Foundation

Sloan Family Trust

The Grace & Emilio Foundation

The Ian Watson Foundation

The Skrzynski Family Sky Foundation

Thank you to the following supporters for their legacy gift

John H Fraser

Francis Gray

Ian K Macnicol

John L Radovic

Doreen M Taylor

Julie A White

Meg Wilbin

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



# About Australia for UNHCR



UNHCR / R. Arnold

## Our 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.

## 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 ACFID – the Australian Council for International Development – and a signatory to ACFID's Code of Conduct, which ensures that non-government organisations (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, 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.

Australia for UNHCR is one of a number of National Partners (NAPs) around the world set up with the support of UNHCR to raise funds from the private sector. We operate through a NFP Recognition 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 Care team on 1300 361 288 or email [info@unrefugees.org.au](mailto: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](http://www.acfid.asn.au)



# Board of Directors

Name	Qualifications, Experience & Occupation	Director since
<b>Mr John W.H. Denton AO</b> Chairman	BA (Hons), LLB Partner and Chief Executive Officer, Corrs Chambers Westgarth Lawyers	July 2000
<b>Mr Michael Dwyer AM</b>	Dip of Superannuation Management, Advanced Dip of Financial Services (Superannuation), Dip of Public Administration, FASFA Chief Executive, First State Super Trustee Corporation	July 2000
<b>Mr John Boulton AM</b>	BA, LLB (Hons), LLM Member of the Australian Institute of Company Directors Lawyer/Sports Executive	November 2000
<b>Mr Paul Reid</b>	BA (Acctg), Dip of Superannuation Management, CA Member of the Australian Institute of Company Directors	December 2004
<b>Mr Rick Millen</b>	MA, Law Oxford University, UK Member Institute of Chartered Accountants Graduate Member of the Australian Institute of Company Directors Director, Cabcharge Limited Director, Palmera Projects	April 2012
<b>Ms Kate Dundas</b>	BA (Communications) Charles Sturt University Vincent Fairfax Fellow, University of Melbourne Graduate Member of the Australian Institute of Company Directors Non-Executive Director Australian Film, Television and Radio School Executive Director Performing Arts, Sydney Opera House	September 2015
<b>Ms Zoe Ghani</b>	BA (Communications) Western Sydney University Chief Technology Officer, THE ICONIC (appointed 27 April 2017)	April 2017

## Our people

By the end of 2017, Australia for UNHCR had a total of 132 employees based in Sydney, Melbourne, Brisbane and Adelaide. We were also supported by dedicated volunteers, who assisted with office operations and special events.

Australia for UNHCR is committed to providing opportunities to people from diverse backgrounds and we employ many former refugees across our organisation. Their firsthand experience of displacement and the work of UNHCR make them powerful advocates for our cause and help ensure we are, in every sense, a refugee focused organisation. In 2017, we also partnered with Settlement Services International (SSI) to begin two paid internships for resettled refugees in our administration team.



# Financial Summary





A tree nursery project in Nduta camp, Tanzania, employs Burundian refugees as well as training local people in horticulture. The nursery grows nine types of trees, some for fruit and others for timber.

UNHCR / G. Goodwin

## Statement of Comprehensive Income

For the year ended 31 December 2017

	NOTE	2017 \$	2016 \$
<b>Revenue</b>			
Donations and gifts – monetary		38,298,746	33,522,358
Grants			
- Overseas related party		10,196,412	9,023,378
- Department of Foreign Affairs and Trade (DFAT)		2,500,000	-
Bequest and legacy income		324,024	322,660
Investment income – interest		113,881	154,204
Other income		99,680	102,959
<b>Total revenue</b>		<b>51,532,743</b>	<b>43,125,559</b>
<b>Expenses</b>			
International aid and development programs expenditure:			
International programs:			
Funds to international programs paid		23,930,061	21,025,776
Funds to international programs accrued		9,290,808	6,844,600
Community education		388,375	269,833
Fundraising costs:			
Funded by overseas grant		10,196,412	9,023,378
Public		3,034,933	2,032,559
Accountability and administration		4,348,238	3,744,824
<b>Total expenses</b>		<b>51,188,827</b>	<b>42,940,970</b>
<b>Excess of revenue over expenses</b>	2	<b>343,916</b>	184,589
Other comprehensive income		-	-
<b>Total comprehensive income</b>		<b>343,916</b>	<b>184,589</b>

For the year ended 31 December 2017, 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 accompany 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 2017

	2017 \$	2016 \$
<b>Current assets</b>		
Cash and cash equivalents	8,300,013	9,392,349
Financial assets – held-to-maturity investments	2,708,563	2,864,059
Receivables	2,779,676	343,532
Prepayments	222,259	912,876
<b>Total current assets</b>	<b>14,010,511</b>	<b>13,512,816</b>
<b>Non-current assets</b>		
Plant and equipment	380,960	322,312
Intangible assets	177,749	125,315
Financial assets – security deposits	343,294	334,269
<b>Total non-current assets</b>	<b>902,003</b>	<b>781,896</b>
<b>Total assets</b>	<b>14,912,514</b>	<b>14,294,712</b>
<b>Current liabilities</b>		
Payables	10,981,352	9,373,291
Lease liabilities	-	15,727
Provisions	418,518	329,459
Unearned revenue	-	1,434,020
<b>Total current liabilities</b>	<b>11,399,870</b>	<b>11,152,497</b>
<b>Non-current liabilities</b>		
Lease liabilities	37,117	-
Provisions	40,001	50,605
<b>Total non-current liabilities</b>	<b>77,118</b>	<b>50,605</b>
<b>Total liabilities</b>	<b>11,476,988</b>	<b>11,203,102</b>
<b>Net assets</b>	<b>3,435,526</b>	<b>3,091,610</b>
<b>Members' funds</b>		
Retained surplus	885,526	541,610
Reserves	2,550,000	2,550,000
<b>Total members' funds</b>	<b>3,435,526</b>	<b>3,091,610</b>

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 accompany 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 2017

	Reserves \$	Retained Surplus \$	Total \$
Funds available for future use at 1 Jan 2016	2,550,000	357,021	2,907,021
Excess of revenue over expenses for the year	-	184,589	184,589
Transfer to reserves	-	-	-
<b>Funds available for future use at 31 January 2016</b>	<b>2,550,000</b>	<b>541,610</b>	<b>3,091,610</b>
Excess of revenue over expenses for the year	-	343,916	343,916
<b>Funds available for future use at 31 December 2017</b>	<b>2,550,000</b>	<b>885,526</b>	<b>3,435,526</b>

The accompany 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 2017

	2017 \$	2016 \$
<b>Cash flows from operating activities</b>		
Cash receipts of grant	9,481,379	10,236,794
Cash receipts of donations, gifts and bequests	38,622,770	33,845,018
Cash payments to suppliers and employees	(18,532,723)	(14,672,197)
Cash payments to UNHCR for overseas projects	(30,774,661)	(27,658,684)
Interest received	116,064	151,806
Other income	99,680	102,959
<b>Net cash (used)/provided by operating activities</b>	<b>(987,491)</b>	<b>2,005,696</b>
<b>Cash flows from investing activities</b>		
Payment for plant and equipment	(163,413)	(283,758)
Payment for intangible assets	(87,903)	(99,715)
Investment in held to maturity financial assets	146,471	(487,892)
<b>Net cash used in investing activities</b>	<b>(104,845)</b>	<b>(871,365)</b>
<b>Net (decrease)/increase in cash held</b>	<b>(1,092,336)</b>	<b>1,134,331</b>
Cash at the beginning of the financial year	9,392,349	8,258,018
<b>Cash at the end of the financial year</b>	<b>8,300,013</b>	<b>9,392,349</b>

The accompany 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 2017

### 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 2017. 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](http://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: Excess of revenue over expenses

	2017 \$	2016 \$
<b>Excess of revenue over expenses has been arrived at after charging the following items:</b>		
Depreciation and amortisation of plant and equipment	140,234	120,492
Operating leases – rental expense	399,827	332,510
Employee benefits expense	6,733,010	6,208,460
Provision for employee entitlements	172,930	22,140

### Note 3: Cash and cash equivalents

Table of cash movements for designated purposes

Purpose / Appeal	Cash available at 1 January 2017 \$	Cash raised during 2017 \$	Cash disbursed during 2017 \$	Cash available at 31 December 2017 \$
General Emergency Assistance Programs for Refugees	5,485,065	22,059,562	(22,926,844)	4,617,783
Global Shelter Program	563,059	106,844	(669,903)	-
Syria Crisis	414,710	616,871	(996,959)	34,622
Sexual gender based violence programs in the Democratic Republic of the Congo	270,220	-	(270,220)	-
Emergency Assistance in Iraq	90,033	58,784	(148,817)	-
Eritrean refugee children in Ethiopia	16,698	796,086	(812,784)	-
Emergency Assistance in Nigeria	2,936	-	(2,936)	-
Emergency Assistance in South Sudan	1,879	120,322	(122,201)	-
Emergency Assistance for Rohingya refugees in Bangladesh	-	6,474,723	(2,486,038)	3,988,685
Uganda Vocational Training Centre	-	932,628	(906,872)	25,756
Other purposes	2,547,749	17,300,544	(20,215,126)	(366,833)
<b>Total</b>	<b>9,392,349</b>	<b>48,466,364</b>	<b>(49,558,700)</b>	<b>8,300,013</b>

#### Note 4: Events subsequent to reporting period

The Company has entered into the 2018 Annual Partnership Agreement and Project Funding Agreement with UNHCR. The agreements confirm the financial contributions from UNHCR for fundraising activities for the year.

#### Note 5: Economic dependency

During the year ended 31 December 2017 the Company was entitled to a grant of \$9,481,379 (2016:\$10,518,140) 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 2018 through the Annual Partnership Agreement and Project Funding Agreement.



Rohingya refugee Nur Hossen makes improvements to his family's shelter in Kutupalong refugee camp in Bangladesh.

UNHCR / A. McConnell

# Directors' Declaration & 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 2017 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 2017 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.

  
Michael Dwyer  
Director

  
Kate Dundas  
Director

Dated at Sydney this 26 March 2018

Australia for UNHCR (ABN 35 092 843 322)  
Concise report for the year ended 31 December 2017



## 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 2017, 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 2017 complies with Accounting Standard AASB 1039 Concise Financial Reports.

### 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 ("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.

### 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 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 intend 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.

An Independent New South Wales Partnership, ABN 27 795 190 962.  
Level 22/662 Condon, 120 Market Place, Sydney, NSW 2000.  
 liability limited by a scheme approved under Professional Standards legislation.

Pitcher Partners is an association of independent firms.  
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**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.
- 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.
- Obtain sufficient appropriate evidence regarding the financial information of the Company or business activities within the Company to express an opinion on the concise financial report. We are responsible for the direction, supervision and performance of the Company audit. We remain solely responsible for our audit opinion.

**Auditor's Responsibilities for the Audit of the Concise Financial Report (Continued)**

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



P. Peter Parker  
Pitcher Partners  
Sydney

26 March 2018

# Directors' Declaration & Auditor's Report



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

I declare that to the best of my knowledge and belief, during the year ended 31 December 2017 there have been no contraventions of:

- i. 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. any applicable code of professional conduct in relation to the audit.

C I Chandran  
Partner

Pitcher Partners  
Sydney

26 March 2018

Accountants-in-Chief (Joint) Status: Partnership, ABN 35 092 843 322  
Level 22, 402 Collins Street, Melbourne, Victoria 3000  
Wholly owned by its ultimate parent under Professional Services legislation

Pitcher Partners is a registered company in Australia  
ABN 35 092 843 322  
Wholly owned by its ultimate parent under Professional Services legislation

*These children attend the Tukungane Early Childhood Development (ECD) Center in Kyaka II refugee settlement in Uganda.*



[www.unrefugees.org.au](http://www.unrefugees.org.au)



**UNHCR**  
The UN Refugee Agency  
Australia for UNHCR

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