

ANNUAL REPORT 2024



UNHCR
The UN Refugee Agency
Australia for UNHCR

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On the cover: Hawida, a teacher and mother of six, lost everything when she fled war in Sudan. She now lives in a refugee settlement in Chad.

"Leaving my country and becoming a refugee was an incredibly challenging and traumatic experience for me and my children," she says. "We are grateful to have found safety and protection here in Chad."

© UNHCR/Eugene Sibomana

TAMILA BEGINS REBUILDING IN UKRAINE

When conflict erupted in her hometown of Kherson, Tamila fled to Poland. She returned when the area was retaken by Ukrainian forces, only to find the scars of war on every street. Her own home was badly damaged from repeated shelling.

"I came back here because home is home," Tamila says. "So now I am alone, trying to put my life together and repair my house."

Two million Ukrainian homes have been damaged or destroyed since the full-scale war began. With support from generous donors, UNHCR is distributing shelter kits and helping families make essential repairs.

"I am grateful to all the people who are concerned for our country. Please don't forget about us," Tamila says.

© UNHCR/Elisabeth Arnsdorf Haslund



Trudi Mitchell (centre) with cooks featured in the Flavours of Hope cookbook.



Peter Shergold, Australia for UNHCR Chair, speaks at a World Refugee Day lunch in June.

REPORT FROM THE CHAIR AND CEO

Australians and New Zealanders continued to demonstrate immense generosity toward refugees in 2024, giving \$34.8 million to support UNHCR’s life-saving work. Support came from all areas of the community, including individuals, philanthropists and businesses, enabling UNHCR to respond to new emergencies, and stay and deliver in ongoing crises.

EMERGENCY RESPONSE

In February, Ukraine entered a third year of full-scale war. The country experienced a surge in major attacks on energy infrastructure – especially dangerous during the harsh Ukrainian winter. Australians donated to shelter repairs, cash assistance, psychological support, and extra winter aid for freezing families.

In August, famine was officially confirmed in Sudan amid ongoing conflict and widespread hunger. Our emergency appeal raised life-saving funds for shelter, water and healthcare, both in Sudan and in neighbouring countries hosting refugees.

In September, Israeli attacks intensified in Lebanon, forcing 1.6 million people to flee. Donations from generous Australians enabled UNHCR to provide

emergency relief items, cash assistance and medical supplies, including 10 ambulances.

In December, we witnessed a historic turning point – the fall of Bashar al-Assad’s regime in Syria. With the country at a crossroads, UNHCR continued to deliver aid to displaced families while also supporting refugees who wished to return home.

SPECIAL CAMPAIGNS

In February, Melbourne-based lawyer and refugee advocate Nyadol Nyuon returned to Kakuma refugee camp in Kenya with Australia for UNHCR. It was the first time she had visited the camp since leaving at the age of 17. We were honoured to host Ms Nyuon at events in Sydney and Melbourne, where she shared her journey with our supporters and raised much-needed funds for education in Kakuma.

In 2024, UNHCR managed 60 emergencies. Of these, nine were climate-related – a significant increase from 2023. Australia for UNHCR held its first climate event to give supporters insight into the UN Refugee Agency’s climate response, which includes working with refugee communities to provide renewable energy in camps.

We also launched *Flavours of Hope* this year – a cookbook that shares the recipes and stories of 10 people from refugee backgrounds. We were delighted to hear from a group of these talented cooks at a special end-of-year event in Sydney.

VITAL PARTNERSHIPS

We renewed our partnership with Islamic Relief Australia for another three years to help refugees rebuild their lives in Nigeria. We also renewed our agreement with SBS to offer the Les Murray Award for Refugee Recognition for another three years. This year, the \$10,000 prize went to Hedayat Osyan, a social entrepreneur who trains and employs refugees and asylum seekers in construction.

In 2024 we continued to work with the Emergency Action Alliance, a consortium of 15 humanitarian agencies that unite during major crises to raise funds rapidly.

WELCOMING NEW AMBASSADORS

In 2024 we welcomed two new ambassadors to Australia for UNHCR. Gillian Triggs, former Assistant High Commissioner for Protection with UNHCR, became a Patron of the organisation, while Anjilla Seddeqi, a fashion designer, lawyer and former Afghan refugee, became an Ambassador.

AOTEAROA NEW ZEALAND FOR UNHCR

Our sister agency continued to grow with operational support from Australia for UNHCR. Aotearoa New Zealand for UNHCR also joined the

New Zealand Emergency Alliance which, like its Australian counterpart, brings charities together to fundraise during humanitarian crises.

THANK YOU

We would like to thank our board, staff and volunteers for their hard work. Most of all, thank you to our amazing donors. Whether you gave a few dollars every month or left a generous gift in your Will – you touched so many lives in 2024.

Prof Peter Shergold
Chair



Trudi Mitchell
CEO



YEAR IN REVIEW

\$34.8 million

Raised by Australia for UNHCR and Aotearoa New Zealand for UNHCR

\$25.1 million

Trasferred to UNHCR for distribution to the field

2.5 x IMPACT

For every \$1 invested, we raised \$2.59 to provide life-saving aid to refugees and displaced people.

KEY EMERGENCIES



AID SNAPSHOT



9,691 tonnes of aid delivered



5.1 million relief items supplied



240 staff trained in emergency response

OUR GLOBAL IMPACT

Australians enable UNHCR to deliver life-saving aid where it's needed most.

UNHCR works in over 130 countries around the world, offering humanitarian assistance in emergencies and safeguarding people's fundamental rights.

When an emergency strikes, UNHCR's teams are often first on the ground. Dedicated staff cover every angle of an emergency, from coordinating airlifts to establishing camps. In long-term crises, UNHCR provides ongoing support such as education, healthcare and livelihood opportunities. UNHCR also helps displaced people return home safely or resettle permanently in other countries.

Countries supported by Australia for UNHCR include:

- Afghanistan
- Angola
- Bangladesh
- Botswana
- Burkina Faso
- Burundi
- Cameroon
- Central African Republic
- Chad
- Democratic Republic of the Congo
- Djibouti
- Egypt
- Eritrea
- Eswatini
- Ethiopia
- Ghana
- Hungary
- India
- Indonesia
- Iran, Islamic Republic of
- Iraq
- Jordan
- Kenya
- Lebanon
- Lesotho
- Libya
- Malawi
- Malaysia
- Mali
- Moldova, Republic of
- Mozambique
- Myanmar
- Niger
- Nigeria
- Pakistan, Islamic Republic of
- Poland
- Republic of the Congo
- Romania
- Rwanda
- Slovakia
- Somalia
- South Africa
- South Sudan
- Sudan
- Syrian Arab Republic
- Tanzania
- Thailand
- Türkiye
- Uganda
- Ukraine
- Venezuela
- Yemen
- Zambia



Lebanon

When violence escalated in Lebanon, UNHCR rushed to deliver emergency aid, including blankets, mattresses and hygiene kits, to families on the run.

© UNHCR/Ximena Borrazas



Ukraine

UNHCR distributed home insulation kits to help Ukrainians stay warm in the face of devastating attacks and power outages throughout the harsh winter.

© UNHCR/Elisabeth Arnsdorf Haslund



Afghanistan

Afghanistan continues to face crippling poverty and inequality. Australian donors helped to rebuild homes and provide clean water in disadvantaged communities.

© UNHCR/Oxygen Empire Media Production



Myanmar

UNHCR provided shelter, clean water and medical care for Rohingya refugees fleeing persecution in Myanmar and seeking safer shores.

© UNHCR/Amanda Jufrian



Yemen

When floods devastated families who'd been living in temporary camps for over seven years, UNHCR provided emergency aid including tarpaulins, blankets and lamps.

© UNHCR/Rahmeh Alhyari



Sudan

With support from generous donors, UNHCR provided transport, shelter and healthcare for people fleeing deadly conflict.

© UNHCR/Ayem Alfadil



Australia for UNHCR staff attend a donor event in Melbourne.

© Australia for UNHCR

WHO WE ARE

Australia for UNHCR is the UN Refugee Agency’s national partner in Australia. We raise funds and awareness to help UNHCR deliver humanitarian relief to displaced families around the world.

By uniting caring Australians – individuals, community groups and businesses – we support people fleeing conflict, disaster and persecution. We advocate and fundraise for both emergency aid and long-term solutions, helping UNHCR reach millions of people in need each year. We also work with people from refugee backgrounds here in Australia to raise awareness of the plight of displaced people globally.

OUR VISION

To empower refugees to build a better future.

OUR VALUES

We are collaborative:

We work together to empower refugees

We are accountable:

We hold ourselves to the highest standards.

We are ambitious:

We challenge ourselves to the best we can be.

We are inclusive:

We can be our authentic selves.

OUR OBJECTIVES

- Maximise sustainable 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.
- Ensure refugee voices are reflected within the organisation.
- 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 field-based projects funded by Australia for UNHCR.
- Invest in new projects with a focus on technology, data, cybersecurity, and enabling systems and processes to meet emerging needs and ensure a robust and resilient operating model.

THE SOCIAL ENTREPRENEUR CHANGING LIVES

In 2024 Hedayat Osyan won the Australia for UNHCR – SBS Les Murray Award for Refugee Recognition. Through his social enterprise, CommUnity Construction, Hedayat trains and employs refugees in construction, empowering them to become self-sufficient.

Mr Osyan is from the persecuted Hazara community in Afghanistan. He fled alone at the age of 17, eventually arriving in Australia, where he worked hard to learn English and complete high school and university. Since launching CommUnity, Mr Osyan has trained 90 people and 60 have found employment in construction.

“Social enterprises like mine make a huge contribution to society,” says Mr Osyan. “We help refugees thrive and become independent. We want to prove refugees are resilient, hard workers and bring new skills to society if you give them opportunity.”

You can find out more about CommUnity at: communityconstruction.com.au

The annual Les Murray Award is given to an outstanding individual from a refugee background and is named after Les Murray AM, the beloved SBS sports commentator and Hungarian refugee.



© UNHCR/Daniel Guida



Oleksandra, 85, collects a thermal kit to insulate her home and stay warm in winter.

© UNHCR/Elisabeth Ansdorf Haslund



Mykola and Nataliia outside their new pre-fab home in Kyiv region, Ukraine.

© UNHCR/Oleksii Barkov

AUSTRALIANS STAND WITH UKRAINE FOR A THIRD YEAR

In 2024 the people of Ukraine endured a third year of full-scale war. Missile strikes continued forcing families to flee, while attacks on energy infrastructure during winter plunged millions into freezing darkness. At the end of the year, around 10 million people were displaced and still unable to return home safely.

Australians continued to demonstrate tremendous generosity towards the people of Ukraine, giving \$3.8 million to support UNHCR's emergency response. This helped UNHCR stay and deliver in Ukraine and across the region. Donations provided humanitarian aid such as blankets and solar lamps in frontline areas, emergency cash to help families buy essentials like food and medicine, and psychological support for traumatised children.

Support for Ukraine came from many parts of the community. For example, in May, Bulgarian classical guitarist Pavel Ralev held a fundraising concert at Hobart's Theatre Royal, with all donations going to UNHCR's work in Ukraine.



Tetyana, 20, fled conflict in the Kharkiv region and is staying with her baby at a shelter in Ivano-Frankivsk, western Ukraine.

© UNHCR/Alina Kovalenko

REBUILDING IN UKRAINE

Mykola and Nataliia's village in Kyiv was attacked at the start of the war, forcing the couple to flee to Poland and live there for two years. When they returned, they found their family home destroyed.

With help from generous donors, the couple received a pre-fabricated home – empowering them to begin rebuilding their lives.

“We are so happy that we finally got help and now we can live in this new home on our own land,” says Nataliia. “Now we have a house, and our daughter can visit and stay with us.”

In 2024, UNHCR provided shelter kits to help families repair their homes immediately after attacks. Mobile teams also visited hard-hit communities to help families make vital repairs - especially ahead of Ukraine's freezing winter months.

UNHCR'S IMPACT IN UKRAINE



666,212 people received protection services such as counselling and legal advice



600,000 people received cash assistance, helping them afford food, medicine and other essentials



70,865 households received emergency shelter kits to conduct basic home repairs following attacks



Nyauke, 18, holds her baby sister at a UNHCR transit centre in Renk, South Sudan.

© UNHCR/Andrew McConnell



Hamid, 35, and her son, Emad, are among the 100,000 refugees who have fled to Egypt since war broke out in Sudan.

© UNHCR/Sanne Blesmans

SAVING LIVES IN SUDAN

April marked a full year of devastating conflict in Sudan, creating widespread suffering. In August, famine was officially confirmed in Zamzam camp in the North Darfur region, with extreme hunger reported in many other parts of the country. By the end of the year, 12 million people had been displaced – mostly inside Sudan, but also into Chad, South Sudan and other neighbouring countries.

Donations from generous Australians supported UNHCR's life-saving work in Sudan and across the region. These gifts provided shelter, clean water, malnutrition screening, healthcare, and protection for extremely vulnerable women and girls.



Supplies arrive at a refugee camp in Chad's Ouaddai region.

© UNHCR/Colin Delfosse

FINDING SAFETY FROM WAR

Hamid, 35, was at home in Sudan's Darfur region when armed men invaded her home, beat her and seized her husband. Tragically, the worst wasn't over. Just one month later, an explosion killed Hamid's twin daughters and their grandmother.

Despite her grief, Hamid still had her 18-month-old son, Emad, to protect. She decided to embark on a dangerous journey to Libya.

"We were in a really, really bad situation," says Hamid. "Despite it all, this journey was better than staying in Sudan."

In Tripoli, Hamid was taken in by a kind family. When Emad fell ill, she didn't have any money to pay for treatment. UNHCR provided vital cash assistance, enabling Hamid to buy medicine for Emad, and also rent a home with other refugee families.

UNHCR'S IMPACT IN SUDAN



133,000 people received tents, plastic sheeting and other kinds of shelter assistance in vulnerable states such as Blue Nile and Gedaref



77,000 households in Sudan received items such as blankets, sleeping mats and mosquito nets



Renk Transit Centre in South Sudan expanded to host more refugees fleeing war in Sudan



© UNHCR/Vivian Toumeah

Rahaf (right) fled escalating violence in Lebanon and took shelter with her mother (left) and three children in Damascus, Syria.

SOLIDARITY WITH LEBANON

In September and October, Israeli attacks killed thousands of people in Lebanon and forced many more to flee, with over 1.3 million people affected by the conflict. These attacks were the most intense in almost two decades.

Lebanon hosts the largest number of refugees per capita in the world, including around 1.5 million Syrians. With support from Australian donors, UNHCR delivered aid to both refugees and Lebanese locals – providing safe shelter, emergency supplies such as blankets and sleeping mats, and psychological support for traumatised families.

UNHCR'S IMPACT IN LEBANON



275,000 people received emergency cash assistance



350,000 items such as mattresses and blankets distributed



10 ambulances and **60** trauma kits donated to Lebanese authorities



© UNHCR/Vivian Toumeah

Mohamed Al Eid, 36, and his family return to Syria from Jordan.

SYRIA AT A CROSSROADS

The end of 2024 saw the collapse of Bashar al-Assad's regime in Syria, leaving the country at a crossroads. While there was tentative hope for a better future, the situation remained complex. In November, fighting forced one million people to flee, while attacks on neighbouring Lebanon pushed half a million people into Syria. At the same time, 90 per cent of Syrians remained trapped in poverty after so many years of war.

At this critical time, Australians stepped up and donated generously to provide immediate aid for those newly displaced, as well as support for families hoping to rebuild their lives.

With this help, Syrians like Mohamed, who had lived abroad for 10 years, were finally able to return home.

"I never thought this moment would materialise, and we could go back to Syria," said Mohamed as he crossed the border back into his country.



© UNHCR/Gregory Doane

Somali refugee boys in Yemen pose with their back-to-school kits.

HIDDEN CRISES

With support from generous Australians, UNHCR was able to continue supporting vulnerable people in protracted crises, including displaced families in Yemen, refugee children in Kenya, and persecuted Rohingya in Myanmar and Bangladesh.

Many supporters chose to make a regular donation, ensuring that UNHCR had funds readily available to respond to new emergencies, such as the mpox outbreak in the Democratic Republic of the Congo and neighbouring countries.



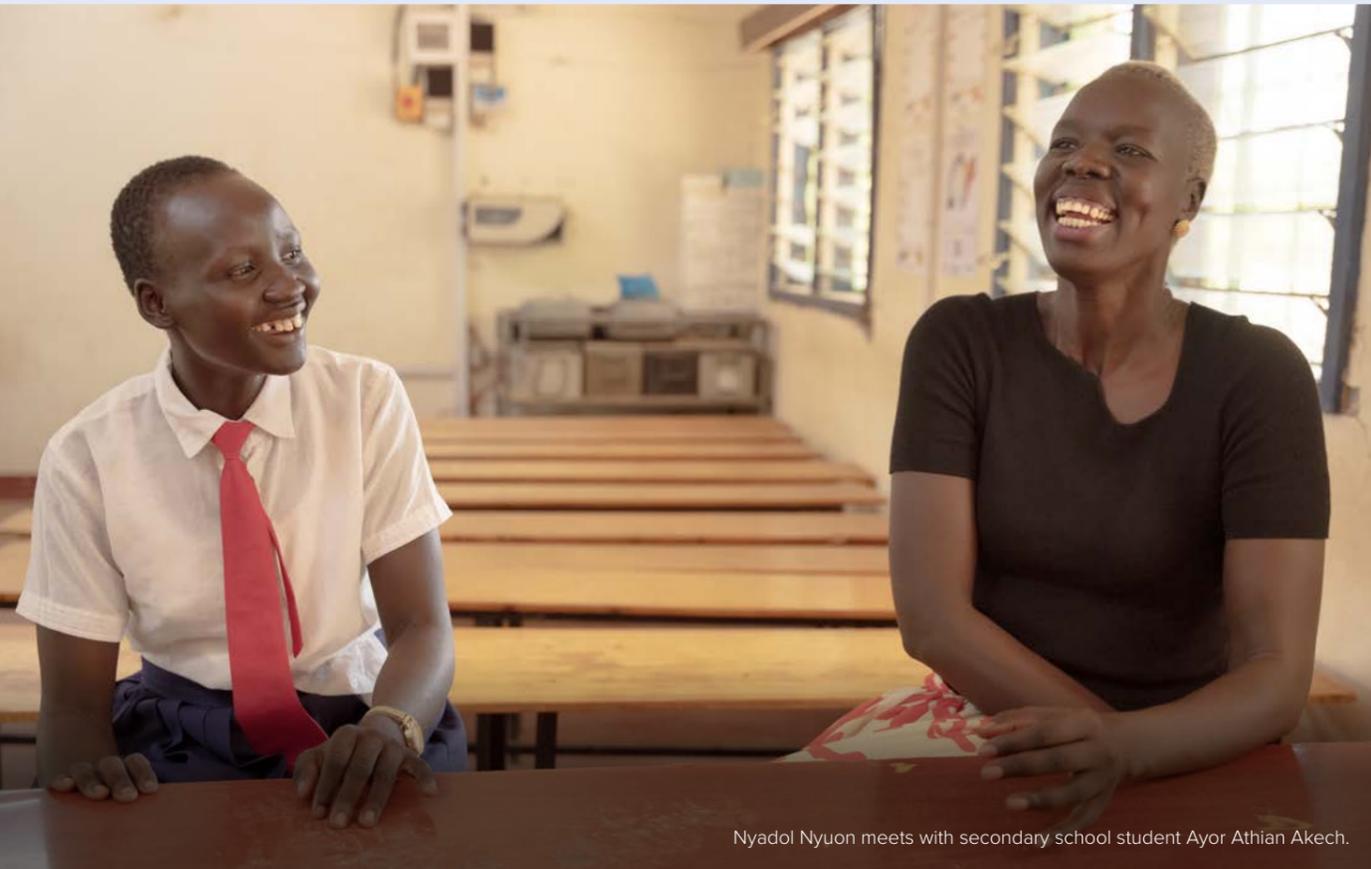
360,000 people received survival essentials such as tarpaulins, blankets and solar lamps in Myanmar



12,000 emergency shelters provided for displaced people in Yemen



70 healthcare workers trained in identification and prevention of mpox



Nyadol Nyuon meets with secondary school student Ayor Athian Akech.

© Australia for UNHCR/Steve Kiza

EMPOWERING THE NEXT GENERATION

This year, Australia for UNHCR worked with Nyadol Nyuon OAM to raise \$445,000 for education initiatives in Kakuma – empowering the next generation to reach their potential and build brighter futures.

In February, Ms Nyuon, a lawyer, human rights advocate and media commentator, returned to Kakuma refugee camp in Kenya for the first time since leaving almost two decades ago.

Ms Nyuon's family is from South Sudan. She spent much of her childhood in Kakuma before resettling in Australia in 2005. Today, she credits much of her success to the extraordinary education she received in Kakuma.

By returning to Kenya with Australia for UNHCR, Ms Nyuon helped to raise awareness of the pressing need for more teachers, classrooms and learning resources to ensure young people – especially girls – don't miss out on the education they deserve. In June, she spoke at Australia for UNHCR's World Refugee Day lunch in Sydney, inspiring 400 guests to support transformative education opportunities in the camp, and in October, she spoke at a donor event in Melbourne, again generously sharing her personal reflections on the lifelong gift of education.

"As a refugee kid, going to school was the most important thing in my life," said Ms Nyuon. "It was truly transformative. It helped me develop a sense of self-worth at a time when my circumstances were extremely challenging."



Mariia and her two children, Kyrlo and Anastasia, shared two traditional Ukrainian pancake dishes in the cookbook.

© Australia for UNHCR/Cain Mascal

CONNECTING THROUGH FOOD

In 2024, Australia for UNHCR collaborated with current and former refugees to produce a cookbook entitled *Flavours of Hope: Treasured Recipes from Refugee Families*.

The book featured 20 recipes from 10 people from refugee backgrounds, most of whom are now living in Australia. The cooks included Fatima Yousufi, the captain of the Afghan Women's National Football team; Akec Makur Chuot, the first African woman to play in the AFLW; and Hamed Allahyari, a chef who owns two Persian restaurants in Melbourne.

Ms Yousufi and Ms Chuot appeared on ABC News Breakfast on World Refugee Day in June to promote the book and raise awareness of how refugees strengthen their communities. Mr Allahyari also spoke at a special donor event in Sydney in December, sharing his own refugee story and what food means to him.

The cookbook helped raise money for UNHCR's life-saving work overseas, which includes caring for malnourished children, providing families with cash to buy food, and helping vulnerable communities grow their own crops.



Somali refugee Elias Nunow Hirab, 27, works at a solar mini grid that provides sustainable energy in Melkadida, Ethiopia.

© UNHCR/Tiksa Negari

CLIMATE CHANGE IN FOCUS

This year, many donors expressed growing interest in the connection between climate change and displacement. Australia for UNHCR hosted an event in Sydney to educate supporters about how climate change is driving displacement, how it affects refugees and their host communities, and how UNHCR is responding.

Supporters heard from Ellen Hansen, former UNHCR focal point on climate action, and Noor Azizah, a Rohingya woman and former refugee. Ms Azizah spoke movingly about her own refugee journey, as well as the impact of monsoons and other climate catastrophes on Rohingya people in Bangladesh.

This was the first opportunity for many donors to learn about UNHCR's Climate Resilience Fund, which supports initiatives such as solarising infrastructure, creating green jobs and building climate-resilient homes.



Shivam School of Dance performs DanceScape to fundraise for UNHCR's work in the Middle East.

© Riana Photography

SPECIAL THANKS

Special thanks to the following corporations, foundations, community groups and individuals for their exceptional support:

- The Agape Charitable Fund
- Ainsworth 4 Foundation
- Australian Philanthropic Services Foundation (APS Foundation)
- Barrie Charitable Trust, a giving fund in the APS Foundation
- Cameron Foundation
- Dick and Pip Smith Foundation
- Equity Trustees
- Equity Trustees Charitable Foundation – Chris Tennant Bequest
- Equity Trustees Charitable Foundation – Malcolm Forbes Memorial
- Equity Trustees Charitable Foundation – The Rose Red Gift
- Equity Trustees Charitable Foundation – Victor G Abbott Endowment
- Farran Foundation
- Frank & Mary Choate Foundation
- The Geoff Ross Endowment, a giving fund in the APS Foundation
- Global Aid Foundation
- Gloria Mao Investment Trust
- Graf family
- Greater Good
- Greengib Ltd ATF Greengib Foundation
- Gum Tree Foundation
- Hawker Foundation
- Hodgson Giving Fund, a giving fund in the APS Foundation
- Islamic Relief Australia
- The Jaramas Foundation
- Kelly Watson Endowment, a giving fund in the APS Foundation
- Kerridge Foundation
- Margaret Johnson Giving Fund, a giving fund in the APS Foundation
- Merwe Laws Foundation Ltd
- Mulnot Foundation
- The Myer Foundation
- Naylor Stewart Foundation
- Neil Hendry & Jean Claude Niederer Fund, a giving fund in the APS Foundation
- Orford Foundation
- Perpetual Foundation
- Perpetual Foundation - Cara Endowment
- Perpetual Foundation - David Walter Harris and Jean Mary Harris Memorial Endowment
- Perpetual Foundation - Gamble Family Endowment
- Perpetual Foundation - Ithaca Endowment
- Perpetual Foundation - Riza's Charity Assist Endowment
- Perpetual Foundation - Symonds Bachetti Endowment
- Perpetual Foundation - The Henry and Patricia Dean Endowment Fund
- Perpetual Foundation - The Pennycuik Endowment
- Perpetual Foundation - The Shingleton Endowment
- Roberts Pike Foundation
- RobMeree Foundation
- S&D Hain Foundation
- Sofia Foundation
- Springboard Endowment, a giving fund in the APS Foundation
- Walk Free Foundation
- Willow Foundation

UNITING FOR A SHARED PURPOSE

A range of corporates, faith-based donors and community groups mobilised for refugees and displaced people in 2024.

In March, students at Townsville Grammar School hosted a multicultural celebration, selling tickets, food and souvenirs to raise money for refugees. In May, 28 employees from DLA Piper Australia and New Zealand trekked across Tasmania's Three Capes, raising over \$200,000 to help refugees and host communities tackle environmental crises. In December, Shivam School of Dance held a special fundraising performance in Bankstown to raise money for UNHCR's work in the Middle East.

The Muslim community continued to support vulnerable refugees. Together, Islamic Relief Australia and Australia for UNHCR gave over \$100,000 to provide families in Nigeria with vital emergency supplies and livelihood support. Meanwhile, many individual donors chose to give their Zakat and Sadaqah to displaced people via UNHCR's Refugee Zakat Fund. Since 2017, this trusted, Sharia-compliant fund has supported almost nine million people in 31 countries including Yemen, Bangladesh and Lebanon.

During Ramadan, Australia for UNHCR held a special Iftar event at Bayti restaurant in Parramatta, raising money for clean water projects in Afghanistan. Guests heard from inspiring speakers including Farah Altaf Atahee, a female judge forced to flee Afghanistan following the Taliban takeover in 2021.

CREATING A LEGACY

Many generous supporters chose to leave a gift in their Will in 2024. Rick Millen, Australia for UNHCR Board member, was among them. Mr Millen first began to support UNHCR's work 20 years ago when he led a corporate foundation. He has visited UNHCR's life-changing education programs in Chad and seen donors' impact first-hand.

"After witnessing the incredible work that UNHCR does, I decided to leave a gift in my Will," said Mr Millen. "This deeply personal choice gives me confidence that refugees will continue to receive vital assistance – now and for decades to come."

Visit unrefugees.org.au/bequests to find out more, or contact Aylin Salt on (02) 9276 6871 to share why you have included a gift in your Will to Australia for UNHCR.

BEQUESTORS

We would like to thank our very special community of bequestors who have made a difference in the lives of many:

- Estate of Heatherbell Margaret Evans
- Estate of Debra Bartron
- Gottfried Klaus
- Estate of Susan Elizabeth Foulger
- Estate of Barbara Poniewierski
- Estate of Joan Kennedy Dwyer

We also wish to thank the many other bequestors who prefer to remain anonymous.

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



CORPORATE STATEMENT

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

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. We are committed and fully adhere to the ACFID Code of Conduct, working with transparency, accountability and integrity.

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

EVALUATION AND MONITORING

UNHCR regularly reviews its work to assess impact for the people it serves. For example, in 2024 UNHCR conducted an evaluation of its Level 3 Response in Ukraine, which found that UNHCR had been effective in delivering a range of humanitarian assistance and protection at scale. For more information about UNHCR's evaluation work, visit unhcr.org/evaluation-office.

Australia for UNHCR also undertakes its own monitoring and evaluation activities in relation to earmarked projects. This includes consultation with UNHCR and other implementing partners in relation to project design, scope and timeframes; reporting on project progress and outcomes; and field trips to view project implementation and learn from partners and participants.

COMPLAINTS

Australia for UNHCR prioritises prompt and appropriate handling of complaints as part of a commitment to operational accountability and transparency. The Complaints Handling Policy is available at unrefugees.org.au/complaints. Complaints relating to a breach of the ACFID Code of Conduct can be made at acfid.asn.au.

OUR PEOPLE

In 2024, CEO Trudi Mitchell led a team of 65 employees across Sydney, Brisbane and Aotearoa New Zealand. Australia for UNHCR's operations were further supported by a dedicated group of volunteers who played a vital role in office management, research and events.

As part of an ongoing commitment to fostering a strong workplace culture, the team revisited its organisational values. Originally developed in 2017 with input from staff and Board members, these values guide decision-making, behaviours and ways of working. Board members and employees refined the values to better reflect the organisation today. The updated values – Collaborative, Inclusive, Ambitious and Accountable – reinforce Australia for UNHCR's culture and commitment to doing more for refugees.

The 2024 annual staff survey highlighted an increasingly engaged workforce. Job satisfaction scores continued to rise, with more employees than ever recommending Australia for UNHCR as a great place to work. For the second consecutive year, 100 per cent of staff stated they are proud to work for Australia for UNHCR, and 96 per cent expressed a willingness to go above and beyond to achieve goals. The survey also underscored a strong commitment to diversity and inclusion, with 98 per cent of staff agreeing that people of all cultures and backgrounds are respected and valued. Additionally, people managers received overwhelmingly positive feedback, with 100 per cent of staff stating their manager demonstrates trust in them, and 96 per cent feeling their manager treats them fairly. These results reflect the strength of Australia for UNHCR's leadership and ongoing efforts to support a positive and inclusive workplace.

OUR SYSTEMS

Australia for UNHCR is committed to operational efficiency and harnessing the benefits of technology. In 2024 the team developed a Data, Technology and Cybersecurity Strategy and commenced the implementation of a project to deliver a new customer relationship management system (CRM), which will underpin the modernisation of many operations. The organisation also invested in additional cyber security measures to strengthen systems, underpinned by regular, quality training for all staff.

BOARD OF DIRECTORS: Australia for UNHCR



Peter Shergold AC, Chair

- Joined the Board in 2020
- Appointed Chair in 2023
- NSW Coordinator-General of Resettlement
- Chancellor Emeritus at Western Sydney University



Kate Dundas, Deputy Chair

- Joined the Board in 2015
- Appointed Deputy Chair in 2018
- Non-Executive Director of Sydney Festival
- Deputy Chair of Sydney Writers' Festival



Lynn Dang

- Joined the Board in 2019
- Director of People APAC at Snap Inc



Sayd Farook

- Joined the Board in 2022
- CEO of Unity Grammar
- Director, RFI Foundation and Dinar Standard



Karen Khadi

- Joined the Board in 2023
- Leads stakeholder engagement for Commodities and Global Markets at Macquarie Group
- Director of LIFE Generation (Australia)



Rick Millen

- Joined the Board in 2012
- Former partner with PwC
- Director of Woor, Jamjeswin and Palmera Projects



Tinke Wesseling

- Joined the Board in 2023
- Former Managing Director of Strategy and Consulting - Supply Chain and Operational Excellence at Accenture
- Co-founder of the Refugee Talent Hub

TRUSTEES: Aotearoa New Zealand for UNHCR



Timothy Mahood, Chair

- Appointed Chair in August 2024
- Joined the Board in 2022
- Partner at Hudson Gavin Martin



Gregory Millar, Deputy Chair

- Joined the Board in 2022
- National Fundraising Manager at IHC
- Previously worked with UNHCR and UNICEF



Trudi Mitchell, Trustee/CEO

- Served as Chair until August 2024
- Joined the Board in 2022



Catherine Harding, Trustee/COO

- Joined the Board in 2022
- Company Secretary of Australia and New Zealand for UNHCR

2024 FINANCIAL SUMMARY

Australia for UNHCR and New Zealand for UNHCR's (the Group) total revenue in 2024 was \$43.3 million, a 3.5% decrease from 2023's revenue of \$44.9 million. The decline was primarily due to a reduction in fundraising income from \$38.5 million in 2023 to \$34.8 million in 2024, which counterbalanced increases in grant income from UNHCR and investment income. 2024, the first non-emergency year since 2021, faced geopolitical complexities that impacted donor engagement and, as a result, fundraising income.

The operating deficit for the financial year to 31 December 2024 was \$469,408 (2023 operating deficit: \$565,738). The investment in the Group's Information Technology and Communications (ITC) project and decrease in fundraising income attributed to the year's deficit result.

In 2024, \$25.1 million (72.2%) of fundraising income funded UNHCR's international programs. \$17.3 million was earmarked for UNHCR use in areas of greatest need, \$6.1 million to provide support for emergency situations in conflict areas such as Ukraine, Lebanon and Sudan, and \$1.6 million funded other UNHCR humanitarian programs. The remaining \$9.7 million (27.8%) was used to undertake fundraising and administration activities, which enabled the organisation to achieve its strategic goals.

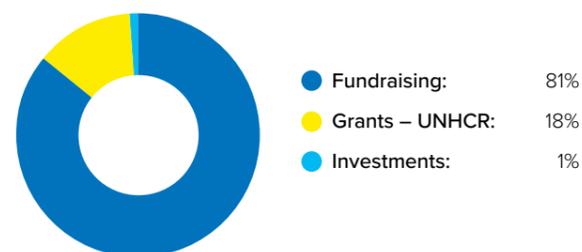
The Group invests in a portfolio of fundraising activities focusing on donor retention and engagement. These activities are delivered through specific communications including mail, digital and webinars. In addition, the organisation continues to see significant growth in channels such as Digital and Philanthropy and Partnerships. Fundraising costs relating to these activities were incurred to acquire and retain donors and help raise funds supporting UNHCR's international humanitarian programs. During the year, the Group spent \$12.7 million in fundraising costs, of which \$7.8 million was funded through a grant from UNHCR. In 2024, the Group received an increase of \$1.8 million in UNHCR grant funding compared to last year to invest into establishing New Zealand operations and fundraising programs which are expected to yield results in 2025 and beyond. The grant provides financial support to drive growth through the development of fundraising activities, donor acquisition and special projects. The provision of the grant is subject to meeting criteria such as return on investment, cost per donor and other non-financial metrics.

Accountability and administration activities support the maximisation of fundraising outcomes and deliver the outcomes sustainably and effectively. In 2024, accountability and administration costs were similar compared to the prior year, being \$5 million. This cost included support staff costs (e.g. finance, HR and administration), office accommodation, maintaining a safe IT environment and fortifying cyber security, investing in staff learning and development, compliance and governance, and insurance.

The current funds available for future use amount to \$6.1 million. Of this amount, \$2.6 million is in Retained Surplus and \$1.9 million in the Innovation Fund. Funds in Retained Surplus are earmarked for investment the Group's customer relationship management system which commenced this year and is expected to be completed by 2026. The Innovation Fund was established to provide funding for investment opportunities to support organisational growth. Having taken into consideration the Company's requirements and reviewing the adequacy of the Restricted Reserves, the balance remains at \$1.6 million for the year ended 31 December 2024.

REVENUE IN 2024

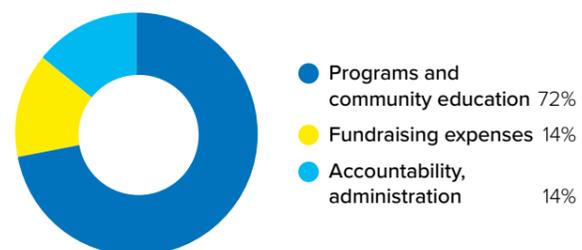
Fundraising income includes monetary donations and gifts from the Australian and New Zealand public and corporations, foundation grants, as well as income from legacies and bequests.



Revenue	%	\$
Fundraising	81%	34,840,247
Grants - UNHCR	18%	7,817,587
Investments	1%	635,834
Total	100%	43,293,668

EXPENDITURE IN 2024

Fundraising, community education, accountability and administration costs expenditure presented below excludes costs subsidised through UNHCR grants.



Expenditure	%	\$
Programs and community education	72%	26,039,194
Fundraising expenses	14%	4,865,079
Accountability and administration	14%	5,041,216
Total	100%	35,945,489

The above revenue and expenditure graphs represent our various components of income and expenditure as a proportion of the totals. Each category is adapted from the summary consolidated financial statements and is based on the definitions described in the ACFID Code of Conduct.

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

For the year ended 31 December 2024

Note	2024 \$	2023 \$
Revenue		
Donations and gifts - monetary	32,178,744	36,976,648
Grants		
Overseas UNHCR	7,817,587	5,976,681
Other Australian	-	413,983
Bequest and legacy income	2,209,494	937,664
Investment income - interest	475,943	377,296
Other income	611,900	190,361
Total revenue	43,293,668	44,872,633
Expenses		
International aid and development programs expenditure:		
International programs:		
Funds to international programs	25,139,792	28,954,740
Community education	899,402	837,743
Fundraising costs:		
Funded by UNHCR	7,817,587	5,976,681
Public	4,865,079	4,611,268
Accountability and administration	5,041,216	5,057,939
Total expenses	43,763,076	45,438,371
Excess of revenue over expenses	2 (469,408)	(565,738)
Other comprehensive income	898	1,466
Total comprehensive loss	(468,510)	(564,272)

For the year ended 31 December 2024, there were no amounts earned or incurred by the Group for the following categories: non-monetary donations and gifts, 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 consolidated concise financial report. These statements should be read in conjunction with the full consolidated financial statements.

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at 31 December 2024

	2024 \$	2023 \$
Current assets		
Cash and cash equivalents	6,923,685	8,316,955
Financial assets - term deposits	5,295,436	5,629,704
Receivables	531,643	423,933
Prepayments	251,632	216,234
Total current assets	13,002,396	14,586,826
Non-current assets		
Plant and equipment	74,595	103,946
Intangible assets	31,277	59,316
Right-of-use asset	723,079	988,969
Financial assets - security deposits	343,294	343,294
Total non-current assets	1,172,245	1,495,525
Total assets	14,174,641	16,082,351
Current liabilities		
Payables	6,369,043	7,690,449
Lease liabilities	380,807	345,085
Provisions	566,457	481,332
Total current liabilities	7,316,307	8,516,866
Non-current liabilities		
Lease liabilities	490,433	806,045
Provisions	266,756	189,785
Total non-current liabilities	757,189	995,830
Total liabilities	8,073,496	9,512,696
Net assets	6,101,145	6,569,655
Members' funds		
Retained surplus	2,560,317	3,021,325
Reserves	1,624,000	1,624,000
Innovation fund	1,917,600	1,926,000
Foreign currency translation reserve	(772)	(1,670)
Total members' funds	6,101,145	6,569,655

At the end of the financial year, the Group 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 consolidated concise financial report. These statements should be read in conjunction with the full consolidated financial statements.

CONSOLIDATED STATEMENT OF CHANGES IN MEMBERS' FUNDS

For the year ended 31 December 2024

	Retained Surplus \$	Restricted Reserves \$	Innovation Fund \$	Foreign currency translation reserve \$	Total \$
Funds available for future use at 1 Jan 2023	3,587,063	2,550,000	1,000,000	(3,136)	7,133,927
Amount transferred (to) from Reserves	-	(926,000)	926,000	-	-
Excess of revenue over expenses for the year	(565,738)	-	-	-	(565,738)
Other comprehensive loss for the year	-	-	-	1,466	1,466
Funds available for future use at 31 December 2023	3,021,325	1,624,000	1,926,000	(1,670)	6,569,655
Amount transferred (to) from Reserves	8,400	-	(8,400)	-	-
Excess of expenses over revenue for the year	(469,408)	-	-	-	(469,408)
Other comprehensive profit for the year	-	-	-	898	898
Funds available for future use at 31 December 2024	2,560,317	1,624,000	1,917,600	(772)	6,101,145

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

CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 31 December 2024

	2024 \$	2023 \$
Cash flows from operating activities		
Cash receipts of grant from UNHCR	7,807,962	5,967,366
Cash receipts of donations, gifts and bequests	33,905,220	37,569,159
Cash receipts of other Australian grants	-	413,983
Cash payments to suppliers and employees	(17,054,782)	(16,424,500)
Cash payments to UNHCR for overseas projects	(27,109,158)	(27,828,773)
Interest received	571,711	252,563
Other income	606,957	187,054
Finance costs paid	(51,891)	(62,032)
Net cash (used) / provided by operating activities	(1,323,981)	74,820
Cash flows from investing activities		
Payment for plant and equipment	(43,110)	(77,235)
Payment for intangible assets	-	(12,651)
Net movement in financial assets - term deposits	334,268	20,000
Net cash provided / (used) in investing activities	334,268	(69,886)
Cash flows from financing activities		
Repayment of lease liabilities	(358,045)	(321,359)
Net cash used in financing activities	(358,045)	(321,359)
Net decrease in cash held	(1,390,868)	(316,425)
Cash at the beginning of the financial year	8,316,955	8,633,530
Effects of exchange rate changes on cash	(2,402)	(150)
Cash at the end of the financial year	6,923,685	8,316,955

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

The consolidated 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 Group as the consolidated financial report. Further information can be obtained from the consolidated financial report, which is available free of charge on request to the Company by phoning (02) 9262 5377 or emailing info@unrefugees.org.au

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

For the year ended 31 December 2024

Note 1 Significant accounting policies

The consolidated concise financial report is an extract of the full consolidated financial report for the year ended 31 December 2024. The consolidated 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 consolidated financial statements, specific disclosures and other information included in the consolidated concise financial report are derived from and are consistent with the full consolidated financial report of Australia for UNHCR. The consolidated 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 consolidated financial report.

The consolidated financial report of Australia for UNHCR has been prepared in accordance with Australian Accounting Standards (AASBs) Simplified Disclosures 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 consolidated concise financial report is Australian dollars.

Note 2 Excess of revenue over expense

	2024 \$	2023 \$
Excess of revenue over expenses has been arrived at after charging the following items:		
Depreciation and amortisation of plant and equipment and intangibles	100,500	145,494
Amortisation of right-of-use assets	344,045	337,082
Payments for short-term and low-value asset leases	16,405	23,623
Interest expense on lease liabilities	51,891	62,062
Employee benefits expense:		
- Salaries and wages	6,389,068	6,501,094
- Superannuation	705,457	691,376

Note 3 Events subsequent to reporting period

The Company finalised the 2025 Annual Partnership Agreement and the Project Funding Agreement with UNHCR. The agreements confirm the financial contributions from UNHCR for fundraising activities for the year.

No other matter or circumstance has arisen since 31 December 2024 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

Note 4 Economic dependency

During the year ended 31 December 2024, the Group was entitled to a grant of \$7,817,587 (2023: \$5,976,681) from UNHCR which provides financial support in respect of developing its fundraising activities and donor acquisition, and special projects as assigned by UNHCR. This arrangement has been finalised for 2025 through the Annual Partnership Agreement and Project Funding Agreement.

DIRECTORS' DECLARATION AND AUDITOR'S REPORT

DIRECTORS' DECLARATION

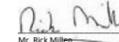
The Directors of Australia for UNHCR declare that the consolidated concise financial report of Australia for UNHCR for the financial year ended 31 December 2024 as set out on the consolidated statement of comprehensive income, consolidated statement of financial position, consolidated statement of changes in members' funds, consolidated statement of cash flows and notes to the consolidated financial statements:

(a) complies with Accounting Standard AASB 1039: Concise Financial Reports; and

(b) is an extract from the full consolidated financial report for the year ended 31 December 2024 and has been derived from and is consistent with the full consolidated financial report of Australia for UNHCR.

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


Prof. Peter Shergold
Director


Mr. Rick Miller
Director

Dated at Sydney this 24 March 2025

Australia for UNHCR (ABN 35 092 843 322)
Consolidated financial report for the year ended 31 December 2024

 **PITCHER PARTNERS**

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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 2024 there have been 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
- No contraventions of any applicable code of professional conduct.

This declaration is in respect of Australia for UNHCR and the entity it controlled during the year.


S S Wallace
Partner

Pitcher Partners
Sydney

24 March 2025

 **PITCHER PARTNERS**

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Independent auditor's report
To the Members of Australia for UNHCR
ABN 35 092 843 322

Report on the audit of the concise financial report

Opinion

The concise financial report of Australia for UNHCR ("the Company") and its subsidiary ("the Group"), which comprises the consolidated statement of financial position as at 31 December 2024, the consolidated statement of comprehensive income, consolidated statement of changes in member's funds and consolidated statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, are derived from the audited financial report of the Group for the year ended 31 December 2024.

In our opinion, the concise financial report is consistent, in all material respects, with the audited financial report, on the basis described in Note 1.

Concise financial report

The summary financial report does not contain all the disclosures required by Australian Accounting Standards applied in preparation of the audited financial report of the Group. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report of the Group and the auditor's report thereon.

The audited financial report and our report thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 24 March 2025.

Responsibilities of Directors' for the concise financial report

The Directors are responsible for the preparation of the concise financial report on the basis described in Note 1 to the audited financial report, to the extent applicable to the summary financial report.

Auditor's responsibility

Our responsibility is to express an opinion on whether the concise financial report is consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.


S S Wallace
Partner

 **Pitcher Partners**
Sydney

24 March 2025

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CINDY NGAMBA WINS FIRST OLYMPIC MEDAL FOR REFUGEE TEAM

The 2024 Paris Olympic Games marked a major milestone for refugees around the world, with boxer Cindy Ngamba securing the first-ever medal for the Refugee Olympic Team – a bronze in the women's 75kg class.

Originally from Cameroon, Ms Ngamba fled her home country and found refuge in the United Kingdom at the age of 11. She discovered her love of boxing at a local youth club and became three-time English champion.

"This medal just showed what I'm capable of, my skills, and that a refugee can share the room with all the other athletes representing their homeland," said Ms Ngamba, who was also one of her team's flag-bearers. "I'm so proud and honoured."

The IOC Refugee Olympic Team represents more than 120 million forcibly displaced people worldwide. In Paris, the team was made up of 37 athletes, hosted by 15 nations and competing across 12 sports.

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unrefugees.org.au



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