

redr
australia

2017/18
annual report



Chair's Report



“ WITH MORE THAN 680 ROSTER PERSONNEL, REDR AUSTRALIA FOCUSES ON PROVIDING HIGH QUALITY HUMANITARIAN ENGAGEMENT WITH AFFECTED COMMUNITIES. IT IS TESTAMENT TO THE COMMITMENT AND PROFESSIONALISM OF REDR AUSTRALIA STAFF, ASSOCIATE TRAINERS, VOLUNTEERS AND DEPLOYEES. ”

– ELIZABETH TAYLOR, CHAIR

This year has proved one of significant growth and international presence for RedR Australia.

As well as deepening our much valued role as a United Nations Standby Partner to 11 agencies, this year saw the launch of the Australia Assists program, an integrated deployable civilian capability RedR Australia co-designed with the Australian Department of Foreign Affairs and Trade. This program enhances our ability to select, train, and deploy technical specialists to build resilience in countries and communities preparing for and recovering from disaster, conflict, and instability.

With more than 680 roster personnel, RedR Australia focuses on providing high quality humanitarian engagement with affected communities. It is testament to the commitment and professionalism of RedR Australia staff, associate trainers, volunteers, and employees that the organisation is renowned for its innovative, accountable, and inclusive culture and ability to quickly adapt to emerging global trends and needs.

According to UNOCHA, in 2018 more than 134 million people across the world need humanitarian assistance and protection. RedR Australia's period of organisational growth directly reflects this need and our ongoing commitment to respond more effectively, efficiently, and quickly as increasingly complex conflicts and natural disasters stretch limited humanitarian resources.

I would like to thank my fellow Board members who have continued to craft the cultural tone and risk profile of the organisation, and who have confronted the issues that professionalisation and growth produce.

RedR Australia's capability is built on mutual trust and effective partnerships with our supporters, UN agencies, the Australian and UK Governments, corporate partners, university and innovation partners, and the public. We thank you for sharing the journey.

Elizabeth Taylor AO

Chair

CEO's Report



“ OUR CONTRIBUTIONS ARE POSSIBLE THANKS TO THE FUNDING AND SUPPORT WE RECEIVE FROM THE AUSTRALIAN GOVERNMENT, DFID UK, CORPORATE, INNOVATION AND UNIVERSITY PARTNERS, SUPPORTERS AND THE GENERAL PUBLIC. I'D LIKE TO TAKE THIS OPPORTUNITY TO SALUTE YOU ALL. ”

– KIRSTEN SAYERS, CHIEF EXECUTIVE OFFICER

This year RedR Australia has been proud to have a 'year of firsts', which will see us thrive long into the future.

In October we launched the Australia Assists program, the first integrated civilian capability co-designed by RedR Australia and the Australian Government's Department of Foreign Affairs and Trade. Australia Assists builds on the combined strengths of RedR Australia and the former Australian Civilian Corps program; it offers a more flexible and efficient deployment model to enhance Australia's contributions to humanitarian action, before, during, and after, crises and conflict.

This year we also opened new offices in Suva, Fiji and Amman, Jordan. The focus of RedR Australia's Pacific office has been a graduated localisation approach, working with partner countries to reduce natural disaster risk and build resilience, while continuing to strengthen the capacity of National Disaster Management Offices (NDMOs), government departments and ministries.

As the crisis in Syria continues into its seventh year, our Middle East program has maintained a particular focus on Protection and Education, and Civil-Military Cooperation. We have deployed specialists into a number of agencies to deliver targeted, innovative programming that recognises the true gains that can be made when education and protection are prioritised for Syria's children.

We are also prioritising a gender lens and women's empowerment across our work, and providing training to all new roster members in protection, gender mainstreaming, and the use of the gender marker in humanitarian responses.

RedR Australia this year deployed its largest ever number of specialists to a single crisis. Since the beginning of the Rohingya crisis in August 2017, more than 30 employees have supported the response in both Myanmar and Bangladesh. Whether preparing for monsoon season by building bridges and conducting excavations, through to advocating for children's rights, introducing new monitoring technologies, and undertaking drone mapping of Kutapalong camp, our specialists have been right at the forefront of innovative 'firsts'.

Our contributions are possible thanks to the funding and support we receive from the Australian Government, DFID UK, corporate, innovation and university partners, supporters, and the general public. I'd like to take this opportunity to salute you all. I would like to commend

the commitment and tenacity of the extended RedR Australia team – a team which looks beyond the limits of today, asks bold questions, and collaborates with our partners, to together shape a more resilient, inclusive, tomorrow.

Kirsten Sayers
Chief Executive Officer

About RedR

“ WE’RE IMPROVING THE QUALITY OF RESPONSE IN DEPLOYMENT, TRAINING, COORDINATION AND CROSS-COMMUNICATION. WE WANT A MORE STRATEGIC APPROACH THROUGH QUALITY COORDINATION. ”

— MELINDA SPINK, COUNTRY MANAGER, REDR AUSTRALIA
BANGLADESH - ROHINGYA RESPONSE

our vision

A world in which sufficient **competent and committed personnel** are available and responding to **humanitarian needs**.

our mission

To **build resilience** and **relieve suffering** in times of international crisis.

our values

We are guided by our values of **accountability, integrity, empathy and collaboration**.

RedR Australia provides skilled people and training to help communities plan, prepare, rebuild and recover, before, during and after crises and conflict. RedR Australia maintains a roster of more than 680 specialist personnel across a range of skill profiles including disaster risk reduction, emergency preparedness, recovery and stabilisation activities in times of need.

RedR Australia is a Standby Partner to 11 United Nations agencies, as well as other front line relief agencies and local governments. During a humanitarian crisis, a global network of Standby Partner organisations provides additional support to UN response efforts. RedR Australia is the only Standby Partner to the UN in the southern hemisphere. RedR Australia also manages the Australia Assists program, an integrated civilian capability co-designed by RedR Australia and the Australian Government's Department of Foreign Affairs and Trade, which further enables RedR Australia to mobilise at every stage of the disaster cycle.

RedR Australia is at the forefront of disaster risk reduction. We capacity build local staff at the national level through various mechanisms and agencies. Our training and mentoring support is delivered worldwide, whilst maintaining a strong focus on neighbouring countries in the Asia Pacific region and their responders.

Our technical specialists build resilience in disaster-prone countries through our disaster preparedness training activities and strategic collaboration with National Disaster Management Offices throughout the Asia Pacific.

RedR Overview

“WE ARE LOOKING TO GET THOSE PEOPLE MOST AT RISK OUT OF THE CURRENT SITUATION AT THE EARLIEST OPPORTUNITY SO WE HAVE TO ENSURE THEY HAVE A SAFE PLACE TO GO TO, AND THAT THEY HAVE A SAFE WAY OF GETTING THERE THAT CATERST FOR THEIR NEEDS AND FITS IN WITH THEIR PERSONAL SITUATION.”

– BRIAN SMART, DISASTER RISK MANAGEMENT SPECIALIST DEPLOYED TO THE VANUATU NATIONAL DISASTER MANAGEMENT OFFICE, AMBAE EVACUATION RESPONSE

Our History

RedR Australia was established by Engineers Australia, with Consult Australia, the Institute for Public Works Engineers Australasia (IPWEA) and Professionals Australia support, when engineer Jeff Dobell had a vision for Australian engineers to bring their skills to international disaster relief. The impetus of the Rwandan genocide saw RedR Australia sign a partnership agreement with the United Nations High Commissioner for Refugees (UNHCR) to deploy engineers into international emergencies. Since then, we have expanded our roster skills profiles to almost 80 technical specialties, established a training service that offers internationally recognised humanitarian training to our own experts and the wider humanitarian sector, and have deployed people to more than 85 countries.

RedR International

RedR Australia is part of the international RedR network of accredited organisations, each sharing a common vision and mission. RedR is represented in the UK, India, Malaysia, Sri Lanka, and Indonesia.

Training Scope

RedR Australia is internationally recognised as a provider of quality humanitarian training and delivers standard core training all over the world, as well as customised training for UN agencies and international non-government organisations. RedR Australia has been training humanitarian workers since 1998, working with UNHCR e-Centre, World Food Programme (WFP), World Health Organization

(WHO), United Nations Children's Fund (UNICEF) and United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), as well as the NGO and university sectors, to provide training in Australia and throughout the Asia Pacific. We continue to be the preferred training provider for Australian Government staff and the NGO community, attracting participants from all over the world. Our training courses are a prerequisite for people seeking to join the RedR Australia Humanitarian Roster for deployment on UN and other response field missions. We maintain a Roster of over 680 experienced personnel from which operational agencies (governmental, non-governmental and international) can access technical expertise to improve their response in disaster relief and support disaster risk reduction.

Funding

RedR Australia is funded by the Australian Government through the Department of Foreign Affairs and Trade, the Government of the United Kingdom through their Department for International Development, our corporate partners, and public donations.



As part of the Australia Assists program, Disaster Risk Management Specialist Brian Smart, stationed with the National Disaster Management Office, and Logistics Generalist Janette Smith, stationed with the World Food Programme, assess Vanuatu's Ambae response evacuation plan.

Photo credit:
Ian Parish, RedR Australia

RedR Australia was able to bolster its support in new thematic areas through the Australia Assists program, with an increased number of deployments in Disaster Risk Management as compared to previous years, particularly in the Pacific.

The Australia Assists program also enables RedR Australia to deploy directly into local governments and National Disaster/Emergency Offices, strengthening local capacity for current and future responses. This year, RedR Australia supported eight deployments into the Vanuatu Government, NDMO Vanuatu, NDMO, Solomon Islands, NDMO Samoa and NEMA Mongolia.

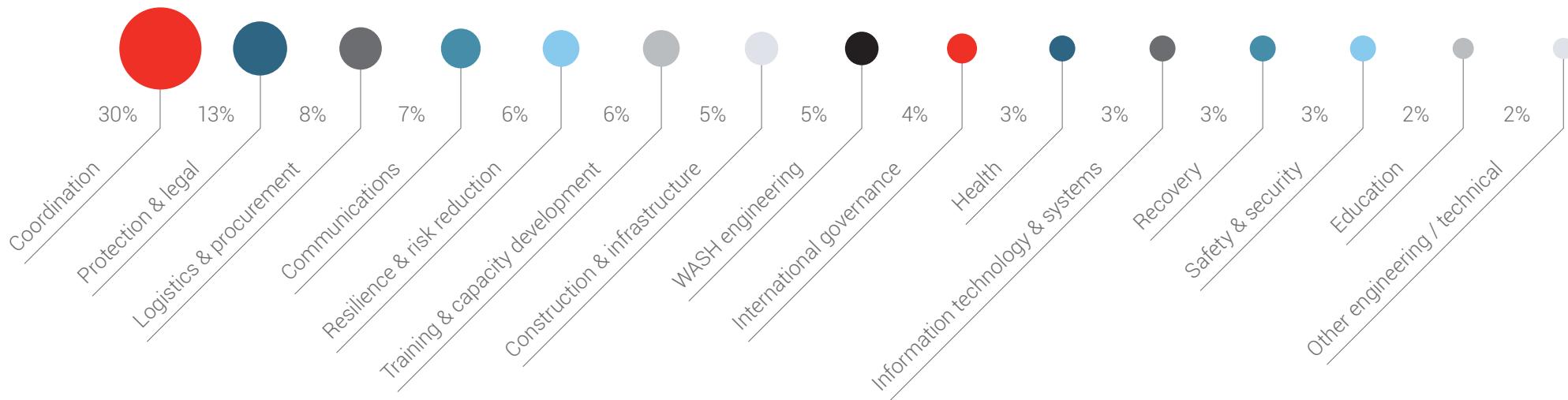
Roster

“THROUGH THE ASSISTANCE OF REDR... WE’VE HAD OVER 25 EMPLOYEES IN MANY DIFFERENT SECTORS (OVER TIME), INCLUDING SITE PLANNING, LOGISTICS AND FIELD OFFICERS, ALL STAFF WHO WOULD HAVE WORKED ALONGSIDE OUR STAFF TO PROVIDE AND ENSURE THAT THE REFUGEES WHO ARRIVED WERE CATERED FOR.”

— MAEVE MURPHY, SENIOR OPERATIONS MANAGER, UNHCR JORDAN

IN FY18, OUR ROSTER OF MORE THAN 680 TECHNICAL HUMANITARIAN SPECIALISTS WAS AVAILABLE TO SUPPORT UN AGENCIES, GOVERNMENT PARTNERS AND OTHER HOST ORGANISATIONS IN THE BELOW SKILL SETS.

Roster Skill Profiles



Most Requested Skills

“ THE ROLE OF REDR AUSTRALIA HAS BEEN ABSOLUTELY CRITICAL, NOT JUST TO UNOCHA IN JORDAN BUT TO THE ENTIRE UN FAMILY. ”

– SARAH MUSCROFT, HEAD OF OFFICE, UNOCHA JORDAN

Coordination

-  Assessment/Monitoring Evaluation
-  Communications/Media Liaison
-  Emergency Preparedness
-  Field Safety
-  Humanitarian Affairs
-  Information Management

Sector services

-  Education
-  Emergency Response
-  Logistics
-  Nutrition
-  Protection
-  Public Health

Technical services

-  Civil/Construction Engineering
-  Electricity Supply
-  GIS/Mapping
-  Information Communication Technology
-  Site Planning
-  Shelter Construction
-  WASH Engineering

Where We **Work**

RedR Australia
supported
110 deployments
to 29 countries
in FY17/18

By skills profile

- Assessment/Monitoring Evaluation
- Cash and Voucher
- Child Protection
- Civil /Construction Engineering
- Communications/Media Liaison
- Emergency Education
- Emergency Preparedness
- Emergency Response
- Field Safety
- Fleet Logistics
- Food Security
- General Protection
- Humanitarian Affairs
- Information Communication Technology
- Information Management
- Nutrition
- Public Health
- Roads Bridges Airstrips Engineering
- SGBV
- Shelter Construction
- Site Planning
- Supply Chain Logistics
- WASH Engineering



Host Organisations

“ AS A MONITORING, EVALUATION AND COMMUNICATIONS SPECIALIST, I'M WORKING WITH THE ELECTRICAL INFRASTRUCTURE AND THE NEW SOLAR POWER THAT'S COMING IN TO ZA'ATARI AND AZRAQ CAMPS. THESE ARE THE FIRST TWO CAMPS IN THE WORLD WITH RENEWABLE ENERGY, SO THERE'S A LOT OF LEARNING WE WANT TO TAKE AWAY. ”

– ROBERT ARCIDIACONO, DEPLOYED WITH UNHCR IN JORDAN

UN Partners

11 United Nations Offices, Agencies, Funds, Related Organisations, and Other Entities call on RedR Australia to supply skilled personnel to prepare for and respond to areas of international humanitarian need. As the only Standby Partner in the Asia Pacific and southern hemisphere, we help to boost their capacity before, during, and after crises and conflict. We also provide personnel to support their efforts in affecting disaster risk reduction, emergency preparedness, recovery, and stabilisation activities in disaster-prone countries.



Partner Organisations

In 2017/2018, RedR Australia, in conjunction with the Australia Assists program, put into place subsidiary arrangements in order to deploy directly into government ministries, National Disaster Management Offices, and regional architecture. These partnerships are critical to providing technical support at the right time with the right people.

NDMO Samoa



GOVERNMENT
OF VANUATU

NDMO Solomon Islands



Pacific
Community
Communauté
du Pacifique

NDMO Vanuatu



ONE ASEAN ONE RESPONSE



Employee Robert Arcidiacono and colleague Emmanuel Kenyi show RedR Regional Manager Mel Schmidt around the solar plant UNHCR has built in Azraq camp, Jordan. The solar plant is the first of its kind in any refugee camp in the world.

Photo credit: Kylie Harrington,
RedR Australia

Australia **Assists**

Australia
Assists



Australia Assists (the Program) is a global capability, funded by the Australian Government and implemented by RedR Australia that prepares, responds, and assists partner countries to recover from natural disasters and conflict. The overall goal of the Program is to save lives and alleviate suffering by building resilience and responding to disasters and conflict.

Together RedR Australia has worked in partnership with DFAT to co-design an integrated deployment civilian capability that:

1. Reduces disaster risks, builds resilience, and contributes to conflict mitigation
2. Prepares for and responds to disaster, fragility, and conflict
3. Stabilises, recovers and rebuilds following disaster, fragility and conflict

The Program has more efficient deployment streams, deepens the pool of humanitarian experts, avoids duplication, produces greater management and administrative efficiencies; and, importantly, achieves one globally recognised brand. The start-up phase and transition to the Program has been intensive and a high amount of quality work has been undertaken.

A key strength of the Program is the quality and depth of expertise on the RedR Australia Humanitarian Roster. RedR Australia's UN partners have commented on the unique position that employees occupy, whereby they are embedded within an agency, but bring an outsider's perspective. They use their experience

garnered from other emergency contexts to challenge the usual ways of operating, champion good practice initiatives, and create space for innovation.

RedR Australia has been building closer linkages across international humanitarian communities and broadening networks in order to provide more opportunities for collaboration and innovation across the entire response cycle, post-disaster and post-conflict responses, particularly in regards to livelihoods, local economic development, and micro-enterprise development.

Global, Regional and Country Presence

In Year One of the Program, RedR Australia has opened two regional offices in Jordan and Fiji. RedR officially opened its Middle East Regional Office in Amman, Jordan in January 2018 and its Pacific Regional Office in Suva, Fiji in May 2018. In Amman, RedR Australia CEO Kirsten Sayers and His Excellency Miles Armitage, Australian High Commissioner to Jordan, formally opened the Middle East Regional Office at a reception highlighting the importance of the Program for the Syria response and other regional capacity development. In Fiji, along with RedR Australia CEO Kirsten Sayers, His Excellency John Feakes, Australian High Commissioner to Fiji, was the keynote speaker and discussed the importance and value of the Program to the region. Both opening events were attended by many valued UN and NGO partners, who provided positive feedback on the value the Program is bringing to their respective organisations.



“WE LISTEN TO EACH OTHER MORE INSTINCTIVELY AND FIND WAYS TO BE MORE SUPPORTIVE BECAUSE THEY'RE ANOTHER REDR DEPLOYEE AND WE HAVE THAT CONNECTION ALREADY. THIS [REDR TEAM DEPLOYMENT] APPROACH MITIGATES THE TENSIONS THAT INHERENTLY EXIST BETWEEN UN AGENCIES, WHICH MAKES FOR A MORE COLLABORATIVE RESPONSE.”

– KRISSIE HAYES, PROTECTION SPECIALIST, UNICEF BANGLADESH

The Program also benefits from RedR Australia's UN partnerships, which have increased over the year with the addition of UNDP and UNRWA. Through 2017 RedR Australia invested significant time in building awareness of the new program with UN agencies at headquarters level and at country office level in the Asia Pacific and Middle East regions. This included a successful joint awareness-raising visit between DFAT and RedR Australia to meet UN agencies and the EU in Europe in late 2017.

The new Program and regional operational presence has meant that RedR Australia has increased capability to rapidly scale up when needed, and has demonstrated this during the response to the Rohingya humanitarian crisis, where there have been more than 30 humanitarian deployments totalling 103 deployment months since October 2017.

These employees are enhancing the overall Australian response to the Rohingya emergency, both through the essential roles they are playing within their agencies, and by sharing information with Australian Government representatives and other Australian humanitarian actors. This has been critical given the constantly evolving nature of the crisis.

There is also consensus among employees, UN agency representatives, and DFAT that having multiple RedR Australia employees embedded in different UN agencies and working across different sectors has enhanced collaboration and information sharing. This was often cited as a unique strength of the Program in Bangladesh

and is bringing increased visibility and cohesion to Australia's response. One employee explained: *“We listen to each other more instinctively and find ways to be more supportive because they're another RedR deployee and we have that connection already. This [RedR team deployment] approach mitigates the tensions that inherently exist between UN agencies, which makes for a more collaborative response.”*

United Nations partner agencies regularly comment on the effectiveness of RedR Australia as a Standby Partner. The WHO in Geneva commented that *“RedR is generally very quick to deploy. Overall the quality of nominations are particularly good.”*

The National Gender and Protection Focal Point for the World Food Programme in Bangladesh, who has been working with an Australia Assists Protection Specialist, described what this means at an agency level: *“In a sense, she has built the roads and given us access so that we can walk them ourselves.”*



Australia Assists Water Project Manager Kieren Davis with Charles, the Project Manager of Drinking Water Safety and Security Plan (DWSSP). Kieren is working alongside Charles to install rain water tanks that provide back up drinking water for communities. One tank can provide 27 people with five litres of water every day for 11 days.

Photo credit:
Ian Parish, RedR Australia

Field Impact

“ MR MELOTTE’S CONTRIBUTION STRENGTHENED BOTH UN WOMEN’S AND OUR IMPLEMENTING PARTNER’S CAPACITIES TO RESPOND TO HUMANITARIAN EMERGENCIES SYSTEMATICALLY, INCORPORATING A GENDER PERSPECTIVE. HE DEVELOPED TOOLS INCLUDING CUSTOMISED APPS FOR DATA COLLECTION. HIS ‘AFTER-RESPONSE REVIEW (ARR) REPORT’ NOW SERVES AS A BASELINE FOR THE ARR PROCESS OF THE UN COUNTRY TEAM IN SIERRA LEONE. ”

– INPUT FROM JEAN NOEL’S SUPERVISOR (TAKEN FROM THE PERFORMANCE EVALUATION REPORT)

Throughout 2017/18, RedR Australia took important steps towards realising our increased commitment to Monitoring, Evaluation, Accountability and Learning (MEAL). RedR Australia continued to expand this work to ensure that it remains a learning-focused organisation and encourage those within our network – whether they be staff, partners, trainers, training participants, or our roster members – to be reflective humanitarian practitioners working within global humanitarian standards.

In line with this commitment, RedR Australia established an operational presence for the first time in the Indo-Pacific and Middle East regions, with RedR Australia staff now based in Fiji, Jordan, and an in-country support team in Bangladesh, supported by our head office in Melbourne, Australia. This

structure has enabled us to be closer to our partners and our people on the ground, giving us greater insight into the nature of their needs and the outcomes of our support.

Humanitarian training is a core component of our business and this year we trained 1163 people (47 percent were women) from 22 organisations across nine countries, with an average participant evaluation satisfaction score of 96 percent. We continued to monitor trends in the sector and listen to leading actors and thinkers, refining and updating our course offerings as a result. In line with our commitment to greater localisation of humanitarian action, we also sponsored a number of humanitarian professionals from the Asia Pacific region to participate in our training courses both here in Australia and across the region. This year we

formally interviewed a number of these participants following their completion of the course. These interviews are a testament to the direct impact RedR Australia’s training is having on both individuals and communities affected by disasters in our region.

The long term impact of our training was further evidenced during a monitoring visit to Vanuatu in April where the WASH cluster co-lead reflected on the effectiveness of attending ‘Essentials of Humanitarian Practice’ and ‘Sphere ToT’ training, facilitated by RedR Australia in Fiji a few years prior. The participant still uses the resources and materials and returned to Vanuatu to conduct Sphere training for the Health, Food Security and Education clusters. As a consequence of this training, the cluster lead said that now “we use Sphere benchmarks in all our response plans.”

2017/18 saw the launch of Australia Assists (the Program) and the development of a comprehensive MEAL Framework for this multi-year, global program. The Framework sets out the objectives of the Program at a number of levels and RedR Australia’s commitment to realising these. To introduce the Program to our Pacific partners, both existing and new, RedR Australia conducted partnership and deployment monitoring visits to eight Pacific Island countries (PICs) throughout 2017/18, and intend to introduce the Program to all PICs by June 2019. Likewise, similar monitoring activities were undertaken this year across the Middle East, North Africa, East Africa, Bangladesh, and Myanmar which will help to consolidate our commitment to quality humanitarian action in those regions moving forward.

Field Impact

“ WE RARELY MEASURE THE IMPACT OF THE SHELTER WE PRODUCE – WHY IS ONE BETTER OVER ANOTHER? AND IS IT REALLY BETTER FOR THIS PARTICULAR COMMUNITY? YOUR EMPLOYEE’S STUDY WILL DO THIS FOR US. ”

– UNHCR SHELTER TEAM REPRESENTATIVE, COX’S BAZAR, BANGLADESH

In April 2018, RedR Australia conducted a monitoring visit in Vanuatu, where five Australia Assists deployees have been supporting longer term recovery from Tropical Cyclone Pam and the Ambae volcano response. Feedback from multiple stakeholders collected during this visit confirmed that our deployees are highly valued for their technical input and their flexible, inclusive working approach. Interviews with deployees themselves resulted in a number of recommendations for RedR Australia to enhance deployment preparedness.

The Rohingya refugee crisis in Bangladesh was our largest single response for 2017/18, with 30 humanitarian deployments via Australia Assists (the Program) since October 2017. Given the critical nature of this response, RedR Australia undertook monitoring visits in January, February and June 2018 to understand the evolution of the crisis during the scale-up phase, to monitor employee well-being and partner relationships, and to identify capacity needs for the response moving forward. These visits confirmed that our deployees have made vital contributions to the capacity of our UN partners on the ground and indeed have supported both government and local or national NGO actors too.

In some instances during the rapid scale-up of the response in late 2017, Australia Assists deployees were the only staff members with technical capacity in their area of expertise within the UN agency, which points to the critical nature of their roles. The contribution of Australia Assists deployees in Bangladesh also extended beyond the UN agencies themselves, with

many instances of deployees mentoring national and local responders in the course of their work, contributing to harmonisation of the response and consistently modelling good humanitarian practice.

Back in Australia, RedR Australia co-hosted a Rohingya Response Roundtable and Policy Brief with the Humanitarian Advisory Group in March 2018, the title ‘Australia’s consolidated contribution to protection and localisation in the Rohingya Crisis.’ This roundtable brought together operational agencies, networks, civil society, and DFAT, to discuss key concerns pertaining to the crisis going forward. RedR Australia is committed to actively supporting these kinds of learning initiatives in the future.

RedR Australia also piloted two learning events in 2017/18 with our employees and staff in May (Middle East) and June

(Bangladesh). These were facilitated by RedR Australia’s MEAL and Program Quality Advisors respectively, and supported by Mandala Staff Support and Edge Effect in Bangladesh. Both workshops were evaluated as highly successful, with great engagement from employees and staff and provided a platform for:

- Deployees to reflect and debrief upon their experiences to date, learn from each other and develop strategies for maximising their remaining time on deployment.
- Building greater awareness of the Australia Assists program, including the Gender Equality and Disability Inclusion strategies and the next Annual Plan.

Field Impact

- Professional development for participating employees and RedR Australia staff on how to improve the engagement of sexual and gender minorities in humanitarian responses (Bangladesh) and protection and inclusion (Middle East).
- Providing RedR Australia with a better understanding of the extent to which employees are enhancing the capacity of RedR's UN partners.

RedR Australia also successfully launched the Australia Assists Communities of Practice (COP) at a public event in March 2018. Following an application and proposal process, RedR Australia roster members are now leading learning-based projects that will contribute to the following thematic areas: women; peace and security; gender-based violence (GBV) information management training; blockchain in the humanitarian sector; community-based protection and early warning systems in conflict areas; enhancing resilience and protective environments for Rohingya refugee children in Cox's Bazar; and early recovery solutions for retail outlets and health clinics in humanitarian emergencies. We look forward to sharing the results of this important work in the coming year.



“ THE ROHINGYA REFUGEE CRISIS IN BANGLADESH WAS OUR LARGEST SINGLE RESPONSE FOR 2017/18, WITH 30 HUMANITARIAN DEPLOYMENTS VIA THE AUSTRALIA ASSISTS PROGRAM SINCE OCTOBER 2017. ”



Case Studies

Gender and Protection in Bangladesh (Rohingya Response)

“WE NEED THAT PROTECTION LENS. SHE KNOWS WHAT SHOULD BE HAPPENING, SHE KNOWS WFP WELL AND SHE WILL KEEP ON AND ON TO ME, IN THE NICEST POSSIBLE WAY, TO MAKE THINGS WORK. SHE DOESN’T LET GO AND THAT IS COMMENDABLE. AND HER TRAINING IS WHERE SHE’S SO STRONG – SHE IS TRAINING STAFF ALL THE TIME, BRINGING PEOPLE WITH HER.”

– WFP’S EMERGENCY COORDINATOR IN BANGLADESH ON MICHELLE SANSON, DEPLOYED TO WFP AS A PROTECTION ADVISOR.

The situation in the Rohingya refugee settlements from late 2017 was described by all our partners as a major protection crisis. Protection is a key objective of the Australia Assists program and an important priority for RedR Australia. As such, we prioritised requests from our UN partners throughout 2017/18 to strengthen protection with as many of our partners as possible. This approach saw valuable gains not only at the level of individual agencies, but across agencies and sectors in Bangladesh as well.

Australia Assists Protection Advisor, Michelle Sanson, was deployed to WFP Bangladesh for six months and was instrumental in streamlining protection in all operational areas of WFP’s operation. She built national staff capacity, including that of WFP’s Gender and Protection Focal Point in Dhaka, and made concerted efforts to communicate with partners and the affected population on protection issues. Among a raft of other achievements, Michelle improved WFP’s Complaints and Feedback Mechanism (CFM) and according to her supervisor “the sheer number of calls now received daily [through the CFM] is indicative of an effective system.” Another initiative that Michelle implemented was the establishment of discreet spaces for breastfeeding at distribution points.

The following quotes demonstrate the important protection outcomes that arose from this deployment:

“I have personally observed the protection measures being adopted by our cooperating partners at food distribution points as a result of Michelle’s efforts.

Without a doubt, WFP has been one of the frontrunners in this life-saving humanitarian response and without her sufficiently addressing protection concerns we would have encountered significant bottlenecks in our operation.”

In terms of Michelle’s particular approach, WFP’s Emergency Coordinator said:

“We need that protection lens. She knows what should be happening, she knows WFP well and she will keep on and on to me, in the nicest possible way, to make things work. She doesn’t let go and that is commendable. And her training is where she’s so strong – she is training staff all the time, bringing people with her.”

Case Studies

Disability Inclusion in Vanuatu

Through the Australia Assists program, RedR Australia has contributed to projects focussed on long term recovery from Tropical Cyclone Pam in Vanuatu, as part of the Australian Government's A\$35 million recovery fund. This includes key infrastructure through the Ministry of Public Works, where Australia Assists Project Management Specialist, Ted McDonnell, has been managing a variety of construction projects, including a new building for the Vanuatu Society for People with Disability.

Throughout the design process, Ted facilitated consultation with people with disabilities to ensure the building was accessible for all and met the needs of users.

Ted explained that his approach was "making a safe space by including people in design discussions and ensuring all buildings are accessible." The Ministry's Director General has seen Ted's project management role as significant in achieving this: "I am happy with progress on public buildings – it has all been completed within budget and on time. Ted's assistance has been important in achieving this."

“ I AM HAPPY WITH PROGRESS ON PUBLIC BUILDINGS – IT HAS ALL BEEN COMPLETED WITHIN BUDGET AND ON TIME. TED'S ASSISTANCE HAS BEEN IMPORTANT IN ACHIEVING THIS. ”

– THE MINISTRY'S DIRECTOR-GENERAL



Case Studies

Innovation in Lebanon

“ THIS AGE IS CRUCIAL IF WE WANT YOUNG PEOPLE TO BECOME CONTRIBUTORS AND CHANGE-MAKERS IN SOCIETY. LEBANON IS STILL A DEVELOPING COUNTRY THAT REQUIRES ASSISTANCE FROM THE INTERNATIONAL COMMUNITY. THE ECONOMY HAS SUFFERED A LOT AND THE JOBS THAT ARE AVAILABLE ARE FEW AND FAR BETWEEN. THE PALESTINIANS ARE A GROUP OF PEOPLE FOR WHOM UNRWA IS THE ONLY AGENCY THAT HELPS THEM AND ONLY A NUMBER OF NATIONAL AND INTERNATIONAL NGOS ARE WORKING WITH THEM. ”

– SARAH SHOUMAN, DEPLOYED WITH UNRWA LEBANON

RedR Australia proactively crafted a Youth and Adolescent Development Specialist deployment, filled by specialist Sarah Shouman, to UNRWA Lebanon for one year to support the agency to re-imagine the future for young Palestinians in the country. In the innovation space, Sarah has been instrumental in negotiating with UNICEF the construction of two innovation labs.

These are multi-purpose learning and working centres where young people have the opportunity to develop their creative, digital and entrepreneurship skills. She has project managed the construction of the labs, provided technical advice to teachers, and mentored the Innovation Lab Coordinator. This capacity development, combined with improved coordination through regular meetings, planning, workshops, and monitoring visits has given the innovation labs a strong chance of success.



Regional Update

Pacific

A permanent RedR Australia presence in the Pacific was established in Suva, Fiji in October 2017 by the newly appointed RedR Australia Regional Manager (Pacific). Initially hosted by UNOCHA, RedR's office was secured in the Suva Central Business District at the beginning of May.

The focus of the RedR Australia Pacific office in Year One of Australia Assists (the Program) has been to improve partner countries' ability to reduce natural disaster risk and build resilience. The Program has aimed to contribute to localisation in the Pacific by strengthening local resilience, preparedness, and response capacities of host nations to support coordinated decision making. In the Pacific, the focus sectors for FY17/18 were Disaster Risk Reduction (DRR), Gender and Protection, Health, WASH, Cash Transfers, Environment, Livelihoods, Election Support, Safety and Security and Civil-Military Cooperation. Australia Assists continues to strengthen the capacity of National Disaster Management Offices (NDMOs), government departments and ministries, and continues to support UN partners in the Pacific region.

At the end of June there were five employees in Vanuatu, three in Papua New Guinea, and one each in Fiji, Tonga, and the Federated States of Micronesia, with 19 employees into the Pacific region for the year overall. Of these, five employees were embedded into government departments and ministries to support activity covering all phases of the disaster cycle, including the Ambae relocation

“ OCHA APPRECIATES THE TECHNICAL EXPERTISE PROVIDED BY REDR OVER MANY YEARS TO SUPPORT ITS HUMANITARIAN ACTION AND ADVOCACY IN THE PACIFIC. WE CURRENTLY ARE SUPPORTED THROUGH REDR AND THE PROGRAM TO STRENGTHEN REGIONAL INFORMATION MANAGEMENT CAPACITY AND SUPPORT COUNTRY-LED EMERGENCY RESPONSES. ”

– ANNE COLQUHOUN, HEAD OF MISSION, UNOCHA OFFICE OF THE PACIFIC ISLANDS

response, Cyclone Pam recovery, and ongoing DRR throughout the Pacific.

The strong partnership between DFAT and RedR Australia through the Program means that humanitarian deployments to the Pacific region are known for their flexibility, innovation, and responsiveness to the needs of host agencies.

“As demand for humanitarian assistance increases, so too does the need to be more efficient, more effective, and more accountable with the resources we have available.

We recognise that we need to work with trusted partners that can collaborate in flexible, responsive and innovative ways. RedR Australia is one of these partners.

The deployment of civilian specialists before, during, and after crisis and conflict is a key resource in Australia's humanitarian 'toolkit' ensuring that expertise is brought to bear on some of the biggest humanitarian challenges in our region.

In the Pacific, Australia's commitment is to support nationally- and locally-led efforts in disaster risk reduction, preparedness, response, and recovery. Australia Assists is a key component to deliver Australia's commitment to localisation and stepping up in the Pacific.”

Mr John Feakes,
Australian High Commissioner, Fiji.

Middle East and North Africa

Initially hosted by UNOCHA Jordan, a permanent presence was established in Amman, Jordan in October 2017 by the newly appointed RedR Australia Regional Manager (Middle East and Northern Africa). The lengthy process of gaining formal registration as an NGO operating in Jordan was initiated, hopefully to conclude by the end of 2018. RedR UK's existing office in Jordan co-located with RedR Australia in May 2018.

The Middle East program has maintained a particular focus on Protection and Education, Civil-Military Cooperation, Cash and Voucher Programming, DRR and Shelter. As the crisis in Syria continued into its seventh year, a generation of children are being shaped by violence, displacement, and a persistent lack of opportunity with profound long-term consequences for Syria, the region, and beyond. Australia Assists' approach to

the Syrian crisis recognises that significant protection gains can be made through targeted education and that, similarly, vital education gains can be made when protection is prioritised.

The strategic focus in Africa has continued to be the protracted crises in South Sudan and wider East Africa Food Crisis by providing technical support to UN agencies which prioritises preparedness and resilience building, with a focus on Gender and Protection, Health, WASH, and Shelter.

At the end of June 2018 there were nine employees in Jordan, another four in neighbouring Middle East countries, plus nine more in northern African countries, supporting six different UN Agencies. The most notable was UNRWA who hosted six deployments across three of their five Field Offices plus their Amman Headquarters. This has been especially valued during UNRWA's period of extreme funding shortfall. Other deployments have focussed on whole of Syria, Iraq, South Sudan, and Ethiopia emergencies.

“THE BURGEONING PARTNERSHIP WITH REDR AUSTRALIA HAS ALREADY PROVEN TO BE OF IMMENSE VALUE TO UNRWA’S MANDATE TO PROVIDE ASSISTANCE AND PROTECTION TO PALESTINE REFUGEES. RESPONDING PROMPTLY AND PROFESSIONALLY TO UNRWA’S PERSONNEL NEEDS, REDR AUSTRALIA IS A RELIABLE SOURCE OF VERY COMMITTED AND QUALIFIED EXPERTS WHO DELIVER TANGIBLE RESULTS.”

– GUDMUNDUR B. HELGASON, MANAGER, COMPLEMENTARY PERSONNEL, UNRWA





Participants on RedR Australia's Hostile Environment Awareness Training course prepare to administer tactical first aid after a simulated mass casualty event.

Training and **Capability**

“ EMERGENCY MANAGEMENT AUSTRALIA HAS A SMALL POOL OF DEPLOYABLE PLANNING OFFICERS WHO DEPLOY OFFSHORE, AND AMONG OTHER TASKS UNDERTAKE RISK ASSESSMENTS, DEVELOP SAFETY AND SECURITY PLANS, AND DEVELOP AND IMPLEMENT MITIGATION MEASURES TO REDUCE THE RISK TO TEAMS WHILE DEPLOYED. ”

– A/G DIRECTOR PLANNING, EMERGENCY MANAGEMENT AUSTRALIA, DEPARTMENT OF HOME AFFAIRS

Regional Security and Risk Management

RedR Australia continues to respond to requests for security and risk-related training across our region. RedR Australia facilitated numerous safety and security workshops for NGOs, university students, and government agencies including Amnesty International and The University of Melbourne to build their confidence to work and conduct research safely in insecure or hostile environments. RedR Australia continues to support and bring expertise from a humanitarian perspective to Australian Defence Force regional exercises, including JEX and Talisman Sabre to enhance military capacity to coordinate with humanitarian and civilian actors in crises, and to strengthen understanding and harmonisation between our sectors. RedR Australia staff and observers consulted with DFAT in relation to specialised training requirements for potential future deployment profiles including 'Preventing Electoral Violence'. Emergency Management Australia identified that there is a requirement for their deployed officers to undertake Risk Management Training through scenario based simulation exercises for those officers that will be involved in a domestic or international response. RedR Australia delivered this training.

University

RedR Australia invests heavily in future humanitarians by collaborating with universities in Australia and New Zealand through co-designing courses, tailoring our content and collaborating on research and journal articles. RedR Australia is promoting and supporting work of RedR Australia Associate Trainer, employee

and university lecturer, Regan Potangaroa, to further investigate and research the uptake of drone technology based on what is being observed in the field. In training developed for RMIT Master of Design, Disaster and Development, RedR Australia is approaching complex shelter-based scenarios using systems thinking to approach 'Wicked Problems', where clarity of the problem (complex emergencies), is the problem. RedR Australia is also developing an Essentials of Humanitarian Practice course book that covers the theoretical context of the course to further enhance learning outcomes for course participants.

HERT/CRT plus

Over the last year RedR Australia continued to be the provider of choice for the Australian Department of Foreign Affairs and Trade (DFAT), for the provision of design, preparation, and delivery of simulation exercises for Humanitarian Emergency Response Training (HERT) and Crisis Response Training (CRT) in international contexts. In addition RedR Australia facilitated additional services including Child Protection in Emergencies (CPIE) and Sexual and Reproductive Health in Emergencies (SRHIE) training. This training was tailored to organisational policies and procedures and included training of trainer sessions. Over this period RedR Australia conducted training on behalf of DFAT in Honiara – Solomon Islands, Manila – Philippines, Port Moresby – PNG, and DFAT's Humanitarian Response Division in Canberra, Australia. RedR Australia has designed and delivered immersive simulation exercises responding to earthquakes, tsunamis, cyclones, other large scale disasters, and consular crises over numerous contexts and incorporates security and first-aid related injects that participants have previously received from other specialised training actors. This enhances continuity of learning and allows participants to build on prior learning.

Training and **Capability**

Cluster Coordination

RedR's training team continues to build upon the strong relationships with our UN partners by supporting regional training events and contributing technical experts with training experience and recent field experience to address lessons learnt from recent disaster events. In January 2018 RedR Australia supported the first ever regional training of Pacific Food Security Cluster Coordinators in Fiji together with WFP and FAO. RedR Australia contributed recently deployed trainers to the training event to build coordinators ability to prepare for and respond to natural disasters with strong leadership and in a coordinated and timely manner.

Safer Women Security Awareness

RedR Australia piloted a new Safer Women course with generous support from the World Food Programme. RedR Australia piloted this course with attendance from key security focal points from humanitarian partner organisations to provide extensive feedback on course content as well as collective experiences of female staff working in the field. By working collaboratively with humanitarian colleagues RedR Australia is redeveloping the course content to update its relevance for those at the forefront of humanitarian response based on recent and extensive field experience.

Professionalisation

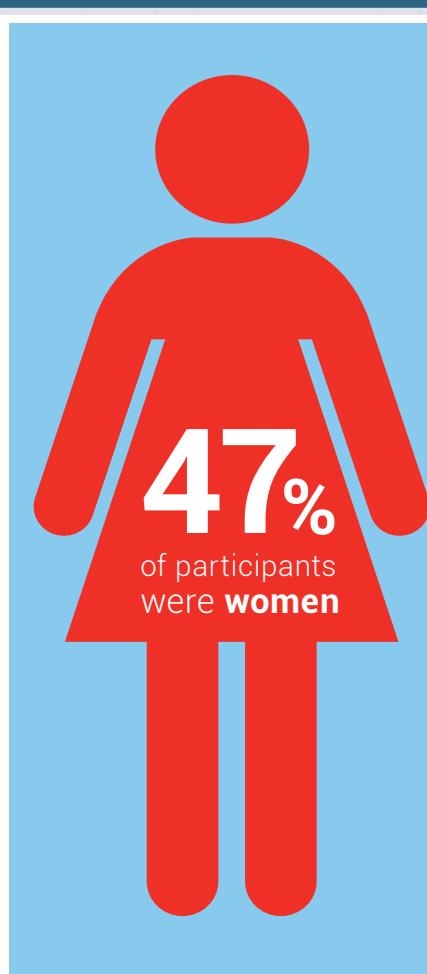
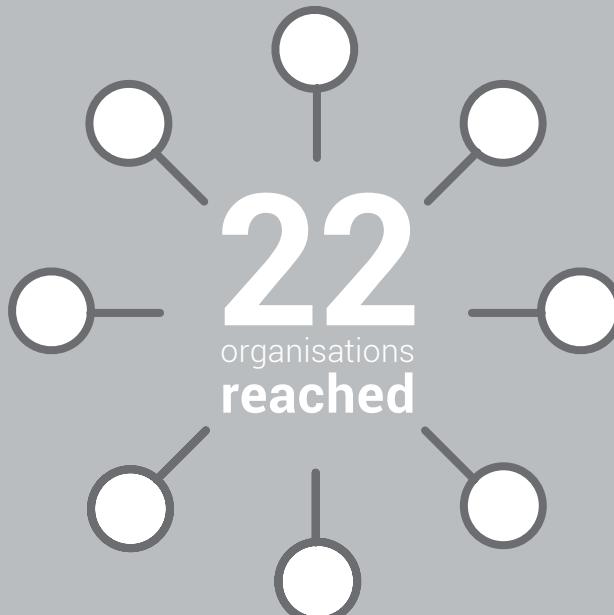
Responding to changes in the global security environment, and to bring our content in line with global standards RedR Australia has further developed their traditional Personal Safety and Security (PSSC) course to Hostile Environment Awareness Training (HEAT). Humanitarian workers are increasingly exposed to challenging, insecure, remote or hostile environments due to lawlessness, political instability, and armed conflict, so there is a compelling need for them to be adequately prepared for any dangers they may encounter. RedR Australia's HEAT course includes integrated Tactical Emergency Casualty Care (TECC) training by Real Response. Real Response deliver a combination of theory and practical based emergency medical training, giving participants the skills and knowledge to manage ballistic, penetrating, and blast trauma. Along with these changes, RedR

Australia is facilitating the upskilling of our pool of volunteers and associate trainers who contribute significantly to the successful and realistic nature of RedR Australia courses. Keeping RedR Australia courses at the cutting edge of humanitarian training, RedR Australia is implementing a strategy to provide training and development opportunities and investing more time in trainer and volunteer workshops. These workshops are an opportunity to improve lines of communications, address challenges, and to raise standards in content and methodology. RedR Australia, working with an education and assessment specialist, is in the process of implementing standardised capability assessments on RedR Australia courses to improve the collection of participant observations by trainers and to assist with the roster recruitment process.

“ CDU AND REDR AUSTRALIA ENTERED A UNIQUE PROFESSIONAL ALLIANCE IN 2014. REDR’S INPUT TO THE BACHELOR OF HUMANITARIAN AND COMMUNITY STUDIES (BHCS) COURSE, WAS PARAMOUNT. REDR AUSTRALIA’S CO-DELIVERY OF CDU’S HUMANITARIAN INTENSIVE UNIT, HCS260 INTRODUCTION TO HUMANITARIAN PRACTICE, PROVIDES STUDENTS WITH A VITAL WORK INTEGRATED LEARNING ACTIVITY. THE EMBEDDED REDR TRAINING COURSE INTO ONE OF THE BHCS CORE UNITS ALSO CONTRIBUTES TO PREPARING STUDENTS FOR FOLLOW-ON PLACEMENTS IN THE FIELD OF AID AND DEVELOPMENT. ”

– ADRIANA STIBRAL, COURSE COORDINATOR & LECTURER CHARLES DARWIN UNIVERSITY

Training & capability **SNAPSHOT**



Training was delivered in
nine countries



96% rated their course as '**excellent**' or '**good**'





Associate Humanitarian Trainers
Mick Eccles and Warren Johnston
demonstrate movement under fire
for participants of RedR Australia's
new Hostile Environment Awareness
Training (HEAT) course.

Photo credit: Admir Bajrami,
RedR Australia

Risk and **Security**

RedR Australia continues to provide thought leadership in managing risk in humanitarian operations, including safety and security. Operationalisation of the Australia Assists program has necessitated skilful navigation of a new compliance landscape. The diversity of the deployment footprint we have achieved is testimony to the organisation's ability to adapt without compromising due diligence. Close and robust engagement with specialist stakeholders within the Department of Foreign Affairs and Trade has been a key tenet to this success.

Maintaining responsiveness would not have been possible without significant organisational investment. Not least amongst these investments has been the recruitment of a Program Officer to work alongside the Risk, Safety and Security Manager role. The recruitment campaign specifically and successfully encouraged female applicants. This conscious response to female under-representation amongst humanitarian risk specialists is one small action in a wider program of targeted actions to improve RedR Australia's gendered approach to safety and security.

The completion of seventeen Higher Threat Security Risk Assessments saw deployment to a number of complex contexts including Afghanistan, Iraq, and South Sudan. The recording of six significant security incidents in this time is encouraging, but also serves as a reminder of the need to continue to encourage reporting from employees. In particular, the aspiration to gain greater insight into lower level and/or near miss incidents in the field remains, with the hope that this can aid in trend analysis and early warning on certain types of incidents.

Operational growth has also required ongoing investment in new technologies.

Field Connect (a cloud-hosted portal that enables employees to communicate their status via geolocation check-ins) continues to aid scalability of employee management. Additional resourcing in the form of the new Program Officer has also facilitated growth in the Field Connect portal's use as a Geographic Information System (GIS), enabling both negative (incidents, areas of elevated hazard or threat) and positive (assets and resources) mapping of relevant Points of Interest.

Events and incidents impacting the organisation continue to be a key source of learning. The procurement and tailoring of dedicated cloud-hosted incident logging software has lent much needed standardisation to this process. Roll out of the software is still in its early stages, however, it has already proved adept at capturing audit trails on significant and/or complex risk events. As familiarity with the new software grows, and further adaptation is affected to suit RedR Australia's needs, there is potential for this software to evolve into something that will aid the organisation in not just recording, but actively managing incidents encountered. This follows the belief that even greater systemisation is required not to undermine the need for individual 'human' input, but rather to support it.

Investment in new software has been mirrored by investment in the new hardware via which to deploy it. Improvement in the organisation's holdings of mobile and satellite telecommunications equipment is helping to ensure that employees and staff remain connected to the networks and systems that support them. Consolidation of these holdings is ongoing to ensure that equipment is tailored to context. Finally, the installation of interactive digital signage in key operational areas throughout RedR Australia's head office is increasing visibility of what are often visually intuitive new software platforms, improving staff engagement in these new technologies, and ensuring that RedR Australia is well and truly future-proofing its humanitarian response capability.



Participants and trainers for
Hostile Environment Awareness
Training pose for a photo ahead
of five days of classroom and
simulation-based training.

Photo credit: Jessamin McNeill,
RedR Australia

People and **Culture**

RedR Australia remains a people-centric organisation from our employees to our deployees, and the people we train across a suite of areas of technical expertise. Over the last 12 months we have yet again invested heavily in our staff and implemented a number of mechanisms to help build resilience and future proof the organisation. Internal promotion of staff as well as headhunting key external applicants to bring a diverse variety of skills into the organisation has helped RedR Australia become more agile and positioned for future success.

This has included the introduction of mandatory Hostile Environment Awareness Training and Essentials of Humanitarian Practice for all RedR Australia staff. This specialised training is vital to build knowledge and skill set amongst our staff. Gender Awareness training is another area that RedR Australia has concentrated on over the last year with in-depth education made available to all staff members.

Our volunteers are a vital part of what we do at RedR Australia and this year is no exception – these volunteers are an integral part of RedR Australia's world class training programs. We also continue to employ 60 Associate Trainers who assist us in training humanitarian and emergency response workers in Australia and abroad.

Looking forward, RedR Australia will be seeking to implement a centralised intranet which will enable all staff and deployees alike to access all policies, procedures and processes at the touch of a button. Coupled to this will be the streamlining of all third party software portals which will ensure a smooth delivery of operational functions.



Our Corporate Partners and **Major Donors**

The generous contributions of our supporters enable us to continue to respond to humanitarian emergencies and to train the next generation of humanitarian experts. We thank everyone for their generous support including our founding bodies, corporate supporters, regular donors, and those who responded to our RedR Day appeal.

This year, we received a total of **\$136,978.02** in financial donations.

RedR Day 2018

RedR Australia would like to thank everybody who contributed to RedR Day 2018 on Friday, May 4. We had a record number of people support our appeal across the globe from individual donors and financial members to our valued corporate partners who celebrated RedR Day in their offices and project sites near and far. All events on the day were branded RedR – the 'red' theme prominent and proud.

100 percent of funds raised went towards our humanitarian response to the current Rohingya crisis in Bangladesh, helping us to send more experts into emergencies and to train first responders.



Partners who provided more than \$10,000 in cash donations in FY17/18:

Engineers Australia
Strathmore Community Branch

GHD Pty Ltd
Laing O'Rourke

In-kind support:

This year we received in-kind support valued at **\$767,887**.

Companies that provided \$5,000 or more in pro bono services of in-kind support in FY17/18:

Maddocks
Consult Australia
Engineers Australia
Salesforce
GHD
International Federation of the Red Cross



Maddocks



ARUP





Australia Assists employee
and Communications
Specialist Carly Learson visits
agricultural projects in Turkey,
supported by UNFAO.

Photo credit: Ismail Ata,
FAO/RedR Australia



Australia Assists employee and Registration Team Leader Min Sun worked with the World Food Programme to biometrically register Rohingya families to ensure ongoing food aid support. Here, Min visits a food distribution centre to see his project in action.

Photo credit: Max Greenstein,
RedR Australia

Governance and **Structure**

RedR Australia is an Australian Public Company limited by guarantee. We are a registered charity with the Australian Charities and Not-for-profits Commission (ACNC) and the Australian Tax Office and also operate a Registered Training Organisation.

RedR Australia's Board

The Board of Directors is responsible for setting our strategic direction and guiding our operations. It approves our annual budget, ensures compliance with legislation and regulatory requirements, and monitors our organisation's performance and costs. It is accountable for our overall performance, compliance with codes of conduct, and for oversight of RedR Australia's risk management. The Board appoints the Chief Executive Officer and delegates the operational management responsibility of RedR Australia to the CEO.

Board Members

Our Board is comprised of eight non-executive directors and includes four representatives of our founding bodies: Engineers Australia; Consult Australia; the Institute of Public Works Engineering Australasia; and Professionals Australia. The Board also includes two appointments from financial members on the Roster and up to seven members who are co-opted for their professional skills and expertise. Board members act in a voluntary capacity and do not receive any remuneration.

Board Nominations Committee

The Nominations Committee oversees the nomination of co-opted Board and Committee members.

Ethical Standards

RedR Australia is committed to maintaining the highest ethical standards. All Board members, employees, and deployees are expected to comply with relevant laws and to sign RedR Australia's Code of Conduct and Child Protection Policy. Board members are required to declare any potential conflict of interest.

Risk Management Fraud and Corruption Control

The Board is responsible for oversight and all employees are required to abide by our anti-bribery, fraud, and corruption policy.

Reserves Policy

Our reserves policy specifies that reserves need to be retained to safeguard RedR Australia's operations.

Independent Hotline Service

RedR Australia would like all its employees to feel safe and to be treated fairly at work, and contracts an independent hotline service at Stopline. Stopline has trained and experienced consultants available to take confidential telephone calls, letters, emails, or website enquiries about complaints and incidents and is available to all staff.

Accreditation

ACFID Member

RedR Australia is a member of the Australian Council for International Development (ACFID). We are a signatory to the ACFID Code of Conduct and committed to adhering to ACFID's high standards of corporate governance, public accountability, and financial management. Complaints concerning alleged breaches of the code can be made to the ACFID Code of Conduct Committee via www.acfid.asn.au/code-of-conduct/complaints

ACNC

RedR Australia is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC). ABN 89068902821

RedR International

We adhere to the following RedR International principles: Impartiality, Neutrality, Independence, Voluntary Service, and Unity.

The Sphere Project

RedR Australia is the Sphere focal point in Australia. Our training programs are underpinned by the internationally recognised Sphere standards of humanitarian response.

Code of Conduct

Our Board, all employees, deployees, associate trainers, volunteers, and interns sign our Code of Conduct.

Feedback

We welcome your feedback about us. If you have any suggestions, compliments or complaints, please contact our communications team by emailing hr@redr.org.au or call **+61 (0) 3 8341 2666** to request to speak to Human Resources. Our complaints policy is available on our website at: <https://www.redr.org.au/media/1492/feedback-and-complaints-handling-policy.pdf>

Our Solicitors

Maddocks Level 6,
140 William St
Melbourne Vic 3000

Our Bankers

Bendigo Bank Strathmore
Community Bank
337 Napier Street
Strathmore Vic 3041

Our Auditors

BDO Collins Square/Tower 4
Level 18,
727 Collins St
Melbourne Vic 3008

Financials

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
REVENUE		
Donations and gifts		
Monetary	136,978	35,000
Non-monetary	767,887	578,386
Bequests and Legacies	Nil	Nil
Grants		
Department of Foreign Affairs and Trade	12,512,474	6,502,710
Other Australian	Nil	Nil
Other overseas ¹	561,082	913,860
Investment income ²	46,363	117,797
Commercial Activities Income	Nil	Nil
Domestic Programs ³	1,107,271	1,043,215
Other income	20,687	69,535
Revenue for International Political or Religious Adherence Promotion Programs	Nil	Nil
TOTAL REVENUE	15,152,742	9,260,503

Notes:

1. Includes both the UK Government through its Department for International Development and cost sharing revenue from UN Agencies for extended deployments
2. All deposits are held at the Strathmore Community Branch Bendigo Bank and interest is recognised when received
3. RedR Australia's Australian Capability Program Revenue
4. The cost of deploying international emergency response experts to our UN partners, including regional office costs
5. Direct costs of program management spent in Australia
6. The management and administration cost of supporting humanitarian experts to deploy and return from the field
7. The offset for accounting treatment of non-monetary donations and gifts
8. Operating Costs of RedR's Capability Programs
9. Includes the management and administration cost of supporting RedR's Capability Programs

	2018	2017
EXPENDITURE		
International Aid and Development Programs Expenditure		
International programs		
Funds to international programs ⁴	6,647,096	3,861,341
Program support costs ⁵	1,616,922	667,190
Community education	Nil	Nil
Fundraising costs		
Public	19,600	39,058
Government, multilateral and private	184,748	69,030
Accountability and Administration ⁶	1,994,575	1,761,042
Non-Monetary Expenditure ⁷	767,887	578,386
Total International Aid and Development Programs Expenditure	11,230,829	6,976,047
International Political or Religious Adherence Promotion Programs Expenditure	Nil	Nil
Domestic Programs Expenditure ⁸	2,094,157	1,558,171
Commercial Activities Expenditure	Nil	Nil
Other Expenditure ⁹	494,386	596,839
TOTAL EXPENDITURE	13,819,372	9,131,057
SURPLUS/(DEFICIT)		
Other Comprehensive Income		
TOTAL COMPREHENSIVE INCOME	1,333,370	129,446

Financials

BALANCE SHEET AS AT 30 JUNE 2018

	2018	2017
ASSETS		
Current Assets		
Cash and cash equivalents ¹	1,062,743	4,798,386
Trade and other receivables	2,516,854	274,469
Inventories	Nil	Nil
Assets held for sale	Nil	Nil
Other financial assets ²	1,000,000	0
Other current assets ³	174,083	222,734
Total Current Assets	4,753,680	5,295,589
Non-Current Assets		
Trade and other receivables	Nil	Nil
Other financial assets	Nil	Nil
Property, plant and equipment ⁴	478,943	149,801
Investment property	Nil	Nil
Intangibles ⁵	142,067	49,600
Other non-current assets	Nil	Nil
Total Non-Current Assets	621,010	199,401
TOTAL ASSETS	5,374,690	5,494,990

Notes:

- 1. Bank Account balances with Strathmore Community Branch Bendigo Bank
- 2. Term deposit held with Strathmore Community Branch Bendigo Bank
- 3. Prepayments and other debtors
- 4. Fixed assets are depreciated in accordance with the reasonable useful life of the asset
- 5. RedR's intangibles comprise computer software
- 6. Includes Trade Creditors and Accrued Expenses
- 7. Provision for Employee Leave Entitlements
- 8. Primarily consists of RedR Australia's Capability Income received in advance, in addition to a small portion of Membership fees in advance
- 9. Non-Current provision for Employee Leave Entitlements
- 10. Restricted Reserves include donations held as the Overseas Aid Fund

	2018	2017
LIABILITIES		
Current Liabilities		
Trade and other payables ⁶	306,643	455,722
Borrowings	Nil	Nil
Current tax liabilities	457,112	55,579
Other financial liabilities	Nil	Nil
Provisions ⁷	277,889	267,477
Other ⁸	99,495	1,818,942
Total Current Liabilities	1,141,140	2,597,720
Non-Current Liabilities		
Borrowings	Nil	Nil
Other financial liabilities	Nil	Nil
Provisions ⁹	87,205	84,293
Other	Nil	Nil
Total Non-Current Liabilities	87,205	84,293
TOTAL LIABILITIES	1,228,345	2,682,013
NET ASSETS	4,146,345	2,812,977
EQUITY		
General Reserves	937,381	937,381
Restricted Reserves ¹⁰	861,778	806,400
Retained Earnings	2,347,186	1,069,196
TOTAL EQUITY	4,146,345	2,812,977



Children in Za'atari camp in Jordan play for the camera.

Photo credit: Hiba Judeh,
RedR Australia



redr
australia

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www.redr.org.au

Australian Aid 