

EBOLA DOESN'T  
STOP  
FOR CHRISTMAS  
DON'T GET COMPLACENT!  
Catherine — Ambulance Coord.

**2014/15**  
ANNUAL REPORT

# CEO'S MESSAGE

**A health pandemic, two major natural disasters and the ongoing crisis of Syrian refugees across the Middle East ensured this was a busy year for RedR Australia.**

Climate change continues to impact on the number and severity of natural disasters and there is growing evidence that warmer temperatures are linked to extreme weather events including increasing droughts, floods and the intensity of tropical cyclones.

This year, we sent a record 118 skilled people to 35 countries and trained 605 people. Our efforts were supported by a strategy to diversify our funding through several public fundraising appeals, cost-sharing contributions from our United Nations (UN) partner agencies and the consolidation of funding support from the UK government.

When the World Health Organization (WHO) declared an international public emergency in response to the Ebola crisis, in August 2014, and called for a coordinated response to halt its spread, we responded to the call. We sent trainers, a communications specialist, child protection staff and logisticians to the affected West African nations of Guinea, Liberia and Sierra Leone. It was the first time we had responded to an international health pandemic and our courageous deployees joined hundreds of others, who came to support the local

populations, during a desperate time filled with fear and grief. The Australian Government provided a special \$2 million grant to support our Ebola response.

Our Ebola response also extended to Darwin and the Philippines where we conducted training in collaboration with WHO, Charles Darwin University, the Burnet Institute and the Global Outbreak Alert and Response Network. Ebola-specific preparedness merged with pandemic preparedness for the Asia Pacific, and regional health security.

Closer to home, I had the opportunity to visit our deployees responding to Cyclone Pam in Vanuatu. As we had pre-positioned six people in the Pacific, prior to the cyclone season, three of them were in Port Vila when the cyclone hit and destroyed more than 90% of the country's food crops. The courage and spirit of our deployees, under extraordinary stress and in the face of terrible tragedy, continues to inspire me. I salute their efforts.

Like most Australians, I was shocked to hear about the earthquake that hit Nepal on ANZAC day. This devastating event



---

*Our courageous deployees joined hundreds of others who came to support the local populations, during a desperate time filled with fear and grief.*

---

killed more than 11,000 people and left millions homeless. Once again, our register members rallied to the call for help and, within a month, we had 10 of them on the ground including a gender-based violence expert to support our new partner, the United Nations Population Fund.

This year, 574 people participated in one of our internationally recognised training programs and 31 completed our TAE40110 Certificate IV in Training and Assessment through our Registered Training Organisation. We have some of our biggest impact through training. Our alumni go to all corners of the globe, and work with our United Nations partner agencies as well as some of the most experienced and effective international non-government organisations.

As the year ends, I'm attending the World Humanitarian Summit in New Zealand to see how RedR Australia can contribute to the agenda to reshape aid.

Our work relies on support from our major donors, corporate partners and, increasingly, public donations to our appeals. I'd like to take this opportunity to thank you for your contributions, and continued investment in our efforts to mobilise the right people, with the right skills, to make a difference when disasters strike. I would also like to acknowledge the efforts of more than 70 volunteers who have supported our training courses this past year, and those professionals who provide us with pro bono services. Alongside our staff and associate trainers, you have helped us remain a leading humanitarian agency for international humanitarian relief. Thank you.

**KIRSTEN SAYERS**

CEO

Front cover photo: Darren Williamson

# ABOUT REDR

RedR Australia is a leading humanitarian agency for international emergency relief. We provide skilled people and train them to help communities rebuild and recover in times of crisis.

## WHO WE ARE

When disaster strikes, we mobilise the right people with the right skills to make a difference. Our internationally recognised training courses prepare aspiring aid workers for life in the field and help experienced humanitarians further hone their skills. We also build resilience in disaster prone countries through our disaster preparedness training activities and strategic collaboration with National Disaster Management Offices throughout the Asia Pacific.

## HOW WE WORK

RedR Australia is a Standby Partner to eight United Nations and other frontline relief agencies. During a humanitarian crisis, a global network of Standby Partner organisations provides additional support to UN response efforts. We are the only Standby Partner to the UN in the Southern Hemisphere and Asia Pacific.

When thousands of people flee into neighbouring countries to escape civil war, we're there to plan refugee camps, provide clean water and shelter, ensure children can access education and advise on public health. When entire communities are left homeless by earthquakes or typhoons,

we're there to ensure the vulnerable are protected. Our people repair and rebuild infrastructure, coordinate response efforts and public communications, map and track relief activities, assist in the prevention of gender-based violence, and manage the movement of essential supplies.

RedR Australia is at the forefront of disaster risk

reduction. We capacity build National Disaster Management Offices in the Asia Pacific and have pre-positioned expert staff throughout the Pacific prior to the cyclone season.

And we don't just send anyone. We send the best. Our people are carefully selected and trained before deployment.

## OUR HISTORY

RedR Australia was established in 1992 by engineer Jeff Dobell who called on his peers to apply their skills to disaster relief. In the late nineties, we sent up to 10 people abroad each year to support the United Nations High Commission for Refugees. Over the past two decades, we have expanded the breadth of expertise we are able to offer in humanitarian emergencies and now support eight United Nations partner agencies. We have deployed more than 800 people to over 80 countries.

In the 2014/2015 financial year, we sent 118 specialists to assist communities in desperate need following natural disasters and conflict-induced emergencies.

We continue to build capacity within the international aid agency sector through our

## 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

humanitarian training activities. Employees of international non-governmental organisations now make up half of the 600 people who attend our core courses annually, and we collaborate with a range of organisations to deliver customised training.

## 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, Sri Lanka and Malaysia and a new chapter is emerging in Indonesia.

## OBJECTIVE

RedR exists in order to provide suitably trained and experienced personnel to relief agencies in order to help them relieve people from the debilitating conditions that occur when disasters disrupt the normal pattern of life.

## SCOPE

RedR 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, WFP, WHO and UNICEF, 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 Standby Register for deployment on UN and other emergency response field missions.

RedR Australia maintains a Register of experienced personnel from which operational agencies (governmental, non-governmental and international) can obtain the skills they require to improve their response in disaster relief and support disaster risk reduction.

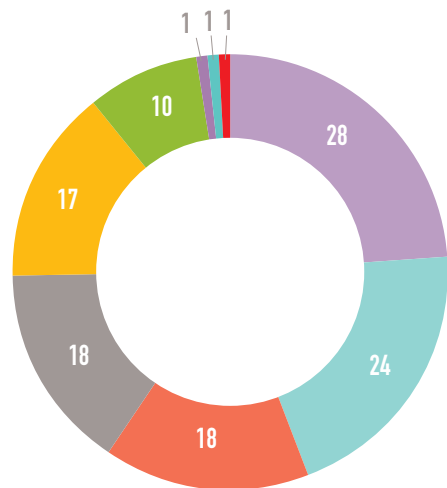
## FUNDING

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.

# WHERE WE WORK

## DEPLOYEES BY AGENCY 2014/15

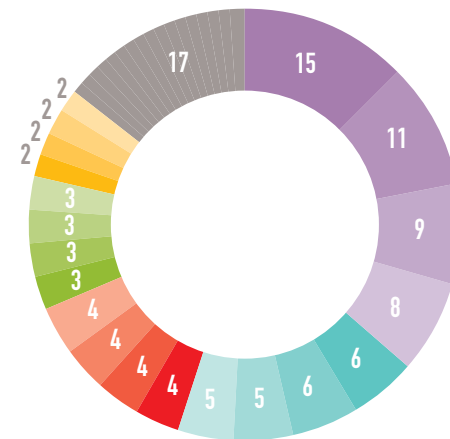
TOTAL: 118 PEOPLE



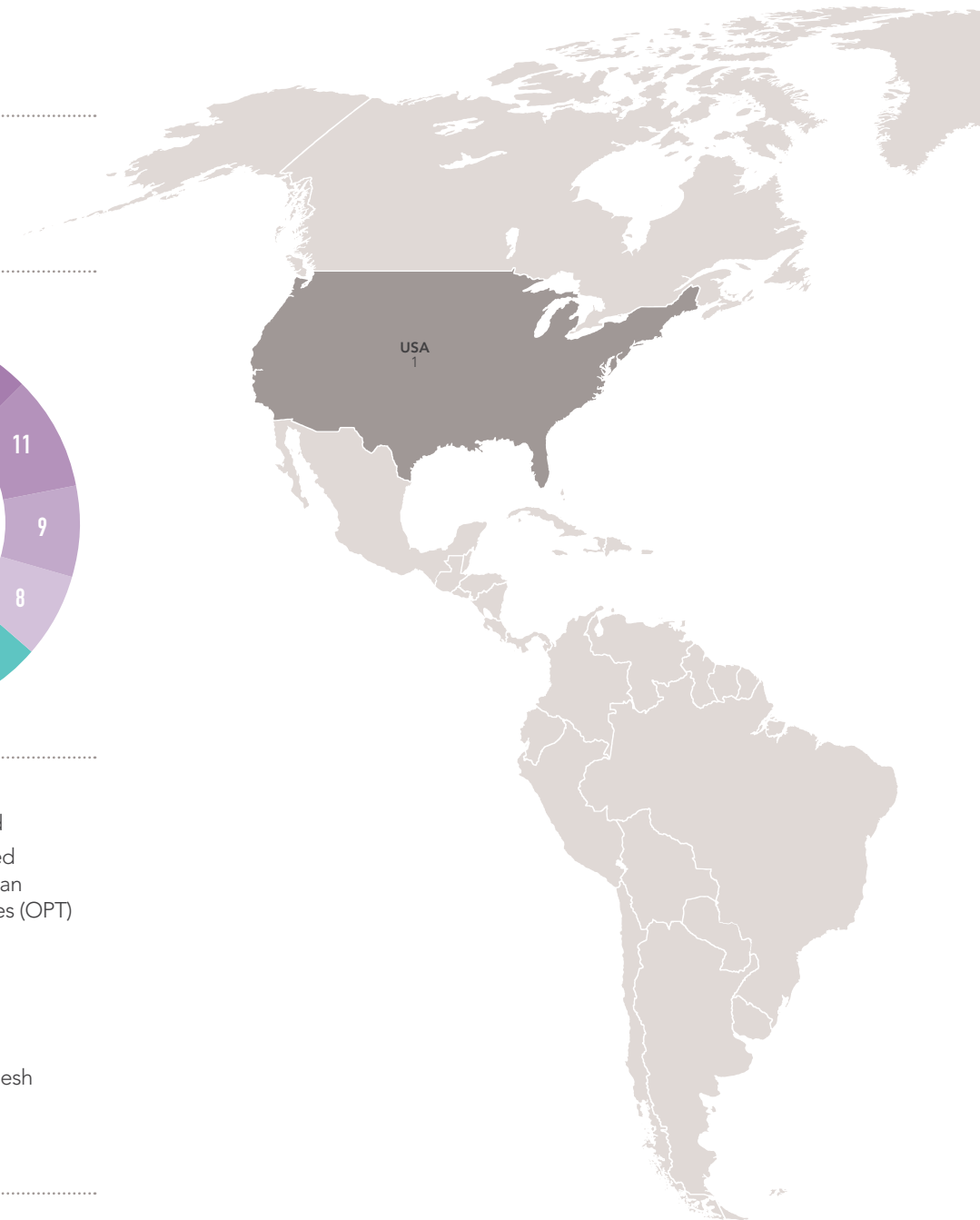
- UNICEF
- UNHCR
- UNFPA
- OCHA
- WHO
- IOM
- WFP
- FAO
- DFID HQ

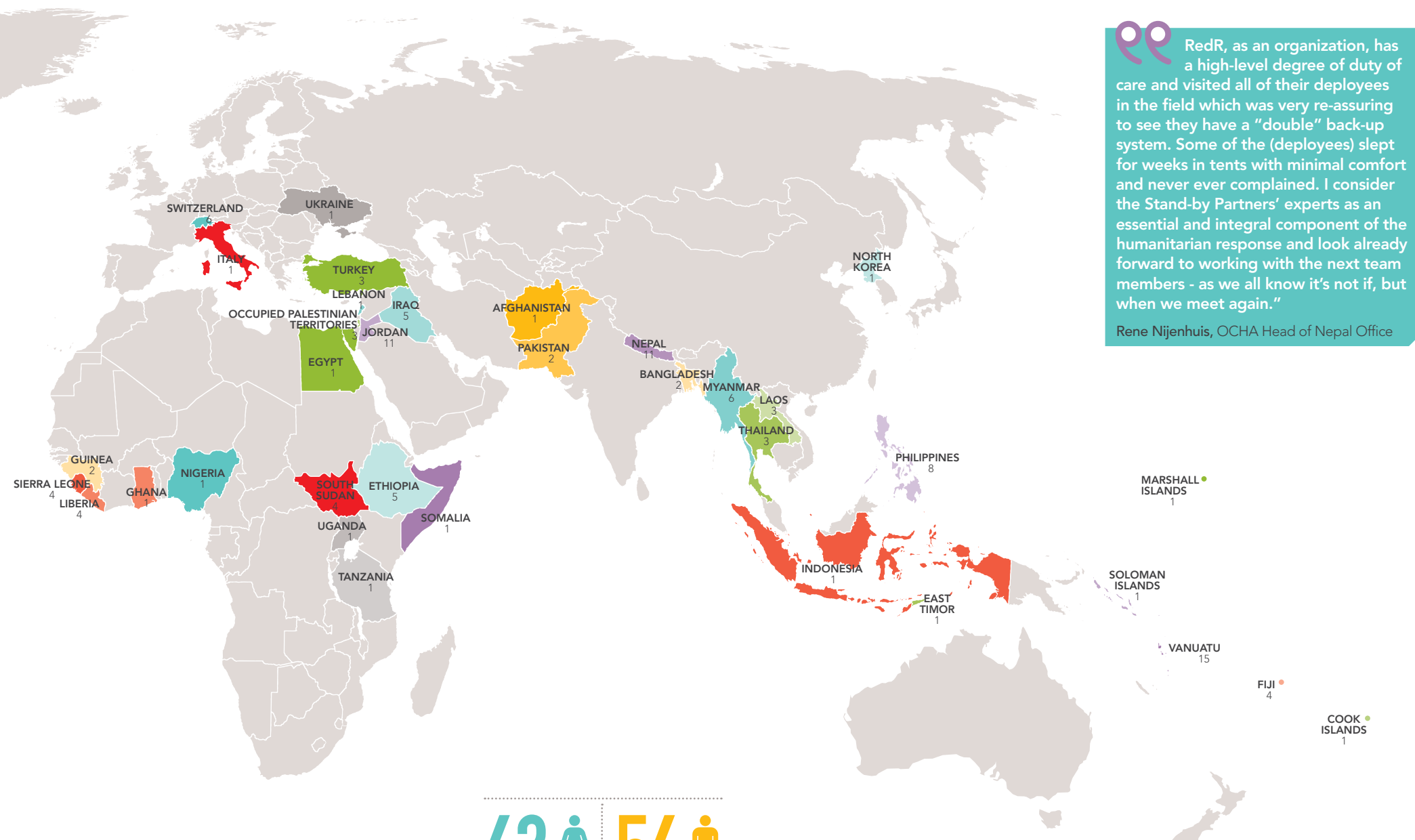
## DEPLOYEES BY COUNTRY 2014/15

TOTAL: 118 PEOPLE



- Vanuatu
- Nepal
- Jordan
- Philippines
- Switzerland
- Myanmar
- Iraq
- Ethiopia
- South Sudan
- Sierra Leone
- Liberia
- Fiji
- Turkey
- Thailand
- Occupied Palestinian Territories (OPT)
- Laos
- Yemen
- Pakistan
- Guinea
- Bangladesh
- Other





RedR, as an organization, has a high-level degree of duty of care and visited all of their deployees in the field which was very re-assuring to see they have a "double" back-up system. Some of the (deployees) slept for weeks in tents with minimal comfort and never ever complained. I consider the Stand-by Partners' experts as an essential and integral component of the humanitarian response and look already forward to working with the next team members - as we all know it's not if, but when we meet again."

Rene Nijenhuis, OCHA Head of Nepal Office



# REGISTER PERSONNEL & DEPLOYMENTS

## REDR REGISTER

RedR Australia is able to mobilise the right people with the right skills to make a difference when disasters strike because we have recruited a diverse range of specialist experts and trained them, through our core courses, in the Essentials of Humanitarian Practice and Personal Safety, Security and Communications.



**The professionalism of the RedR Australia stand-by roster members has been praised on several occasions by WFP Country Offices and Regional Bureaux who, in some cases, have indicated their specific preference to deploy stand-by partners from RedR Australia in large scale emergencies."**

Ms. Rocío Rebollo Pérez, Stand-by Partner Officer, WFP

RedR Australia was established in 1992. Initially, emergency response work was undertaken by a group of engineers however, increasingly, we have recruited more diverse skills to our register as the most in-demand skills are no longer engineers, but information managers who can summarise and interpret field data to enable decision makers to coordinate the response. Emergency and disaster preparedness coordinators are also in high demand. Engineers, particularly WASH engineers and civil engineers, remain an important part of our emergency relief teams, but we increasingly need humanitarian affairs officers, emergency response coordinators, protection and gender based violence experts, public health and nutrition specialists, Geographic Information System (GIS) mapping specialists and communications staff.

Most people on our register have averaged 2.3 previous deployments, the average age of a register member is 44 and they typically have 5 – 10 years' experience in the humanitarian sector.



*Left: UNOCHA civilian military coordinator and RedR deployee Dale Potter with RedR CEO Kirsten Sayers in Vanuatu.*

## DEPLOYMENTS

In our capacity as a Standby Partner to eight United Nations agencies, RedR Australia received 727 requests for staff to provide surge support this year. Most of our deployees responded to the Nepal earthquake, Cyclone Pam in Vanuatu and the ongoing Syrian refugee crisis. We also sent a significant number to assist with the Ebola crisis in West Africa and the aftermath of Cyclone Haiyan in the Philippines.

Most of our partner agency requests in 2014/15 were for Information Managers (18%) and Humanitarian Affairs Officers (13%). Eight per cent of our requests were for Engineers with the majority in WASH followed by Civil/Construction Engineers.

We deployed RedR personnel to 35 countries this year including Vanuatu, Fiji, the Solomon Islands, the Philippines, Myanmar, Nepal, Pakistan, Afghanistan, Jordan, Iraq, Guinea, Liberia, Switzerland and Italy. Almost 40% of our people were responding to conflict induced emergencies.

WE DEPLOYED REDR  
PERSONNEL TO  
35 COUNTRIES  
THIS YEAR

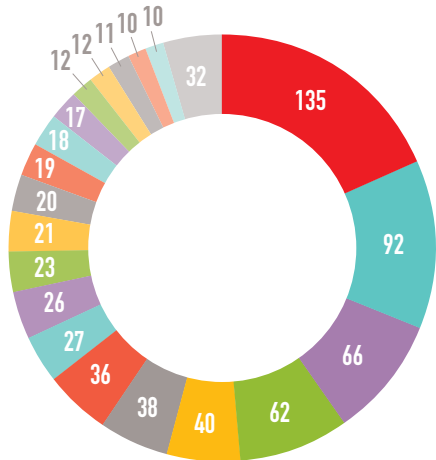


Logistician Daryll Ainsworth is one of our longest serving members. He joined our register in 2000 and first deployed to East Timor the following year. This year, he responded to the Ebola crisis in Liberia and also deployed to Pakistan. Daryll has completed

**24 ASSIGNMENTS**  
for RedR Australia

## UN AGENCY REQUESTS 2014/15 BY SKILLS PROFILE

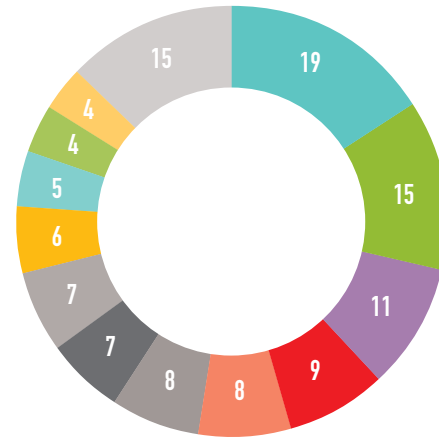
TOTAL: 727 REQUESTS



- Information Management
- Humanitarian Affairs
- Emergency Response
- Supply Chain Logistics
- WASH Engineering
- Child Protection
- Information Communication Technology
- Public Health
- Assessment/Monitoring Evaluation
- Nutrition
- Civil/Construction Engineering
- General Protection
- Communications/Media Liaison
- Emergency Education
- Cash and Voucher
- SGBV
- Shelter Construction
- Emergency Preparedness
- Fleet Logistics
- Warehouse Logistics
- Other

## DEPLOYEES 2014/15 BY SKILLS PROFILE

TOTAL: 118 PEOPLE



- Humanitarian Affairs
- Supply Chain Logistics
- Emergency Response
- Information Management
- Communications/Media Liaison
- Child Protection
- Assessment/Monitoring Evaluation
- General Protection
- WASH Engineering
- Public Health
- Nutrition
- Field Safety
- Other



Photo: Harjono Djoyobisono

Above: RedR deployee Tony Goodrick discusses food distribution in Vanuatu with WFP's Akhtarul Islam.

## THE AVERAGE AGE OF A REDR AUSTRALIA REGISTER MEMBER IS 44



In our capacity as a standby partner to eight United Nations agencies, RedR Australia received

# 727 REQUESTS

for staff to provide surge support this year

# OUR UNITED NATIONS PARTNER AGENCIES

RedR Australia is the only United Nations Standby Partner in the Asia Pacific region. We have formal agreements with the following eight UN agencies.



RedR deployee Sarah Forbes in South Sudan

Photo: Stefan Stefansson

## OCHA

The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) ensures there is a framework within which each player can contribute to the overall response effort during emergencies and coordinates the response. It is involved in assessing situations and needs, agreeing common priorities, developing common strategies to address issues such as negotiating access, mobilizing funding and other resources, clarifying consistent public messaging and monitoring progress.



the protection and shelter needs of IDPs as well as the coordination and management of camps.

## IOM

The International Organization for Migration (IOM) is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. The IOM provides humanitarian assistance to migrants in need including refugees and internally displaced people.



monitors the health situation. WHO also helps countries to strengthen their national core capacities for emergency risk management to prevent, prepare for, respond to, and recover from emergencies due to any hazard that poses a threat to human health security.

## WFP

The World Food Programme (WFP) is the world's largest humanitarian agency fighting hunger worldwide. On average, WFP reaches more than 80 million people, with food assistance, in 75 countries each year.



## UNICEF

The United Nations Children's Fund (UNICEF) works with others to overcome the obstacles that poverty, violence, disease and discrimination place in a child's path. The fund works in 190 countries and responds to emergencies to relieve suffering and protect children. It is present wherever children are threatened.



## UNFPA

The United Nations Population Fund (UNFPA) focuses on family planning and women's reproductive and maternal health. UNFPA works closely with governments, UN agencies, community-based organizations and other partners to ensure that reproductive health is integrated into emergency responses and action is taken to prevent gender-based violence.



In emergencies, WFP gets food to where it is needed, saving the lives of victims of war, civil conflict and natural disasters. After the cause of an emergency has passed, the agency uses food to help communities rebuild their shattered lives. It collaborates closely with the FAO.

## UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) coordinates international action to protect refugees and resolve refugee problems worldwide, and supports stateless people. It operates in 123 countries. UNHCR also protects and assists millions of internally displaced people (IDP) who remain within their own countries but were displaced by conflict or natural disaster. In these circumstances, the agency takes the lead role in overseeing



## WHO

The World Health Organization (WHO) coordinates international health activity within the United Nations' system and works towards universal health coverage to ensure general access to health. During emergencies, WHO's operational role includes leading and coordinating the health response, undertaking risk assessments, identifying priorities and setting strategies. It also provides critical technical guidance supplies and financial resources and



## FAO

The Food and Agricultural Organization (FAO) of the United Nations focuses its efforts on achieving food security for all – to make sure people have regular access to enough high-quality food to lead active, healthy lives. The organization works towards the eradication of hunger, food insecurity and malnutrition and the elimination of poverty. When disasters strike, the FAO seeks to ensure agricultural production recovers and future food security is ensured.





# OUR SUPPORTERS

The generous contributions of our supporters enable us to continue to respond to humanitarian emergencies and train the next generation of humanitarian experts.

We appreciate the support of everyone including our government funders, corporate supporters, regular givers, those who responded to our emergency appeals and those who coordinated workplace events on our Wear Red for RedR day.

This year, we received \$110,534.50c in public donations including more than \$60,000 raised from our public appeals.

Our Ebola Appeal raised \$13,168.65. The money enabled us to send logistics coordinator Daryll Ainsworth to Liberia where he supported the WFP as the Logistics Cluster Coordinator. It funded his airfares, pre-deployment medical and part of his first month's salary.

Our Cyclone Pam Appeal raised \$18,255 and this was used to partly fund the deployment of WASH engineer Daniel Ervin who joined UNICEF as the WASH cluster coordinator.

capacity development of Southeast Asians and Pacific Islanders in disaster preparedness, Essential Humanitarian Practices, WASH and Logistics for emergencies.

## GOVERNMENT SUPPORTERS

The Australian Government through the Department of Foreign Affairs and Trade is our major donor providing core funding and support for our deployments. The Australian government also subsidises our internationally recognised training courses enabling us to train humanitarian workers at heavily discounted rates. We also receive significant funding from the UK government for deployments into the field through the Department for International Development.



**Australian Government**  
Department of Foreign Affairs and Trade



**Department  
for International  
Development**

Our Nepal Appeal raised \$34,218.54. The money will be used to fund the secondment of RedR Australia shelter expert, Francisco Monteiro, to RedR India's Nepal training on shelter in emergencies for local NGO staff. This is a RedR International collaboration.

Our Wear Red for RedR day raised \$7,726.70. This was placed into our international fund that sponsors the

## CORPORATE SUPPORTERS

*Partners who provided more than \$10,000 in value in 2014/15*

ARUP

GHD Pty Ltd

## MAJOR DONORS

*Donors who provided more than \$1,000 in 2014/15*

Auricon New Zealand Ltd

Sonja Chandler

Engineers Australia

John Gerofi

Alex Gouch

Mark Prideaux

Knox Foundation

Institute of Public Works  
Engineering Australia

Hans Knutzelius

Institute of Public Works

Lycopodium Minerals Pty Ltd

Malvern Primary School

Roger McCutchan

Stephen Merange

Myer Family Office

SBA Financial Pty Ltd

Sambalance Pty Ltd

Bruce Sinclair

Vonwiller Foundation

## WEAR RED FOR REDR DAY

This year, more than 30 organisations and individuals were involved in Wear Red for RedR day on 6th February raising more than \$7000. Our biggest fundraiser was Arup who held the event in seven of their offices across Australia and Singapore. We'd like to acknowledge the efforts of all those individuals who organised events within their organisations.

## IN-KIND SUPPORT

This year, we received in-kind support valued at \$300,411.

*Companies that provided more than \$1000 of pro bono services or in-kind support in 2014/15*

Anaconda

Carmel Byrne

Peter Caillard

Connecting Up

Engineers Australia

Golder Associates

HR3

Institute of Public Works Engineers Australia

John Fahey

Kroll

Maddocks

Officeworks

Pack and Send

Professionals Australasia

David Twine

# MAJOR INTERNATIONAL DISASTERS



Above: Michelle Sanson discusses WFP's new gender policy with a colleague



Above: Pippa Haughton, Karen Hobday, Veronica Frank and Mary Larkin in Geneva



Above: Lauren Stockbridge consulting with a cyclone survivor in Vanuatu



Above: ICT officer Warren Keen on assignment with WFP in Indonesia

# REDR STRATEGIC GOALS

## GOAL 1. A STRONG, RESPONSIVE AND DYNAMIC STANDBY REGISTER

**Strengthen the Standby Register in numbers, responsiveness and in line with the key trends of the humanitarian sector.**

This year, we sent record numbers of humanitarian affairs coordinators, protection specialists and information managers to support global emergencies. We supported 17 of our register members to attend capacity development training in Europe, Asia, the US and Australia. We were instrumental in securing a specialist training for Standby Partners in Information Management in Bangkok and we supported six of our register members to attend and upgrade their skills.

We initiated several disaster-preparedness deployments this year enabling us to pre-position experts in the Pacific prior to the cyclone season. As a result, we had three people in pivotal roles in the National Disaster Management Office in Vanuatu when Cyclone Pam hit and they were critical to ensuring an effective rapid early response.

Our 2015/16 focus will be on recruiting more people for our Register with skills in gender-based violence prevention, protection, logistics and information management.



**The RedR stand-by partner experts that supported OCHA's rapid response to the earthquake in Nepal stood out because of their senior field experience, their flexibility to the tasks at hand, their relentless positive approach under challenging and fluid circumstances and, not least, their commitment to teamwork!"**

Eleonora del Balzo, Stand-By Partnership Programme, Emergency Services Branch, OCHA Geneva

## GOAL 2. INTERNATIONAL COLLABORATION TO BUILD RESILIENCE

**Strategic international collaboration and Indo-Pacific and partner priorities**

In 2014/15, we took the initiative to engage in more disaster preparedness capacity building in the Pacific and posted experts in food security, cluster coordination and logistics to Vanuatu, the Marshall Islands, Fiji and the Cook Islands.

We collaborated with key partners to design and facilitate pre-deployment Ebola virus training for Asia Pacific WHO staff as part of Pacific Pandemic Preparedness and regional health security and collaborated on 10 other international training programs throughout the Indo-Pacific.



**RedR Australia representatives have brought a wealth of field experience, technical expertise, training and facilitation ability and a great spirit of collaboration to the eCentre's workshops. They have consistently been an asset to UNHCR eCentre workshops throughout the region. This support is crucial to the eCentre continuing to be able to provide high-quality capacity building support to government, civil society and UN humanitarian responders across the Asia Pacific region with a very small budget. RedR Australia is a long-term and valued partner of the UNHCR eCentre."**

Samantha Newman, Coordinator, UNHCR Regional Centre for Emergency Preparedness

## GOAL 3. ENGAGEMENT AND VISIBILITY

**Increase visibility of RedR Australia and strengthen our engagement with partners, donors and the Australian public.**

We engaged our eighth United Nations partner and sent our first deployment to UNFPA in response to the Nepal earthquake.

We expanded the scope of our donor base by launching three new Appeals and signed a three year funding agreement with the United Kingdom's Department for International Development.

RedR Australia is widely recognised throughout the humanitarian sector and, particularly, amongst those who respond to international emergencies however our visibility outside this sector remains limited. We will continue to raise awareness amongst the Australian public of RedR Australia's contribution to international emergencies.

## GOAL 4. ACCOUNTABILITY AND GOVERNANCE

**Ensure accountability by strengthening operational, governance and compliance systems and support for professionalization initiatives.**

This year we installed new payroll software that will go live in July and have enhanced our Salesforce database to enable us to improve efficiencies and engagement with stakeholders.

We have a constitutional review under way with completion expected in 2015/16.

The Department of Foreign Affairs and Trade conducted a due diligence review of RedR Australia under the auspices of the Public Governance Performance and Accountability Act 2013. Preliminary results indicate that we have a low risk rating across all 20 assessment criteria.

# CYCLONE PAM

**Cyclone Pam tore through the Pacific in March this year leaving a trail of destruction. Three countries were hit: the Solomon Islands, New Caledonia and Vanuatu, where more than half the population was affected and 96% of the food crops destroyed.**

In a country where most of the population relies on subsistence farming, this was a major disaster. Tens of thousands were left homeless and in need of food, water and shelter. A Category 5 cyclone, Pam packed winds of more than 250 kilometres an hour. 75,000 people needed emergency housing and almost everyone needed food aid and support to replant their crops. The southern provinces of Shefa and Tafea were the most seriously damaged and include remote islands around the archipelago. The capital of Port Vila was also affected.

Prior to the cyclone season, RedR Australia had pre-positioned several deployees in the Pacific to assist national governments in their disaster preparedness. As a result, three of our people were in Port Vila when the cyclone struck and were able to respond immediately. They were pivotal to the response in the early stages of the emergency.

In total, 15 RedR Australia deployees responded to Cyclone Pam including specialists in logistics, assessment, civil-military coordination, nutrition, information management, WASH and field monitoring.

## JOELENE WATERS

**The night of the cyclone was the most terrifying event in the life of Australian Defence Force veteran Joelene Waters.**

“I have been in some dangerous situations on army operations in the past, but they were usually situations for which I had trained and practiced. This was not a situation that I was prepared for,” Joelene said from Port Vila where she was deployed as a logistics expert with UNICEF.

Joelene and two other RedR deployees, stationed in Port Vila as part of an emergency preparedness operation, huddled together in the pantry of her house as the cyclone hit.

“When we walked outside the next morning, the world had completely changed. The island that sits outside my window was flattened. Roads were inaccessible; sheet metal hung in pieces from foundations; car windows were smashed and boats were on land. It wasn’t until that point that I realised what a category five cyclone actually means; physically and emotionally,” Joelene said.

“Cyclone Pam followed a path from North to South and was being closely tracked for a week before it made landfall in Vanuatu. Working within the National Disaster Management Office (NDMO) meant that the emergency had started long before the disaster had reached even the northernmost islands,” she said.

Joelene had been in Port Vila for six weeks building the NDMO’s capacity

to manage logistics in emergencies. During the week prior to the cyclone, she was conducting contingency planning, checking the suitability of evacuation centres, helping to plan the movement of people to safe areas, coordinating the Logistics Cluster in preparation for the worst case scenario and tracking cyclone reports to anticipate damage on other islands.

“The morning after the cyclone, I immediately went to the National Emergency Operations Centre (NEOC) to start work on the response. The initial reports were very disjointed and it was difficult to get a clear picture of how badly things had been affected.”



*Above: Joelene Waters and logistics colleagues Steven Noel and George Lapi in Vanuatu.*

Communication was lost across all affected islands and this constrained assessing the urgent needs of the population.

“As a logistics team of one during the first 48 hours, I was heavily reliant on support from other members of the NEOC in collating information and

reporting immediate concerns such as known damage to infrastructure.”

Within a month, Joelene’s logistics team had grown to 50 staff.

“The relationships and professional networks that I made in the preparedness phase were invaluable during the emergency response to Cyclone Pam. Being able to call on information from trusted sources, and even learning who not to ask, was critical to almost every decision I made during the busiest days,” she said.

“Vanuatu is a logistics coordinator’s Rubik’s cube. There are 82 islands across six provinces, geographically running from north to south. The eastern most sides of Vanuatu are near impossible to access using boats and barges due to the severe weather and currents from the Pacific Ocean. Early in the emergency response, there was a heavy reliance on helicopter assets for delivery of urgent relief.”

“My experience working in operational environments and with limited resources assisted in developing rational solutions to some challenging problems.”

As a result of Joelene’s work, there is now a proposed logistics structure for future emergencies, there is trained warehouse staff, government-marked control forms and deployable warehouses ready for the next disaster.



Photo: Harjono Djoybisono/RedR Australia



Photo: Harjono Djoybisono/RedR Australia

*Above: Children attend a temporary tent school after their original school was destroyed by the cyclone.*

*Left: RedR deployee Nina Michaelides collects information on aid distribution from a local family for UNICEF*

## DALE POTTER



Victorian policeman Dale Potter had just responded to a family violence incident when he heard Cyclone Pam had made landfall in Vanuatu on the 13th March this year.

Within 72 hours, he was on the ground in Port Vila working as the Civil-Military Coordinator

(CMC) with the United Nations Disaster Assessment and Coordination (UNDAC) team.

"I was deployed fairly quickly and I was liaising between the NGOs, UN agencies and the foreign militaries," Dale said.

The sole policeman in the small Victorian country town of Dookie, Dale had to quickly adapt to his role of being at the centre of a major disaster and coordinating the effective use of military assets to support the humanitarian relief effort.

Seven nations including Australia, New Zealand, the UK, France, Tonga, Fiji and the Solomon Islands, sent planes, helicopters or ships to help distribute aid.

"You need to understand the military landscape and have an idea of how to successfully coordinate humanitarian agencies, and know the limitations of both, to do this job," Dale said.

With assistance from a logistics officer at WFP, Dale set up a transparent system that enabled the NGOs to log their transport requirements, which were then discussed at a daily meeting with representatives from the various militaries and local police and

defence force. A recommended list was then sent to Vanuatu's National Disaster Management Office (NDMO) for approval.

"I had to have everyone's interests at heart and had to prioritise and, of course, everyone wants their aid there now. The final decision would be made by the NDMO and they had their own priorities too," he said.

"Initially, life-saving aid like water, sanitation, food, health, shelter and key non-food items were the government's top priorities."

As a result of Dale's efforts, tens of thousands of the Ni-Vanuatu people were able to access food and clean water, health and sanitation items and shelter materials within days of the disaster.

Towards the end of March, Dale helped coordinate the second needs assessment. It required the deployment of 155 people in 24 assessment teams, across four provinces, comprised of 23 islands, to visit 45 locations. The effort produced detailed needs assessment reports that were shared and enabled the effective delivery of much needed aid over the following weeks and months.

Dale's work contributed to setting a global standard in the use of foreign military assets, to be followed during future emergencies in a similar context.

# NEPAL EARTHQUAKE

Saturday April 25th was a typical spring day in Kathmandu. Tourists were milling about looking for a good lunch spot, local farmers were out in the fields tending their crops and the shops and markets were doing a brisk weekend trade, when the ground suddenly shook violently.

The earth opened. Buildings began to sway and then came crashing down as rubble. Terrified people ran out of them and into the streets. Avalanches struck on the surrounding mountains and hundreds of people were buried alive. An earthquake measuring 7.8 on the Richter scale had struck Nepal and several surrounding countries. The quake's epicentre was around 81 km east of Nepal's capital.

More than 8500 people were killed, 20,000 injured and 2.8 million left homeless.

Meanwhile, back in Melbourne, RedR Australia staff and active Register Personnel watched the evening news on their televisions in horror; it would be a busy week at the office.

Requests for surge support came in thick and fast from our United Nations partner agencies. We had worked together after the Haiti and Pakistan earthquakes, so we all knew what would be needed: Water, Sanitation and Hygiene (WASH) engineers to provide temporary water supply and sewerage infrastructure to prevent outbreaks of water-borne diseases; nutrition and public health experts; and civil-military coordinators to coordinate the use of military assets to distribute the humanitarian aid. Information and reporting officers would be needed to ensure the analysis and dissemination of accurate data; child protection officers to ensure orphans and vulnerable children were protected and Gender Based Violence (GBV) experts to protect those who become more vulnerable to GBV during a crisis.



The RedR stand-by partner experts that supported OCHA's rapid response to the Earthquake in Nepal stood out because of their senior field experience, their flexibility to the tasks at hand, their relentless positive approach under challenging and fluid circumstances and, not least, their commitment to teamwork!"

Rene Nijenhuis, OCHA Head of Nepal Office

We got the first email from WHO six hours after the earthquake struck, another followed from UNICEF and then WFP requested logistics specialists, engineers, emergency telecommunications and IT staff.

On the Monday morning, RedR Australia's international emergency response team swung into action and we mobilised our register personnel to support the relief effort. Within a few weeks, we had three civil-military coordinators (CMC), two WASH engineers, a GBV expert, information manager and communications specialist on the ground, supporting the response.

RedR deployee Mel Schmidt had just touched down and was in a taxi from the airport to his hotel when the earth shook again and a second quake measuring 7.3 on the Richter scale struck Nepal. This one killed 126 people, left thousands more homeless and sent landslides tumbling down mountains, cutting off roads and remote villages from aid. The combined disaster was the deadliest in the country's history. In total, RedR Australia deployed 11 people to Nepal this financial year.



Photo: Vibeke Sefland/Remote Access Operations

Above: A mule train is the only way over the Larke Pass to provide much needed food aid to Nepalese tribal communities cut off by avalanches. The mules are delivering WFP supplied rice and fuel through local NGO Remote Access Operations.



Photo: Carolyn Cummins/RedR Australia

Above: Mel Schmidt at his camp in Dholaka



Photos: Sonny Inbaraj Krishnan

Above: Locals assess the damage to homes in Kathmandu

Below left: Logistics coordinator Andy Cianchi in a WFP warehouse in Nepal.

Below right: Cristian Birzer assesses a wifi access point for WHO in Chuatara, Nepal



## KATE BEAN



Women and girls are particularly vulnerable in a crisis as the norms regulating social behaviour are weakened. They may be separated from family and community supports rendering them more vulnerable to abuse and exploitation, particularly if they are dependent on others for support.

Kate Bean was RedR Australia's first deployment of

a gender-based violence (GBV) "expert on mission" to our new partner, UN Population Fund (UNFPA).

"Sexual violence in the first month is the most common form of violence against adolescent girls and young women. People might be in queues for humanitarian aid and get told they won't get aid without sexual favours," Kate said.

*"There are huge issues of child trafficking in Nepal at the moment. They are trafficking vulnerable children across the Indian border for the commercial sex trade"*

"Global research and statistics have shown that men are the aggressors in emergency situations and many develop negative coping strategies in a crisis. If, prior to the crisis, they had issues managing alcohol consumption or anger, a crisis will exacerbate that," she said.

Domestic violence also increases in the aftermath of a crisis. GBV, which

includes domestic violence, is a serious and life-threatening protection issue during emergencies, so the work of Kate and the UNFPA team is life-saving.

Kate's role involves educating government and NGO staff about GBV and how to prevent it. She has also run training programs for the Nepalese police and military as well as local and international NGO staff.

Kate and her team developed referral templates, reporting and impact and assessment tools to collect data and support survivors of GBV. They also devised a strategy to roll them out, so they could understand how widespread the issue was and seek funding to address it.

UNFPA also focused on integrating GBV prevention strategies into all aspects of the humanitarian response to ensure women and girls were not exposed to any increased risk of GBV, as a result of the aid efforts. Kate has been monitoring the increased trafficking of adolescent girls and the roll out of Female Friendly Spaces and women's refuges which provide support to survivors of GBV.

"There are huge issues of child trafficking in Nepal at the moment. They are trafficking vulnerable children across the Indian border for the commercial sex trade," Kate said, explaining that she worked closely with UNICEF's child protection unit and the IOM.

## TAI RING TEH

The prevention of water borne diseases such as diarrhoea and cholera has been the focus of Tai Ring Teh's assignment with UNICEF in Nepal.

When he arrived in May, most of the earthquake affected population of Kathmandu was living in make-shift tents.

"I provide a lot of technical advice to UNICEF's implementing partners on how to provide emergency WASH interventions in internally displaced people's camps," Tai Ring said adding that "the population of some of Kathmandu's overcrowded camps grew fourfold in a matter of weeks,".

Tai Ring is responsible for managing UNICEF's WASH contracts with a range of implementing partners including Oxfam

and Plan International. He has overseen the building of emergency toilets and water facilities for IDPs in Kathmandu and other affected areas of Nepal. A major part of his work relates to the prevention of diseases through hygiene promotion and the distribution of family hygiene kits. He has also assisted UNICEF partner agencies to set up cholera response measures in case of an actual outbreak.

"We have focused on making sure that people in the most remote villages, especially the women and children, received water treatment and family hygiene materials," he said.



Photo: Rajendra Shakya

Above: Tai Ring in front of a water tanker in a Kathmandu IDP camp

## ANN-MARIE WILCOCK

Ann-Marie Wilcock is trying to raise the profile of the UN Food and Agriculture Organization's (FAO) work in Nepal so it can attract sufficient international support to help farmers rebuild their livelihoods, and improve food security for the disaster affected population over the coming months and years.

Deployed to support the FAO's media and communications team, she has organised field visits for local and international media, coordinated media interviews and briefings with FAO experts, and drafted communications material such as media releases, speeches and fact sheets.

The FAO has focused on helping the most vulnerable farmers in the six districts, on the Tibetan border, most affected by the earthquakes. The agency has provided more than 100,000 households with support including rice and vegetable seeds, animal feed supplements and grain storage bags to protect the food stores that remain.

"The earthquakes struck at the worst possible time for farmers; right as they were harvesting wheat and about to begin planting the staple rice crop," Ann-Marie said.

"Farmers suffered heavy losses of crops and stored seeds, livestock, farming tools, fertilizers and kitchen gardens. Many farmers haven't been able to restock yet as they lack the financial means or market access, or they have come up against a



Photo: FAO

Above: Ann-Marie Wilcock consults with a community in Rasuwa

shortage of seeds due to over-demand. In a country where two thirds of the population depends on agriculture for their livelihoods, the impact on food security has been immediate and significant," she said.

Donor fatigue is impacting resources for all UN agencies in Nepal. The FAO has only raised 25% of the USD\$23.4 million needed for the emergency agricultural response.

Ann-Marie's communications and advocacy work is helping disaster-affected farmers in Nepal by raising national and global awareness of the ongoing need for urgent humanitarian assistance.

"Every personal story, every interview, every news article, speech, opinion piece, photograph and social media post helps to highlight the huge daily challenges for farmers in the hills

behind Kathmandu," Ann-Marie said.

"I go into the field and ask farmers to tell me about their lives, and I speak to the technical people planning and delivering this amazing support on the ground, and weave the two together to tell the compelling, human stories about FAO's earthquake response.

"Donors, including national governments, have so many organisations asking them for support, and there are so many terrible conflicts and disasters globally, that there are huge pressures on the finite levels of humanitarian funding.

"So it's really important to be able to explain what the organisation does in a way that is clear, accurate and honest, and to show, with facts, background and personal stories, why people need help, and what will happen if help doesn't come," she said.



# DISASTER PREPAREDNESS

This year, we embarked on a new initiative deploying six people throughout the Pacific ahead of the cyclone season. The aim was to support our United Nations partner agencies to capacity build staff in the National Disaster Management Offices in Vanuatu, the Marshall Islands, Fiji and the Cook Islands, so they would be better placed to respond to future emergencies.

We sent a logistics officer and food security specialist to UNICEF and FAO in Vanuatu; regional information management and protection officers to FAO and the UNHCR in Fiji; and food security cluster coordinators to the Marshall and Cook Islands.

Our internationally recognised training programs are also a key pillar in our disaster preparedness activities. We train staff from United Nations agencies throughout



Above: Mark Vaughan on deployment in the Marshall Islands

the Indo-Pacific and international NGOs and collaborate with these organisations to run training for nationals in disaster prone countries. This year, we facilitated three courses in the Basics of International Humanitarian Responses for the UNHCR's e-Centre, collaborated with WHO and several partners on Ebola virus training in Manila for Asia Pacific WHO staff, delivered Water, Sanitation and Hygiene training in Malaysia and supported six other international training collaborations.

*Our internationally recognised training programs are also a key pillar in our disaster preparedness activities.*

## EMMA COLL

Emma Coll was in Port Vila assisting the National Disaster Management Office (NDMO) in disaster preparedness when the cyclone hit.

"The windows suddenly blew in and I looked for my grab bag which I had in the office thanks to the RedR training!" exclaimed Emma whose original deployment brief was to revitalise the food security and agriculture cluster to ensure it had the tools and capacity to function during an emergency response. She was also providing support to the NDMO for information management capacity building.

*Thanks to the efforts of Emma and her collaborators, 205,000 people received food aid as well as seeds to start replanting their household gardens and crops.*

Deployed to the United Nations Food and Agriculture Organization (FAO), Emma was working with a national team to develop the new terms of reference for the food security cluster, ensuring that when the next cyclone occurred, the team's roles and responsibilities would be well understood and food security properly incorporated into response plans.

Cyclone Pam provided the perfect assessment tool for Emma's work and catapulted her into a role coordinating the food security and agriculture cluster response on behalf of the Department of Agriculture and Rural Development.

Thanks to the efforts of Emma and her collaborators, 205,000 people received food aid in early April and again later that month as well as seeds to start replanting their household gardens and crops. She produced a Humanitarian Action Plan for the cluster and developed medium and long-term recovery strategies for Food Security and Agriculture in Vanuatu focused on re-establishing agricultural production.

Addressing food security in emergencies is vital in Vanuatu, as subsistence-farming families don't generally have the capacity to preserve and store food. In major cyclones, crop loss (usually including yams, bananas, water taro, coconuts and breadfruit) can leave families short on food for months. Without immediate food assistance, families can be left with no choice but to skip meals, and the government does not always have the financial capacity to provide emergency food baskets. Emma recognized that more work needed to be done on both disaster preparedness and disaster response policy if families were to bounce back faster from emergencies; particularly when these emergencies are so frequent - Vanuatu averages two cyclones every season. Her coordination and capacity building work helped the cluster to meet these two important objectives.

"The aim of my role was to strengthen the work the government was already doing, and to make sure the emergency response planning was tailored to the context and was sustainable," she said.


# OUR TRAINING

Our internationally recognised training continues to attract current and aspiring humanitarians from across Australia and around the world. We remain the preferred training provider for Department of Foreign Affairs and Trade staff as well as those from many of Australia's key international Non-Governmental Organisations. This year, we conducted or assisted in delivering 38 courses with 605 participants in Dookie, around Australia and across the globe.

## CORE TRAINING

This year, 156 people completed one of our six public **Personal Safety, Security and Communications** courses. This is RedR's trademark course and condensed versions were delivered as part of Ebola pre-deployment training for WHO responders in Darwin and Manila this year. The course covers a range of safety and security issues and offers simulation exercises to enable participants to understand the inherent risks in field environments, develop strategies to manage these risks and use communication and navigation devices including two way radios, satellite phones and GPS tools. This course was also run at Charles Darwin University for 21 students in their Bachelor of Humanitarian Studies program and the University of Melbourne offered accreditation to 18 Masters level students who participated in the course this year.


Our **Essentials of Humanitarian Practice (EHP)** course provides an important

 An accurate simulation of the real risks field workers may be exposed to and the related skills that support a safe assignment or deployment.

Jane Rutledge, PSSC participant, Dookie 2015

foundation for humanitarians entering the field and a perfect refresher for seasoned aid workers. We had 118 participants complete one of our five EHP courses. Group work, practical exercises and a

large scale operational planning exercise are popular aspects of the course and enable students to take the theory and immediately apply it to a real life context.

 The most professional and intense training I have ever done. Skills can be immediately transferred to my current role."


Tanya Power, EHP participant, Darwin 2015

Our annual **Water, Sanitation and Hygiene (WASH) in Emergencies** course was held in October and provided an opportunity for participants to get their hands on field equipment and learn how to construct water storage and distribution systems and operate and make basic repairs to water pumps. They also constructed emergency toilets that would comply with Sphere standards and learned about hygiene

promotion activities and needs assessment and coordination in emergencies.

Our annual **Humanitarian Logistics in Emergencies** course was held in March and explored the importance of logistics planning and coordinating the movement of people and supplies during a crisis.

## EBOLA TRAINING

 This was by far the best training I have ever undertaken. It had a great balance of theory, hands on practical application and scenario based activities, and is great preparation for the WASH sector or even getting to know what you might be in for."

Mat Neeson, Senior Environmental Advisor, Laing O'Rourke

RedR Australia received funding from the Australian Government to run Ebola Virus Pre-Deployment Training in Darwin and the Philippines as part of a global health security response. We collaborated with WHO, the McFarlane Burnett Institute, and Charles Darwin University to provide training to 20 participants in Darwin. Most the participants were practising Australian medical staff seeking deployment with WHO in West Africa. The participants learned about the history, transmission and symptoms of the Ebola Virus and trainers demonstrated safe personal health, hygiene and security practices appropriate to the context. Participants also learned to apply risk and

personal security tools and were encouraged to consider key psychosocial risks and to plan strategies for coping, self-care and support. Guest trainers included recent returnees from the Ebola crisis countries as well as epidemiologists and RedR's highly respected staff and associate trainers.

In the Philippines, we collaborated with WHO, the Global Outbreak Alert and Response Network and the Western Pacific Regional Office to deliver WHO's Global Outbreak (GO) pre-deployment training for the Ebola response to responders from the Western Pacific Region. The training had 32 participants from China, Japan, South Korea, Malaysia, Mongolia, Cambodia, Vietnam, the Philippines, Laos, Singapore, Fiji and Australia. The GO Training Package was developed by WHO in Geneva with assistance from RedR Australia staff member Emma Kettle.

We also delivered a separate Training of Trainers course for 10 participants from WHO Western Pacific Regional and WHO South Pacific Offices. The course was designed as an introduction to training of trainers with the objective of increasing participants' knowledge, skills and confidence in delivering the GO training materials.



Photo: Katrina Peach/RedR Australia

## TAILORED COURSES

More than 180 people completed one of our 16 tailored courses this year which were run in-house for organisations in Melbourne, Sydney, Canberra, Darwin, Brisbane, Cairns and Townsville. We continue to develop tailored in-house training for staff at World Vision, Mission Aviation Fellowship, Christian Brothers Mission and many other international non-government organisations (NGOs).

We also delivered tailored training courses for organisations in Indonesia, Malaysia, Thailand and the Philippines including a course for the ASEAN Centre for Humanitarian Assistance in Jakarta.



Photo: Katrina Peach/RedR Australia

## UNHCR E-CENTRE TRAINING

We continued to provide training support to the UNHCR's e-Centre to run the Basics of International Humanitarian Response course in Bangkok. Our associate trainers assisted with courses in August, October and March. The March workshop was one of the highest rated workshops the e-Centre has ever done.

## JOINT INFORMATION MANAGEMENT TRAINING FOR UN STANDBY PARTNERS

Demand for surge support in information management remains higher than supply across all UN Standby Partners so RedR Australia hosted a Joint information management Training (JIMT) for partners in Bangkok this year. The course attracted 24 participants from nine UN Standby Partners including six from RedR Australia's Register. Two of the Register Members, Suzanne Wargo and Dinesh Jayasuriya, are now providing Information Management support to UNICEF; Suzanne in the Nepal response and Dinesh to the ongoing Syrian crisis. RedR Australia, with support from the Australian Government, provided the food and accommodation for participants and sponsored our register members to attend. We hope to host another one in Australia in the next financial year.



**Our employees, have not only benefited in enhancing their Security, Safety and Communications skills but have also become better leaders through attending RedR Training.**

**The RedR PSSC course has greatly contributed and assisted in reducing safety incidents not only in the field but also within general local domestic operations by providing our employees with a much greater awareness and capability in hazard identification, trip planning and risk management.**

**The return on investment on all courses that RedR has delivered to World Vision has been high. The credibility and commitment of staff and volunteers has always been outstanding in that they always go that extra step to ensure each of our employees have a positive and safe experience but more importantly leave the course more confident, competent, and prepared."**

Mark Saliba, Manager, Safety and Security,  
World Vision Australia



Photo: Pippa Houghton/RedR Australia

## OUR REGISTERED TRAINING ORGANISATION (RTO)

RedR Australia's RTO, RedR Australia Ltd, gained official certification from the Australian Skills Quality Authority in early 2014.

This year, we held two accredited courses in the TAE40110 Certificate IV in Training and Assessment. Our TAE40110 Cert IV has a humanitarian focus. Many of the participants provide training to disaster-affected communities and nationals in crisis-affected countries, whilst on deployment with RedR Australia or in the context of their work with other international NGOs. Others who attended the course worked in diverse sectors but chose our course due to its humanitarian focus and the added interest this brought to the TAE40110.

A number of our associate trainers, who wanted to formalise their training credentials so they could deliver accredited content in the future, attended the course this year.

# SUPPORTING THE CORE

This year, we sent six people to Geneva and one to the World Food Programme's head office in Rome. Four of our Geneva deployees, including two public health officers and two GIS mapping specialists, relieved core WHO staff enabling them to deploy into the Ebola crisis in West Africa. A fifth supported the development of WHO's training resources for the Ebola response and another joined UNICEF's child protection rapid response team, and was subsequently deployed to South Sudan and Gaza.

## ROD TOWNER

GHD engineer Rod Towner never imagined he could save lives with his Geographic Information System (GIS) mapping skills, but that's exactly what he's doing after deploying to Geneva to help WHO map the Ebola virus outbreak in West Africa.

Rod is updating maps on WHO's dedicated Global Ebola Response Mapping portal [maps.who.int/MapGallery/](http://maps.who.int/MapGallery/) which is accessed by field staff from WHO and other international agencies working on the ground in West Africa to contain the Ebola outbreak. The maps plot data on the number of emerging infections and where they are occurring, the location of testing centres, Ebola Treatment Units and laboratories, where WHO staff are working, the transmission chains that epidemiologists have identified after

analysing the spread of the virus and the percentage of contacts traced for a newly infected individual.

"These maps are a decision making tool for other staff within WHO and those in external organisations that are working to constrain the outbreak and their decisions are critical to saving lives," Rod said.

"INGOs have used the maps to identify where to send people for testing or treatment and to plan new treatment centres," he explained.

## MEG SATTLER

Disaster survivors are requesting mobile phone chargers and internet access and are prioritising these over food aid, reports RedR deployee Meg Sattler who wrote the global strategy for the World Food Programme's (WFP) Emergency Telecommunications Cluster (ETC).

"Often when conflict-affected communities across the Middle East spoke to me during the past couple of years, they were asking for phone chargers and Internet before food aid. I think I'd be exactly the same," Meg said.

"People aren't helpless victims. If they can communicate, they can make the best of their situation. They can seek information on services, check that their families are safe and directly fundraise via family or diaspora networks or even via crowd funding websites. However, without the means to do this they are often paralysed," she said.

Meg was deployed to the WFP in Rome in April 2015.

The Emergency Telecommunications Cluster is now committed to partnering with leading edge private sector IT companies and local service providers and working with governments and local operators to facilitate the establishment of the technical infrastructure required to get digital communications up and running during an international emergency response. Enabling the widespread use of digital

technologies amongst disaster affected populations is expected to save lives and protect people.

Following the Nepal earthquake, needs assessments revealed that "digital aid" was in demand. Communities needed to be able to communicate for safety, family reunification and aid delivery and receipt. Many Nepalese turned to the internet and telecommunications to take charge of their own responses to the disaster and, in doing so, used local and global connections to access and contribute to humanitarian aid.

Global companies like Facebook and Google contributed to the humanitarian response in Nepal through their people finder tools. Ericsson and a selection of other telecommunications providers also provided aid to Nepal and the ETC is now working toward coordinating these actors to directly serve affected populations.

The 2020 strategy is a fundamental shift in how the ETC works, moving it from serving the humanitarian



Above: Meg Sattler (centre) presenting at the Aid and Response Summit in Bangkok.

Photo: Aid and International Development Forum

response community to serving disaster-affected populations and their governments. Meg hopes to grow the network and is already working with INGOs and agencies like BBC Media Action on implementation planning.

"For me, helping people to manage their own responses is the whole point of being a humanitarian. Nobody knows their own needs and how to meet them better than the communities themselves," Meg said.

"It's a big step forward for the cluster and really puts affected communities at the centre in a real, and not a token, way."

"I'm really proud to be doing this work as a RedR Australia deployee. There is a lot of respect for RedR from my WFP colleagues and that's been great to see both personally and professionally."

Meg has previously worked in Iraq, Syria, Pakistan and Haiti.

# OUR PARTNERS

## INNOVATION IN EMERGENCIES

RedR Australia is collaborating with a group of not-for-profit organisations, working through The Warren Centre of The University of Sydney, to address the communication challenges in responding to emergencies.

The inability of relief workers to communicate in the local language, during an international emergency, can be a major issue when interpreters are in limited supply. Effective and immediate communication is vital to ensure the needs are accurately assessed and an appropriate humanitarian response is provided.

In order to address this issue, the group is developing a proof-of-principle, small, hand-held, easy to use device capable of two-way speech-to-speech translation, for deployment in emergency situations where the responder does not speak the language used in the disaster region.

Julie Vonwiller, the project director, attended RedR Australia's Essentials in Humanitarian Practice course this year to gather information on the words and language used during an emergency response. RedR Australia will also provide access to our field deployees to facilitate the recording of data for model training. Testing and trials of the device are expected to take place next financial year and it's envisaged that emergency responders, of the future, would be equipped with these light weight devices.

The devices will be trained specifically to recognise the input language in domain specific scenarios such as medical and civil emergencies. They will operate independently of cloud-based network services, recognising that

such facilities are often disabled in natural disasters. The device will (a) take the local language as input, (b) convert the spoken words of local language into text through Automatic Speech Recognition (ASR); (c) translate the resulting local language text into English text via machine translation (MT) and (d) pass the resulting English text to a speech synthesis (TTS) to output spoken English. This structure is reversible and will convert the English speech to the local language.

**Audio Capture:** Native language utterances are captured via audio

**ASR:** Automatic Speech Recognition (ASR) converts the spoken native language to written text

**Translation:** Translation (TIn) converts the written native language text to written English

**Speech synthesis:** Written English text is converted to spoken English via Text-to-Speech software (TTS)

RedR Australia is also supporting pilot research into the use of 3D Printing in a Water, Sanitation and Hygiene (WASH) context that is being undertaken by Griffith University with the support of Oxfam Great

Britain in Kenya. The aim is to reduce costs and improve the speed through which replacement parts can be provided in the field so that one day NGOs might be able to print replacement parts such as nuts, bolts and pipe connectors in the field.

## UNIVERSITY COLLABORATION

Building on informal arrangements in previous years, we are now formalising our partnership with RMIT with the development of a Memorandum of Understanding (MOU) which includes the provision of technical experts to teach into a number of courses, and the exploration of opportunities for research projects and work placements. We are also collaborating on research projects with a couple of universities including one that explores the impact of an emergency response on the mental health of employees with La Trobe University, and one that examines concepts of shelter in the context of refugee camps with RMIT.

The University of Melbourne put 18 students through our Essentials of Humanitarian Practice and Personal Safety, Security and Communications courses in April and Charles Darwin University contracted us to run these two core courses for students in their Bachelor of Humanitarian Studies degree in Darwin in June. Our Partnerships Director Emma Kettle sits on RMIT's Global Studies Program Advisory Committee.

This year, we signed an MOU with Charles Darwin University. We collaborated on Ebola training in Darwin and Manila and jointly attended a regional meeting on the Asia Pacific Strategy for Emerging Diseases in the Philippines.



Photo: Harjono Djoyobisono

Above: Arup's Joyanne Manning (left) with Unicef staff David Patunvank, RedR deployee Nina Michaelides and a young cyclone survivor.

## ARUP

Our partnership with Arup continued to strengthen this year and staff contributed almost \$4000 as part of a payroll giving program across three months from March – May. Arup also partly funded the deployment of WASH cluster coordinator Daniel Ervin.

In June, Arup employee Joyanne Manning accompanied a RedR Australia team on a monitoring and evaluation trip to Vanuatu. The trip provided Arup with an opportunity to engage with our work and explore opportunities for collaboration.

## GHD

Our partnership with global professional services company GHD continues to thrive, with two GHD staff currently on deployment in Nepal and Geneva as part of the Ebola response. GHD contributed manpower and expertise to RedR's WASH course this year and continue to pay for their staff to attend training so they can join our Register.

# EBOLA CRISIS

The international community responded to the world's worst Ebola epidemic by mounting its largest ever response to a public health outbreak and providing \$332 million to the World Health Organization (WHO) to combat the disease.

Foreign medical teams flew into West Africa, specialised laboratories and treatment units were established and the world went on high alert as the extremely contagious and often fatal disease spread fear throughout several West African countries.

The virus first emerged in the West African nation of Guinea, in March last year, and spread rapidly across the nation and its neighbours Sierra Leone and Liberia.

By August 2014, 400 people a week were being diagnosed in Liberia. WHO declared "an international public emergency" and called for a co-ordinated response to halt the spread of the virus. We responded to the call and deployed field monitors and specialists in child protection, training, communications, GIS mapping and logistics to Liberia, Ghana, Sierra Leone, Guinea and Geneva. We also backfilled other United Nations posts in Geneva, East Timor and Indonesia so UN agencies could send in their own specialist staff to the crisis affected region.

RedR deployees provided critical training capacity that enabled WHO to develop pre-deployment training for the United Nations

Mission for Ebola Emergency Response (UNMEER) and to establish pre-deployment training centres in the three countries most affected by Ebola. We also provided training to Australian health workers in Darwin and regional frontline response people throughout the Asia Pacific at an Ebola training workshop in the Philippines. This was part of pandemic preparedness for the Asia Pacific and our efforts to support regional health security.

By early June this year, the virus had infected more than 26,600 people and killed 11,147. There is no cure and no vaccine. It begins with symptoms including fever and sore throat but then escalates to vomiting, diarrhoea and internal and external bleeding.

Handshaking and hugging were quickly discouraged in the most affected countries and traditional ceremonies like washing the bodies of the deceased were banned. Schools were shut down and a whole generation of children missed nine months of classes. Not surprisingly, health workers were some of the most vulnerable to the virus, which had a devastating impact on the health workforces of Guinea, Liberia and Sierra Leone. WHO reported 815 confirmed and probable cases of infected health workers in these countries between January 2014 and March 2015. Where the final outcome was known, two thirds of them died.

Liberia was declared Ebola free in May but the disease re-emerged at the end of the financial year. Guinea and Sierra Leone have greatly reduced their infection rates but new ones are still emerging in small isolated pockets. Ebola has left a permanent mark on the world.



Photo: Tanya Bindra/UNICEF



Photos: Darren Williamson

Top: Students have their temperature taken every day now that school has resumed.

Above left: An ambulance is cleaned after transporting an Ebola victim to an Emergency Treatment Unit in Sierra Leone.

Above right: Children's graves prepared for victims of Ebola in Sierra Leone

## MOVING MEDICAL AID IN LIBERIA: DARYLL AINSWORTH



The response to the Ebola crisis in West Africa was a complex, high-risk race against time. Safe storage and transport of medical items was critical, so effective and coordinated logistics was one of the most vital elements of the overall response.

Daryll Ainsworth deployed with RedR to coordinate the national Logistics

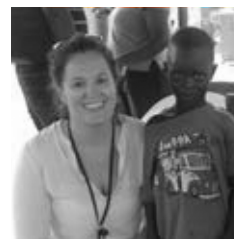
Cluster in Monrovia, Liberia for six months. The cluster played an auxiliary role to the Ministry of Health, operating land and air shipment of health and aid supplies, and ensuring safe storage of goods through fixed and mobile warehouses. Supplies ranged from medications requiring cold storage to personal protective equipment and entire Ebola Treatment Units (ETUs).

"It's a huge job," Daryll said from Monrovia. "As well as coordinating all the operational agencies, we operate a fleet of trucks and two large hubs with 25 warehouses. We can provide helicopter lifts of medical items to anywhere in the country."

The logistics cluster also facilitated community healthcare, promotion and education campaigns which helped prevent the spread of the disease.

"People don't always think of the logistics elements in responses but often they are the most basic," Daryll explained. "For example, no local organisations can do hygiene promotion if they can't get around, so we've been distributing motorbikes. Bikes are probably not what first come to mind when people think about aid supplies, but they're saving lives just as medicine is. You've got to be practical to stay across everything that needs to be done in logistics."

## PIPA NICHOLSON



When Pipa Nicholson first arrived in Sierra Leone to work as a child protection coordinator with UNICEF, the Ebola disaster was affecting every aspect of life in the country. Whole neighbourhoods and villages were under quarantine, schools were closed and daily curfews were nationally implemented, all in an attempt to curb the devastating effect and spread of the Ebola virus. Now, nearly six months later, the communities that she works in are transitioning to life post-Ebola. They're still wary of the disease, but are actively involved in preventing its re-occurrence.

Pipa's work has focused on supporting the Ministry of Social Welfare, Gender and Children's Affairs (MSWGCA), INGO's and civil society organisations that work in the affected communities to ensure the protection and care of vulnerable women and children is incorporated into their programming.

Each of Sierra Leone's 14 districts has a District Ebola Response Centre (DERC). UNICEF has worked in partnership with the Ministry staff located at the Protection Desks, placed at every DERC, to register children and adults affected by the Ebola virus, and any child with

protection concerns. This system has ensured there is central registration and referral of child protection cases.

At the height of the Ebola crisis, many children were separated from their families and caregivers, either for treatment or quarantine. In the initial chaos of a heightened response, specific details of the child including their age, date of birth and address are often missed, which is not uncommon in a disaster. One of the most satisfying aspects of Pipa's role has focused on coordinating the tracing and reunification of these unaccompanied children to their parents.

Map image: WHO

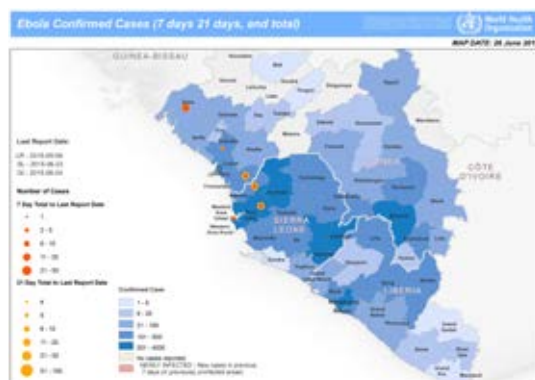


Photo: CSIRO

Far left: Map tracing the spread of Ebola prepared by RedR deployee Rod Towner

Left: The Ebola virus.

Right: Girls register for UNICEF's Family Tracing and Reunification service in Sierra Leone



Photo: Pipa Nicholson/RedR Australia

# CONFLICT-INDUCED EMERGENCIES

**Last year, 42,500 people a day were forced to leave their homes and seek protection elsewhere due to conflict and persecution according to the UNHCR.**

By the end of 2014, there were 59.5 million displaced people worldwide, a 16% increase on the previous year and the highest annual increase in a single year. So it's not surprising that almost 40% of RedR's international emergency response deployments this financial year were to conflict-induced emergencies. Specialists in shelter construction and coordination, humanitarian affairs, communication with communities (CwC), public health, logistics and supply, protection, electrical engineering, WASH, media and communications, health and nutrition, education, field monitoring and civil military coordination were amongst those sent as part of our surge support to United Nations partners. The UNHCR and OCHA recruited most of our deployees, with a handful going to WHO, UNICEF and WFP, and one to FAO in Turkey.

Most deployees were sent to Jordan, Turkey or Lebanon in response to the ongoing and escalating Syrian refugee crisis. Four million Syrians have now fled their homes to neighbouring countries.

Syria's civil war has caused the worst humanitarian disaster of our time, displacing more than 11 million people. Syrians are now the largest refugee population under the United Nations mandate and the world has not seen anything on this scale since the exodus of Rwandans following the genocide 20 years ago. Several neighbouring countries including Turkey, Lebanon and Jordan are now hosting refugees from this crisis, with Turkey hosting over 1.7 million and Jordan hosting

more than a million refugees from Syria and Iraq. RedR deployees helped design and build some of the largest refugee camps in the world in Jordan, ensured it has WASH facilities, and provided logistics, public

---

*42,500 people a day were forced to leave their homes*

---

health and protection support to the refugee community. We sent 11 people to Jordan this year, one to Lebanon and three to Turkey.

Myanmar's Muslim Rohingya population continued to be persecuted this year. Whilst many live in internally displaced people's camps in the west of the country, tens of thousands are fleeing to neighbouring countries by boat. Although, they have lived in Myanmar for centuries, the national government does not recognise the Muslim Rohingya from Rakhine state as citizens,

and they are denied access to basic services including health and education and their movement is restricted.

According to the UNHCR, 120,000 Rohingas have left Myanmar over the past three years including 25,000 in the first quarter of 2015. The UNHCR manages two large IDP camps in Rakhine state, in the west of Myanmar, and we sent five people there this year

including specialists in protection, shelter and Communications with Communities.

This year, we also sent people to respond to conflict-induced crises in the Ukraine, the Occupied Palestinian Territories, Iraq, Ethiopia, South Sudan, Tanzania, Uganda, Pakistan and Thailand.



*Left: School children packed into a classroom at Nget Chaung IDP camp in Sittwe, Myanmar*



*Below: A man navigates a muddy path in the Nget Chaung IDP camp in Sittwe, Myanmar*

Photo: Carly Learson/RedR Australia



## MOHAMED UGOOL



Extensive knowledge of the conflict, an ability to speak the local language and a good understanding of the culture enabled Dr Mohamed Ugool's success as a Humanitarian Affairs Officer in Turkey this year.

Deployed to OCHA, he was stationed near the Syrian border where his

role was pivotal to ensuring humanitarian relief supplies made it through to some of the eight million internally displaced Syrians. His team was implementing two UN Security Council Resolutions, passed in July last year, to enable cross border humanitarian assistance into Syria.

"I'm passionate about humanitarian work and my family really appreciates what I'm doing. It's in my nature to help people," Mohamed said.

No stranger to war, Mohamed was born in Khartoum in the middle of the First Sudanese Civil War and, although now resident in Canberra, he remains in close contact with his siblings and extended family in Sudan; a country that has been plagued by ethnic strife and internal conflict.

Negotiating with warring factions on the urgency of getting emergency relief supplies through to people fleeing the Syrian conflict inside Syria was part of Mohamed's daily routine. Every week, he was responsible for moving 100 trucks, laden with humanitarian supplies provided by UNICEF, WFP, WHO, UNHCR and international NGOs, across the Turkish border and into Syria. Here, the cargo would be loaded on to local trucks organised by Syrian NGOs that were partnering with the UN agencies to distribute

the aid to IDPs. The aid would be provided to all IDPs regardless of which faction was controlling the area they resided in.

"I had to coordinate with the Syrian NGOs and communicate with the warring parties inside Syria to make sure the trucks weren't attacked. I established relationships with all the major forces and, every week, I'd be telling them that these trucks would be crossing with relief items for the IDPs in a particular area," Mohamed said explaining that the warring factions included the government forces, the Free Syrian Army and Al Nusra Front. Mohamed would provide them all with the planned travel routes, final destinations, and anticipated beneficiaries.

"I also reported to the coalition forces to avoid any air campaigns against the trucks. I speak Arabic so it was easy to communicate with the people inside Syria and it also made it easy to communicate with the Syrian NGOs and swap the goods between trucks."

"My role involved a lot of negotiation and good communication skills. Most importantly, I had to have an understanding of the situation on the ground and be flexible. This was critical as things can change dramatically and you have to adapt."

"I'm proud to say there was only one attack, during the time I was there," Mohamed said.

This was Mohamed's sixth deployment with RedR Australia. He has previously served in Ethiopia, Nigeria, Liberia, Iraq, Philippines and Cambodia.

## HAMISH WEATHERLY



Communication with Communities (CwC) is increasingly being recognised as a global humanitarian priority. RedR deployee Hamish Weatherly was at the forefront when working with the UN Office for the Coordination of Humanitarian Affairs (OCHA) in Myanmar's Sittwe province, where he was helping to mainstream CwC into the overall humanitarian response.

Communication with Communities

works on the premise that people need reliable, accurate and timely information to take control of rebuilding their lives and to make informed decisions after a crisis. It views the dissemination of this information as a critical form of assistance like the provision of water, food, and shelter. It also acknowledges that communication is a two-way process and ensuring disaster survivors are also able to communicate their needs to responders is a key feature.

In practice, effective CwC includes establishing ways in which disaster survivors can source the information they need to make informed choices and mechanisms to ensure their voices are heard by responding agencies. This involves using all available communication channels including newsletters, radio, television, SMS and face-to-face work.

One of Hamish's first tasks was to map community information needs so he could educate other humanitarian agencies on what communities wanted to know.

In Sittwe, the conflict affected population wanted clarifications around refugee

(IDP) verification, relocation, freedom of movement, food distributions and shelter options. Communication with the population was much stronger in managed camps than in villages or unmanaged camps.

"CwC globally is where gender was decades ago," Hamish explained adding that "It's essential, but it is in its infancy when it comes to understanding and implementation experience across the humanitarian community globally. We need to recognize this and take it step-by-step when we're integrating it into field programming."

Hamish created a toolkit, two localized training packages and provided a range of direct technical support and capacity building to local and international humanitarians so that CwC tools could be accessed and utilized after his departure.

As a result, a clearer and more consistent dialogue is taking place between affected communities and responding agencies in Sittwe. This is enabling more locally appropriate programming, building trust and providing greater transparency and accountability in the response.

# OUR PEOPLE

## MEMBERS

RedR Australia is a membership based organisation. There are 261 RedR members who support our work and receive regular information on our international emergency responses around the world, as well as our training. Financial members also elect three representatives on our Board of Directors.

## STAFF

RedR Australia has 18 full-time and four part-time employees. Capacity building our employees and giving them opportunities to participate in our preparedness and response program plays an important role in ensuring they have a comprehensive understanding of our work, can provide training on current humanitarian practice and are capable of providing full support to those we deploy into emergency responses.

This year, our staff participated in several in-house training programs on child protection, equal employment opportunity, psychosocial awareness, anti-bribery and corruption, and the Myers Briggs Type Indicator. Three new employees also completed our core deployment training courses, the Essentials of Humanitarian Practice and Personal Safety, Security and Communications and one completed a Certificate IV in Training and Assessment.

Our CEO attended the UNFPA's Bangkok training on addressing Gender-Based Violence (GBV) in humanitarian settings in the Asia Pacific; two other employees participated in an OCHA induction in Copenhagen and Emergency Communication Network training in Geneva.

This year, four of our team deployed into emergencies: Emma Kettle who collaborated with staff at WHO in Geneva on the development of Ebola pre-deployment training materials; Pippa Haughton who supported WHO's Ebola communications team in Guinea; Joe Swan who completed his assignment supporting WHO with communications on the Syrian refugee crisis in Jordan; and Alan Johnson who led emergency preparedness and response plans for the WFP in Laos.



As the new financial year begins, our International Emergency Response team's Senior Program Officer, Jaimee Skilton, celebrates 10 years with RedR Australia. Our longest serving employee, Jaimee began her career with RedR in July 2005.

Photo: Joseph Swan



## ASSOCIATE TRAINERS

We have 87 Associate Trainers from Australia, India, Malaysia and New Zealand, who assist us in training humanitarian and emergency response workers in Australia and abroad. All of them continue to practice humanitarian work and the majority are on the RedR Register. 73 of our trainers were active and available this year and we've used 44 of them to help us deliver 28 courses in Australia and 10 courses abroad. Most of them have 5 to 10 years' experience in the humanitarian sector

## VOLUNTEERS

RedR has a committed team of volunteers that assist our Associate Trainers at our core training programs in Dookie. We couldn't run our world class training programs without them. Up to 10 volunteers attend each course and help with administration and preparations. They engage in role play so we can create real life simulations to challenge our participants, and give them the opportunity to develop the

skills required to work effectively across cultures, assist refugees, follow safety procedures if caught up in conflict and to negotiate difficult situations.

A host of other people have volunteered their time throughout the year including many technical experts who assist with our rigorous screening process for Register members and others who have supported us to establish our Registered Training Organisation.

## INTERNS

This year, we hosted 11 interns in our International Emergency Response, Training, Finance, Partnerships and Communications teams. Most of them joined us whilst undertaking their Masters degrees and several were new migrants seeking experience in an Australian work environment. Six of the interns were subsequently employed for short-term, part-time or full time paid roles as three new positions were created this year.

## REGISTER PERSONNEL

In May this year, we had 453 people on the RedR register with 60% active at any one time. Some work full time in Australia and have supportive employers that provide them with leave without pay when they respond to emergencies; others contract their skills in the humanitarian sector and are available at short notice and a few regularly rotate through deployments whilst most rotate between deployments and other full time work in Australia.

We deployed a record 118 register members into the field this year and welcomed 35 new people to the register. Most of our register members are engineers (31%)

followed by humanitarian affairs officers (14%) or protection specialists (14%) and logisticians (13.6%). 5.5% of our members are communications and media experts and 5% have skills in public health. More than 10% of our members are foreigners or possess dual citizenship and include people from Canada, the UK, New Zealand, France, Denmark, Indonesia, Nepal, Malaysia, Jordan and Ireland. All of the United Nations languages (Arabic, Mandarin, English, French, Russian and Spanish) are spoken by one or more of our members as well as 37 other languages including Thai, Burmese, Indonesian, Farsi, Pashto, Pidgin, Fijian and Bislama.

Most people join RedR Australia because they want to make a difference. New members are usually deployed within three to six months of joining the register if they have in-demand skills, are immediately available and regularly applying for the roles we offer.

We are always seeking new members and currently trying to recruit more GIS mapping specialists, Information Managers, those with experience in preventing gender-based violence and protection specialists.

 RedR Australia is well known within WFP for deploying very professional and qualified experts, with diversified and rich professional experience in the humanitarian sector.”  
Ms. Rocío Rebollo Pérez, Stand-by Partner Officer, Logistics Division WFP

## FRANCISCO MONTEIRO



Love brought Portugese architect Francisco Monteiro to Melbourne but it was his passion for humanitarian affairs that saw him join RedR Australia this year.

The emergency shelter expert brings 13 years' experience in international development, disaster

response and post conflict/disaster rehabilitation to the RedR team.

Francisco has worked in East Timor, where he designed and built a network of more than 75 schools, and in Mozambique where he managed a UNESCO World Heritage project. He has managed infrastructure projects in Iraq and spent more than three years as a shelter and construction delegate with the disaster response team at the Australian Red Cross. In this role, he provided technical support to emergency shelter

projects in the Pacific and Mozambique and was the shelter cluster coordinator in the Philippines after Typhoon Haiyan.

Francisco has joined our training team and is using his skills and experience to train the next generation of humanitarian workers.

“In real life, I have been in many of the situations RedR is training people to work in, so this is an opportunity to reflect on my own experiences, acknowledge they are rich and see what I can pass on to the next generation. I want to transfer my experience but also pass on a message of hope and that it's possible for diverse people to live together on this planet if we help each other,” Francisco said.

## A DECADE OF VOLUNTEERING WITH REDR



Epidemiologist and public health expert Priscilla Robinson is one of RedR's dedicated volunteers. A senior lecturer at La Trobe University, Priscilla joined the RedR Register, in 2006, after completing our core courses to support her research work in out of the way places.

“I've had a lot of international health work over the years

and the courses provided great insights on what to do to protect yourself in emergency situations which can happen anytime,” Priscilla said, and she should know. In 2008, she had a student group in Mumbai's Taj Mahal hotel and at the Victoria Station only 24 hours prior to the terrorist bombings and attacks on those targets.

Since completing the course, Priscilla has been a regular volunteer on the Personal Safety, Security and Communications course at Dookie and enjoys the opportunity it provides to train the next

generation of humanitarians. She also volunteers as a technical expert on our interview panels when we recruit public health experts for our register.

“I'm really passionate about training and education and I like the model RedR uses of lecturing followed by practical work. Volunteering on the course is also a good way to keep up to date on what's going on in the humanitarian sector and it's a way of reminding myself, constantly, to think about safety and security when I'm travelling for work,” she said.

Priscilla hopes to finally deploy to an emergency response when she retires from lecturing in 2016.

# OUR GOVERNANCE

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 and operational direction. 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 nine non-executive directors and includes four representatives of our founding members: Engineers Australia; Consult Australia; the Institute of Public Works Engineering Australia and Professionals Australasia. These are nominated by the four founding bodies.

The Board also includes up to three representatives of our membership who are elected by financial members and up to four members who are co-opted for their professional skills and expertise. Board members act in a voluntary capacity and do not receive any remuneration with the exception of reasonable expenses incurred in the course of their duties.

## BOARD NOMINATIONS COMMITTEE

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

## ETHICAL STANDARDS

RedR Australia's 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 and corruption policy.

## RESERVES POLICY

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

## OUR ORGANISATIONAL CHART

### REDR BOARD MEMBERS

**Emeritus Professor Elizabeth A Taylor AO** (re-appointed 2013), Engineers Australia

**Mr Andreas Marquart** (re-appointed 2013), APESMA

**Mr Michael Marley** (re-appointed 2013), Consult Australia

**Mr David Swan** (re-appointed 2013), IPWEA

**Mr Mal Ralston** (co-opted 2012)

**Mr Andrew Stevenson** (co-opted 2011)

**Ms Joanna O'Brien** (co-opted 2012)

**Ms Nicole Hahn** (elected Dec 2014)

**Mr Dinesh Jayasuriya** (elected Oct 2014)

**Mr Paul de Launay** (elected 2014 and resigned in April 2015)

**Ms Alexandra Robinson** (elected 2011 and resigned in Sept 2014)

**Mr Rhodri Wynn-Pope** (2012 -2014)

### BOARD SUB-COMMITTEES

- Executive Committee
- Nominations Committee
- Audit and Risk Committee
- Constitution Review Committee

Chief Executive Officer Kirsten Sayers

Operations Director

**Drasko Kraguljac**

- International Emergency Response
- Training
- Registered Training Organisation

Finance and Corporate Services Director

**Keith Hawkins**

- Finance
- Marketing and Communications

Partnerships Director

**Emma Kettle**

- Corporate Partnerships



"Overall, RedR has been and continues to be a valuable stand-by partner for IOM. You've been quick to respond to our surge requests, which in turn positively impacts our ability to provide life-saving services during our humanitarian operations."

Nicol U, Department of Operations and Emergencies, IOM Geneva

# ACCOUNTABILITY & ACCREDITATION

## ACFID MEMBER



RedR Australia is a member of the Australian Council for International Development. 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 <http://www.acfid.asn.au/code-of-conduct/complaints>

## REDR INTERNATIONAL

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

## THE SPHERE PROJECT



### 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 and 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 [communications@redr.org.au](mailto:communications@redr.org.au) or call +61 (0) 3 9329 1357 to request to speak to Human Resources. Our complaints policy is available on our website at:

<http://www.redr.org.au/uploads/pdfs/Feedback%20and%20Complaints%20Handling%20Policy.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, Level 14, 140 William St Melbourne Vic 3000



*Above: Architect and RedR deployee Regan Potangaroa consults with Afghan community leaders on new housing construction after 160,000 people were left homeless by flooding.*



RedR Australia support is crucial during emergencies as it enables WHO to quickly and effectively scale-up response operations on the ground, filling the immediate human resource gaps while alternative staffing solutions are put in place."

Louise Atkins, Surge and Crisis Support Unit, WHO Geneva

# OUR FINANCIALS

## INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
<b>Revenue</b>		
<b>Donations and gifts</b>		
Monetary	74,223	117,450
Non-monetary <sup>1</sup>	300,412	146,000
<b>Grants</b>		
DFAT <sup>2</sup>	6,703,877	5,002,901
DFID	427,433	1,075,075
Irish Aid	0	55,216
UN Agency Cost Sharing	365,733	470,435
<b>Investment income</b>	108,244	94,939
<b>Other income</b>		
Membership	8,526	6,546
Training	627,600	1,304,572
Sundry	25,330	119,367
<b>Total revenue</b>	<b>8,641,378</b>	<b>8,392,501</b>

### Notes

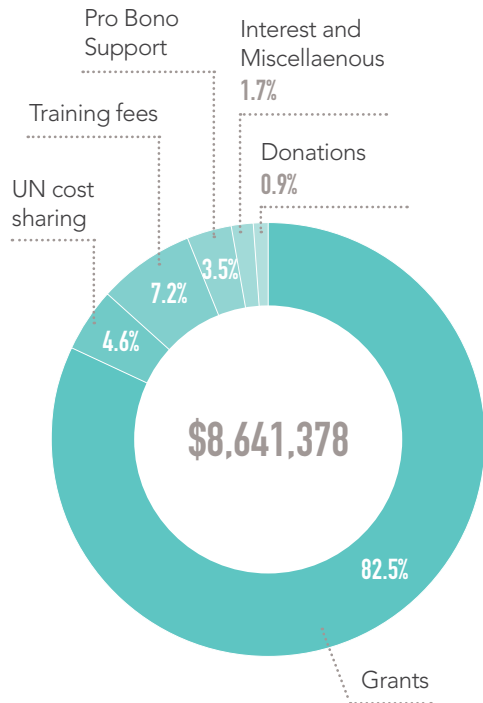
- RedR recognises it has an inherent risk with approx. 80% of its funding from a single source and we continue to ensure we meet funding partners expectations on business propriety accordingly.
- Non Monetary items are not included in audited accounts or the Balance Sheet: they are shown here for their value to the organisation.
- DFAT has \$611.5K b/f from F2014 based on forward commitments 30/06/14 and \$1.59M was transferred to F2016 at DFATs request from F2015 Grants.
- F2014 Programmes (both Deployments and Training) had a significant aid portion delivered in response to the Philippines cyclone Hayain event that was not repeated in F2015
- R etained earnings includes general donations held as Overseas Aid Trust earmarked to be used for training scholarships of Regional Asia Pacific Communities (\$575k 30/06/15)
- Unearned income includes DFAT 2015 Grant transferred to F2016 at DFAT request, Nepal Donations to be spent in F2016, pre-paid Training course fees & pre-paid F2016 Membership Fees
- RedR does not spend funds on fundraising and does not employ staff or volunteers on fundraising or promotional activities and while we do work with business partners we have not had any system for capturing that time to enable it to be valued and we are unable to guess that value.

	2015 \$	2014 \$
<b>Expenditure</b>		
<b>Operational programmes external only</b>		
Deployments <sup>3</sup>	0	5,259,822
Equipment	20,261	
Salaries	2,223,861	
Insurance	128,254	
Living Allowance	1,977,912	
Medicals	115,682	
M&E	75,788	
Travel	284,130	
CDT	50,435	
Indirect deployment staff	395,062	
<b>Training<sup>3</sup></b>	0	1,699,132
Contract Trainers	497,792	
Course Venue	400,295	
Course Materials	98,120	
Staff trainers	356,935	
RTO Costs	163,064	
<b>Administration</b>		
Organisation Administration	1,356,431	1,246,226
Non Monetary Contra	300,412	146,000
Fundraising Costs <sup>6</sup>	0	0
<b>Total expenditure</b>	<b>8,444,434</b>	<b>8,351,180</b>
<b>Surplus/(shortfall) of revenue over expenditure</b>	<b>196,944</b>	<b>41,321</b>

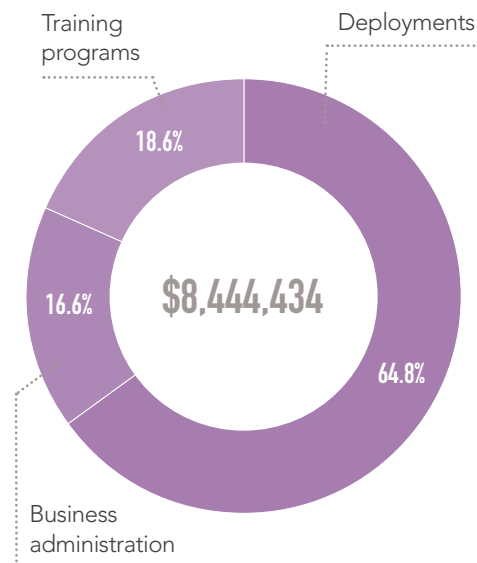
## BALANCE SHEET AS AT 30 JUNE 2015

	2015 \$	2014 \$
<b>Assets</b>		
<b>Current assets</b>		
Cash and cash equivalents	4,879,756	5,940,346
Trade and other receivables	748,602	524,468
Inventories	0	5,408
Other financial assets	240,419	299,369
<b>Total current assets</b>	<b>5,868,777</b>	<b>6,769,591</b>
<b>Non-current assets</b>		
Property, plant and equipment	76,448	103,494
<b>Total non-current assets</b>	<b>76,448</b>	<b>103,494</b>
<b>Total assets</b>	<b>5,945,225</b>	<b>6,873,085</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	551,692	621,005
Unearned income <sup>5</sup>	2,674,521	3,759,023
Employee entitlements	197,551	175,745
Other	0	0
<b>Total current liabilities</b>	<b>3,423,764</b>	<b>4,555,773</b>
<b>Non-current liabilities</b>		
Employee entitlements	28,644	21,439
<b>Total non-current liabilities</b>	<b>28,644</b>	<b>21,439</b>
<b>Total liabilities</b>	<b>3,452,408</b>	<b>4,577,212</b>
<b>Total Net Assets</b>	<b>2,492,817</b>	<b>2,295,873</b>
<b>Equity</b>		
Reserves	937,381	937,381
Retained earnings <sup>4</sup>	1,555,436	1,358,492
<b>Total equity</b>	<b>2,492,817</b>	<b>2,295,873</b>

## REVENUE FY2015



## EXPENDITURE FY2015



## WE WORKED IN 35 COUNTRIES

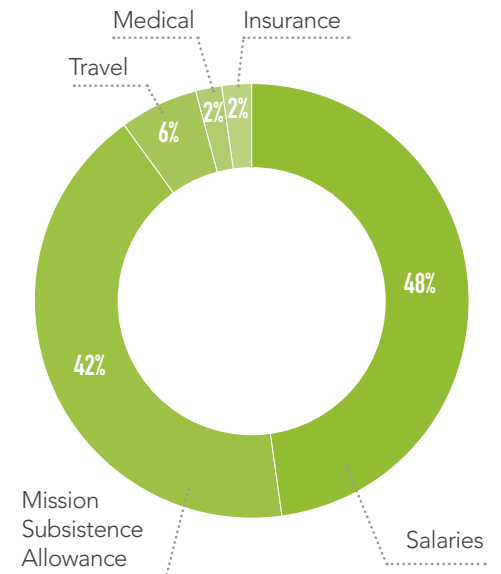
**605 PEOPLE**  
people participated in our courses

**17 PEOPLE**  
ON OUR STANDBY  
REGISTER COMPLETED  
CAPACITY DEVELOPMENT  
TRAINING

We supported  
**118**  
FIELD ASSIGNMENTS

WE WELCOMED  
**37 RECRUITS**  
TO OUR STANDBY  
REGISTER

## BREAKDOWN OF AVERAGE DEPLOYMENT COST FY2015





*Children at St Joseph's school on Efate island in Vanuatu*

Photo: Harjono Djoyobisono

Suite 104  
21 Bedford Street  
North Melbourne  
VIC 3051

**T** 61 3 9329 1357  
**F** 61 3 9329 1347

**Training enquiries:** [training@redr.org.au](mailto:training@redr.org.au)  
**Register enquiries:** [register@redr.org.au](mailto:register@redr.org.au)  
**General enquiries:** [communications@redr.org.au](mailto:communications@redr.org.au)

**Subscribe to our newsletter, RedLetter:**  
[communications@redr.org.au](mailto:communications@redr.org.au)

ABN 89 068 902 821



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

