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# Our Impact

*A summary of CARE Australia's impact figures this year:*



*We assisted more than 2.4 million people across 25 countries*



*We responded to 8 emergencies across 22 countries*



*More than 24,600 donors contributed over \$10.9 million*



*97% of our staff are local to the country in which they work and we are committed to supporting locally-led activity*



*1.3 million people received our humanitarian assistance in times of emergency or crisis*

## *Our Mission*

*CARE works around the globe to save lives, defeat poverty and achieve social justice.*

## *Our Vision*

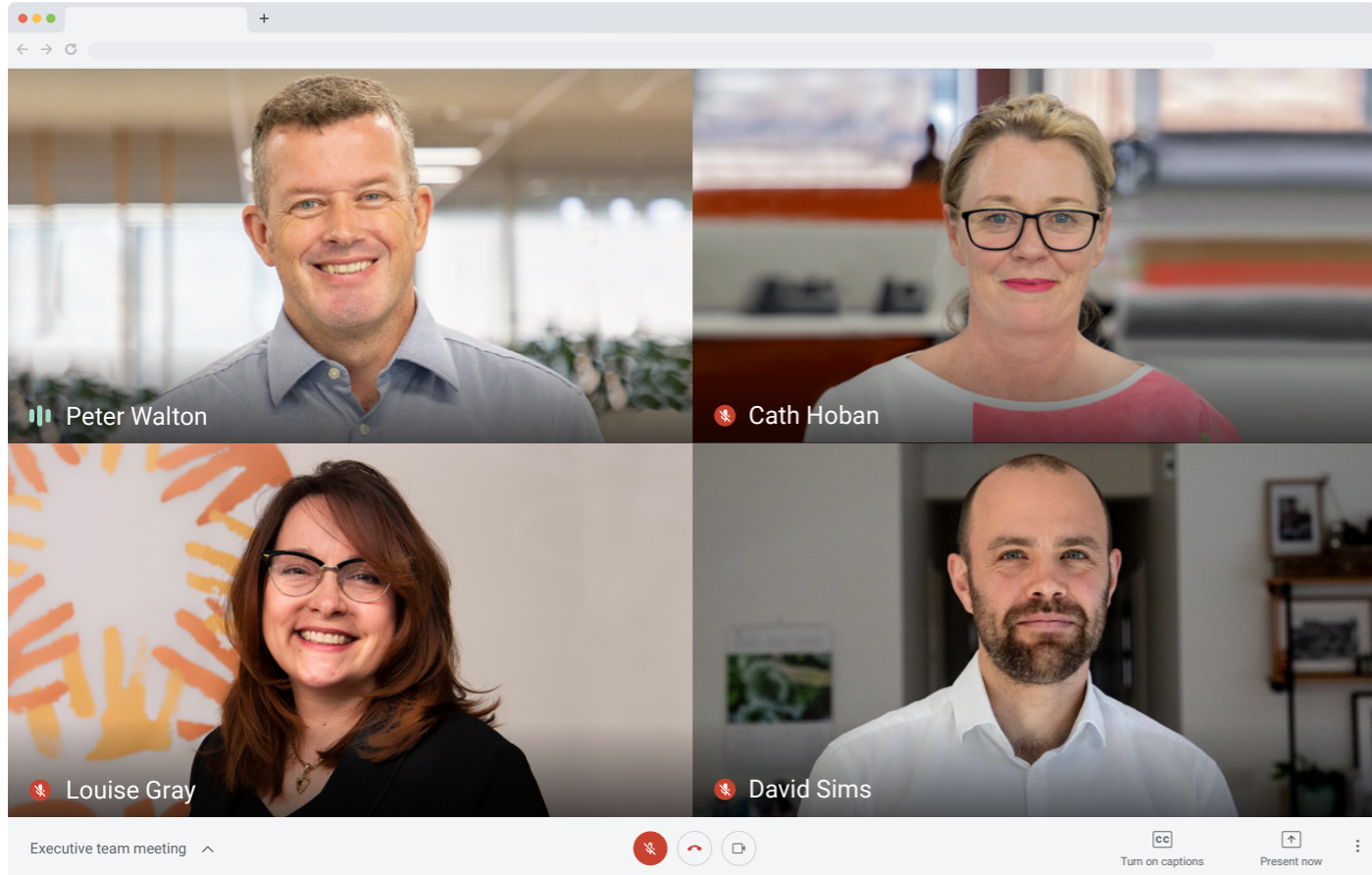
*We seek a world of hope, inclusion and social justice, where poverty has been overcome and all people live with dignity and security.*

## *Our Focus*

*We put women and girls in the centre because we know that we cannot overcome poverty until all people have equal rights and opportunities.*

Throughout this report CARE International or CARE refers to the entire CARE International organisation consisting of a confederation of 21 Members, Candidates, and Affiliates working with a global secretariat, and offices in 104 countries, all working with local staff and partners to save lives, defeat poverty and achieve social justice. CARE Australia refers to CARE's operations in Australia, as well as Australian-based-donor supported and/or funded programs and emergency responses in: the seven Country Offices we manage; the six countries in which we work through partners with no direct CARE presence; and humanitarian responses around the world which may be managed by other CARE Members.





# Thank you

I am thrilled to have joined CARE Australia in 2020 as the Chief Executive and am looking forward to the opportunity and the challenge of building on CARE Australia's foundations and legacy as we continue to ensure we are impactful in a rapidly changing world. I will start by thanking our incredible donors who enable all the lifesaving work that CARE undertakes - it is your generosity which leads to the success stories you will see in these pages. I would also like to thank the fantastic CARE Australia team who have not only welcomed me, but also adapted incredibly well to some unprecedented circumstances this year.

In what has been a turbulent year for the world, Australians have faced some serious challenges, including months of raging bushfires, and now the COVID-19 pandemic. Organisations like CARE, who seek to reduce poverty, vulnerability and injustice internationally, have had to think differently about our work. Indeed, whilst we have been adapting to worrying trends - with an increasing frequency and intensity of disasters and cases of deepening inequality and injustice - the need to continually adapt has never been more pressing.

The coronavirus pandemic has required a simultaneous emergency response in virtually every country where CARE operates. It has challenged how international aid is delivered, including in response to other emergencies, like the Category 5 cyclone that hit the Pacific as COVID-19 was escalating. CARE Australia sees this as an

opportunity to solidify our commitment to locally-led programming and ensure we proactively adapt to changing circumstances. This will help ensure CARE not only continues to be effective in the present, but leads the way in anticipating, preparing for, and responding to future challenges.

In line with this, I am really excited how we - the incredible CARE Australia team - have seized the opportunity to look at our future and our strategy, and have designed a new path forward in which the vital areas of women's economic empowerment and emergency preparedness and response have been reinforced as focus areas. With a desire for gender equality at our core, CARE Australia has decades of experience in these sectors and is dedicated to ensuring that, as the world changes around us, we continue to be agents of positive change - achieving real and lasting impact for some of the most vulnerable women, girls, men and boys we support.

I am excited for what lies ahead, and thank you for your ongoing support.

**Peter Walton,**  
Chief Executive CARE Australia



**Marcus Laithwaite**  
Chair CARE Australia

*Seventy-five years ago, in 1945, as World War II finally drew to a close, CARE was formed - and the world's first CARE Package was soon sent to help Europeans recover after years of suffering.*

In this milestone year for CARE, we can look at all the ways the world has changed in those ensuing decades, but one thing is just as startlingly true now as it was 75 years ago: our work to save lives has never been more important.

In the midst of this global pandemic, the need for CARE and the work we do is paramount, and I congratulate all of our teams who have responded to this crisis by being adaptable and forward-thinking - ensuring that CARE can continue its vital programming uninterrupted.

I offer my sincere thanks to the incredibly generous Australian public, who have supported CARE Australia this year through our appeals, the regular giving program, and in response to emergencies - our work wouldn't be possible without you. Your support right now is especially meaningful as we know that financial hardship has struck here at home.

CARE Australia is a proud and active member of the CARE International confederation and collectively we are defining a global vision for our shared future. Called CARE 2030, it unites the whole CARE confederation in our main ambitions of the impact we would like to see, the organisational identity and values we embrace, and the resource considerations required to accomplish this vision for tangible, measurable change. These three ambitions will help shape CARE Australia as we continue to evolve over the coming years.

I am pleased to welcome our new Chief Executive, Peter Walton, who has already led CARE Australia through a period like we've never seen before, and helped the organisation emerge with a bold new focus. I also thank Peter's predecessor, Sally Moyle, for her contributions over the past three years.

I am also pleased to take the position of Chair of CARE Australia after Colin Galbraith AM's six years in the position drew to a close this year. We are all deeply indebted to Colin for his strong strategic guidance as Chair, and his huge personal commitment to the organisation both in Australia and the global CARE family.

Our Board remains committed to adapting and changing to ensure we can best support the whole organisation in pursuit of its vision and mission, and I foresee a bright future, working with Peter, CARE Australia's staff and all of our supporters to achieve our vision for a world where poverty has been overcome.

# Our strategic achievements

*CARE Australia has reached the end of our 2019 strategy. At its heart was our focus on women and girls, who face the biggest burdens of poverty, and also present the greatest opportunity to overcome it.*

*As we move forward, driven by the values and ambitions of CARE 2030, our commitment to women and girls will remain steadfast - but our strategy will be refreshed, driven by locally-led initiatives which will deliver an even more focused, impactful approach in providing communities with opportunities to lift themselves out of poverty.*

*In wrapping up our 2019 strategy, we present some of our most significant accomplishments from the past 12 months.*



**2.4 million people**  
assisted across 25 countries



Responded to  
**8 emergencies**



**10,877 regular donors**



**261 million**  
total media reach



**50% increase**  
in social media engagements

## Priority 1: Think in new ways to nurture partnerships and multiply gender equality and development outcomes

- We trained 16 CARE offices and local partners to strengthen their capacity to improve gender equality and development outcomes.
- CARE Australia is recognised by development partners as the go-to agency for advice and expertise in Gender in Emergencies, and gender transformative development and humanitarian practice. The findings and recommendations of our research into Women's Economic Empowerment (WEE), Gender-based Violence (GBV) and Sexual and Reproductive Health Rights (SRHR) have been shared with development partners to strengthen sector-wide practice on advancing gender equality and women's voices.
- We deepened our relationship with the International Labour Organization (ILO) through a joint event bringing stakeholders from the apparel industry in Asia to design industry responses to sexual harassment. This included consultation on draft Standard Operating Procedures for Sexual Harassment for the Apparel Industry.
- Our sexual harassment research (costing study and evidence review) continued to be cited globally (including by DFAT, the Department for International Development (DFID), the International Finance Corporation (IFC), and the Australian Human Rights Commission) influencing the work of these organisations and their stakeholders in how they respond to sexual harassment in the private sector.
- We collaborated with CARE USA to access funding to establish a gender technical assistance facility which CARE Australia will co-lead. The facility will support enterprises in South and South East Asia which will receive impact investment from the CARE-SheTrades Impact Fund to be established in 2021.

## Priority 2: Mobilise fast to respond to emergencies across the globe, recognised as the lead INGO gender in emergencies first responder working with local partners

- We responded to eight humanitarian emergencies in 22 countries, including Tropical Cyclone Harold in the Pacific, the COVID-19 crisis across the Asia-Pacific, as well as protracted crises in Syria, Bangladesh and Yemen.
- We strengthened the humanitarian community's response to COVID-19 by producing 18 Rapid Gender Analyses at both country and regional levels, providing a gendered lens to the impact of the crisis and recommendations to responders.
- We developed and rolled out Gender in Emergencies training with key Australian Government stakeholders to ensure inclusion of women and girls in decision-making throughout preparedness, emergency response and recovery.
- We supported and empowered partners and local organisations in the Pacific to scale up rapid emergency responses to Tropical Cyclone Harold, as well as the COVID-19 crisis in the region, and continued to build capacity for future responses.

## Priority 3: Our Country Offices are efficient, respected and innovative development partners

- All seven of our Country Offices delivered critical community development and humanitarian support throughout the COVID-19 pandemic.
- In every location where CARE works our staff and partners redesigned existing projects to counter the impacts of COVID-19, such as in Timor-Leste, where CARE worked with local partners to improve the health and wellbeing of those affected by the coronavirus in eight municipalities.
- Our office in Vanuatu and local partners across the Pacific responded to Tropical Cyclone Harold, a Category 5 storm that impacted more than 300,000 people. Food crops, water systems, homes, health centres and schools were damaged or destroyed, and we successfully reached more than 19,000 people with emergency relief in the wake of the devastation.

## Priority 4: Create a positive, respectful and flexible working environment that draws energy from diversity and ensures our culture is consistent with our values

- We took steps to embed a focus on people and culture into the whole organisation, and all staff are encouraged and empowered to be a part of this movement, as we know that empowered people are best placed to make a difference in pursuit of our mission.
- We remained committed to our Reconciliation Action Plan as well as other inclusion and diversity work, progressing our Gender and Diversity Strategy.
- We worked with peer not-for-profit entities to explore digital solutions for credential checks for staff onboarding - an exciting project which will support efficient, rigorous recruitment and ensure thorough background checks.
- All of our offices instituted a variety of remote working arrangements in response to COVID-19 to help minimise the spread of the virus and protect the health and safety of our staff, whilst successfully ensuring continuity of our essential services and programs.

## Priority 5: We are a smart, safe and trusted partner with rigorous governance standards

- We operated within a strong governance framework which includes structured risk management, fraud and corruption policies, counter-terrorism checking of staff, volunteers, partners and suppliers and a due diligence model for partnerships.
- We supported both organisational and programmatic compliance with codes of conduct, including through training with our Safeguarding Coordinator, with a particular focus on Protection from Sexual Harassment, Exploitation and Abuse (PSHEA) and Child Protection. Recognising the criticality of strong background checks at the point of recruitment, we have strengthened our requirements.
- CARE Australia participated in all-sector reporting through the Australian Council for International Development (ACFID) as the peak body and is an active participant in key Communities of Practice.
- The Fair Work Ombudsman Charity Collection Inquiry issued their report in August 2019 and found CARE Australia to be fully compliant.

## Priority 6: Engage more of our target audiences with CARE's work and issues of global poverty and equality

- CARE Australia produced more than 209 media activations with a potential reach of greater than 261 million.
- The Australian media coverage of our annual Suffering in Silence report, which details the world's most under-reported humanitarian crises, increased this year.
- A story about two CARE-supported Syrian refugee children living in Jordan who sent us drawings to comfort Australians during the bushfires was the story which received the most connection from the Australian public and our supporters.
- Direct and organic traffic to our website increased along with our search engine rankings and, combined with an improved conversion rate, resulted in the acquisition of nearly 2,000 new donors.
- We tested new methods of acquiring donors through digital channels and found that stories on the impact of COVID-19 were most effective in attracting new donors.
- Our digital donor acquisition for the Tax Appeal increased by more than 450 per cent.
- Our emails were read more than 400,000 times, a 5 per cent increase.
- Our social media followers grew by 4.3 per cent to more than 65,000.

## Priority 7: Understand, grow and retain our valuable supporter base of loyal donors and relationships

- We were inspired by the level of support received from the Australian public, with 13,723 donors making at least one gift during the year.
- In addition to one-off donors, 10,877 donors made regular monthly gifts, which are a critical part of our sustainable funding model, and help us keep fundraising and administrative costs down, so we were truly grateful for the loyalty displayed by our regular donors during this difficult time.
- We continued our corporate partnership with Cotton On Group. Together with Cotton On Group, we are running an exciting two-year pilot program in three garment factories in Bangladesh. The project aims to empower women workers by developing their life and leadership skills with the goal of advancing their careers.

## Priority 8: Secure the funding to support our work

- In what turned out to be one of the most difficult periods in history for the charitable sector around the globe, we raised \$28 million from institutional donors and partners, and \$11.246 million in public fundraising - \$903,000 of which was raised through emergency appeals.
- Operations in our Country Offices secured more than USD \$20 million in funding.
- We launched an emergency appeal for Tropical Cyclone Harold in the Pacific, and continued to engage donors and raise critical funds for protracted crises in Bangladesh, Syria and Yemen.
- Our appeal fundraising held strong throughout the pandemic with an additional \$425,000 raised for CARE Australia's Asia Pacific COVID-19 Response.



CARE TO

## Empower women and girls



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*“Before, when there were only male officers, there were hardly any complaints about domestic violence... but I encourage them not to keep it quiet, and they tell me.”*

- Srey Dum, Cambodia.

CARE is building a more equal world for women and girls by facilitating:

- Training in vocational and life skills such as literacy and financial management
- Access to health services and understanding of reproductive health, HIV prevention and maternal care
- Constructive discussions with men and women around their role in the community
- Access to income-earning assets like livestock and microfinance
- Education for women about their legal rights and working with employers to ensure women's rights are respected
- Supporting the education for both girls and boys
- Programs accessible for all to ensure the active participation and consideration of people with disabilities.

3,632 girls received multilingual education in Cambodia in 2019/20

Srey Dum is a former student of CARE's *Multilingual Education* project in Cambodia, where she was taught to read and write in both Khmer - the national language - and her local dialect, Tampuen. This made her uniquely qualified to become a police officer – the first woman to have this job in her region. Now, for the first time, women and girls in the community feel comfortable sharing their concerns with a police officer.

Read more about CARE Australia's work with women and girls at: [care.org.au/women-and-girls/](https://care.org.au/women-and-girls/)

CARE FOR

## A lifetime of learning



© Timothy Buckley/CARE

*“I like learning Portuguese and Maths. I want to teach in schools when I'm older.”*

- Maria, Timor-Leste.

CARE strives to ensure education and lifelong opportunities for all by:

- Removing barriers that keep girls out of school
- Producing educational materials
- Training and supporting local teachers
- Providing multilingual education to help children from remote ethnic groups to go to school
- Providing community-based education for marginalised children, youth and adults with no access to formal channels
- Providing training in literacy, numeracy, and life skills for adults
- Delivering job skills and vocational training to adults
- Training women in disaster-prone areas to lead their communities through crises.

More than 71,210 children have received Lafaek magazine in Timor-Leste

Maria is a 14-year-old student in Timor-Leste, where CARE Australia has produced Lafaek, a much-loved educational magazine, which is delivered to every pre and primary school student in the country. The magazines are one of the only materials written in Tetun, the most commonly spoken language, and they help deliver the school curriculum, with content on literacy and numeracy, critical thinking and healthy practices.

Maria loves learning from Lafaek, and appreciates having the resource at home, so that even when she can't go to school, she can still study and do the activities - which she knows will help her achieve her goals for the future.

Read more about CARE Australia's Lafaek project in Timor-Leste at: [care.org.au/lafaek/](https://care.org.au/lafaek/)



CARE FOR

## Healthy lives



*“I will be happy that the water will no longer make me sick. We won't fear slipping at the water's edges. And we won't have to waste a lot of time collecting clean water!”*

- Reynet, Zimbabwe.

**CARE works to deliver access to clean water and effective hygiene and sanitation by:**

- Improving access to healthcare services, particularly for women and girls, and to family planning services and contraception
- Protecting and constructing water sources and toilets in schools and communities
- Forming health clubs in schools and communities, which work to improve their environment and share hygiene information
- Training health workers to provide women with better antenatal and postnatal care
- Training women mechanics to construct water pumps and lead committees to maintain water points.

**15,643 people in Zimbabwe received access to clean water in 2019/20**

Thirteen-year-old Reynet has always had to drink dirty water that she fetched from crocodile-infested waters in Zimbabwe. The water was so filthy, it often made her sick enough that she could barely concentrate at school.

CARE Australia's *Water, Sanitation and Hygiene (WASH)* project trains local teams to drill boreholes and install water pumps, so that communities can have access to safe drinking water. Reynet was able to watch as her community's water pump was installed and was one of the first to drink the clean water.

Read more about CARE Australia's WASH project in Zimbabwe at: [care.org.au/zim-water/](https://care.org.au/zim-water/)

CARE TO

## End hunger



*“My home garden is great... the peanuts, amaranth and corn are growing extremely well and will be ready to harvest next month!”*

- Robin (Taspin's Father), Papua New Guinea.

**CARE is working to overcome hunger and improve nutrition for all by:**

- Improving crop yields through farmer training and the provision of seeds and tools, especially to often overlooked women farmers
- Strengthening the capacity of communities to be resilient and adapt to climate change
- Creating links to markets so men and women can earn an income and increase their access to food
- Providing emergency food for families at risk of malnutrition, particularly women and children.

**More than 43,833 people in Papua New Guinea received food and farming support**

After a massive earthquake buried hundreds of homes and farms in rural Papua New Guinea, Huiya Village, which survived largely unharmed, went from just 90 inhabitants to more than 1400 - as survivors flocked to the only village still standing.

With nowhere near enough food to sustain so many people, survivors who had lost entire plantations found themselves starving. CARE Australia delivered seeds to Huiya Village so that families could grow crops in their new community, and trained people in improved farming techniques to help people start their lives over.

Five-year-old Taspin was desperately hungry after his family settled in Huiya Village. His father, Robin, thanks CARE's training for their new food supply.

Read more about CARE Australia's work to end hunger at: [care.org.au/ending-hunger/](https://care.org.au/ending-hunger/)



CARE FOR

# Families in emergencies and crises

*When disaster strikes, CARE's local teams are amongst the first to respond. We lead the way in helping address the specific needs of women and girls who are disproportionately affected during emergencies. We also focus on disaster risk reduction: working with communities to help them prepare and plan for emergencies; and after the crisis subsides, our local teams help rebuild their communities.*

Last year, CARE Australia responded to eight emergencies across 22 countries. Here is a summary of some of those responses, to which CARE Australia's input has been vital.

## Tropical Cyclone Harold

Tropical Cyclone Harold struck the Pacific nations of Fiji, Solomon Islands, Tonga, and Vanuatu in April 2020. The Category 5 storm affected more than 300,000 people, in the midst of the global pandemic.

Working with our partners Live and Learn in Fiji and Solomon Islands, and Morditonga Trust in Tonga, as well as our direct response in Vanuatu, CARE Australia was able to directly assist more than 19,000 people with WASH and shelter assistance, distribution of hygiene kits including soap and water containers, and by salvaging crops from damaged farmlands. We also incorporated COVID-19 awareness into our response, to ensure communities who were suddenly lacking clean water and infrastructure, were aware of the best ways to stop the spread. We were able to get these messages out to more than 130,000 people.

## Rohingya Refugee Crisis

For the 915,000 Rohingya refugees in Bangladesh, living in the most densely-populated makeshift camp in the world has brought incredible challenges. Monsoons continue to damage shelters, and cramped living conditions mean social distancing to avoid COVID-19 has been impossible.

CARE has been working in the camps since the beginning of the crisis and has reached more than 231,650 people with shelter kits, distribution of food, health clinics and safe-spaces for women and girls and survivors of gender-based violence, and access to clean water. Our WASH programming has been extremely important in light of the pandemic, and has seen the distribution of hygiene and dignity kits, restored access to clean water, and the installation of taps and handwashing stations.

## Syria Crisis

Now enduring their tenth year of conflict, Syrians are living through an especially deadly phase of the war: since December 2019, some 900,000 people have been forcibly displaced from the Idlib region.

CARE has reached more than 5 million people with aid since our response commenced. Over the last year, we reached more than 1 million people in Syria, including more than 650,000 women. Together with partners in Syria, CARE is providing clean water and sanitation, maternal and reproductive healthcare, and psychosocial support. CARE is also distributing relief supplies such as food baskets, ready-to-eat rations, hygiene and baby packages, kitchen supplies, mattresses, blankets and children's clothing. CARE has supported evacuation efforts from urban centres being targeted by airstrikes and is also supporting a network of ambulances.

## Conflict in Yemen

The situation in Yemen is the world's worst humanitarian crisis. Five years into the conflict, 80 per cent of the population is in need of humanitarian assistance and protection, with millions struggling to access food, water, education and healthcare.

CARE reaches 3.4 million people a year, distributing food, vouchers and cash to families; providing agricultural training, tools and seeds to farmers; rehabilitating water sources, building toilets, providing hygiene kits to prevent the spread of diseases like cholera and COVID-19; training and equipping midwives, rehabilitating maternity wards and providing home delivery kits; and supporting women's economic empowerment through loans and job-skills training.



© Akram Ali/CARE

Rohingya refugees living in Bangladesh are taught the importance of correct hand-washing techniques.

## COVID-19

As of 30 June there have been many millions of confirmed cases of COVID-19 and hundreds of thousands of deaths - with numbers growing exponentially. This disease has unleashed not only an unprecedented global health crisis, but also parallel crises in many areas of life - from food to human rights - all of which are affecting already struggling communities in devastating ways. Food shortages are emerging, education is being compromised, women are seeing their rights stripped back as their mobility is restricted, and gender-based violence is on the rise.

In South East Asia, the Pacific Islands and sub-Saharan Africa, where support systems are drastically under-resourced, communities are in desperate need of assistance to help tackle these issues. War-ravaged countries like Iraq, Syria, and Yemen, and refugee populations all over the world, are especially vulnerable.

The initial virus outbreak saw CARE's programming rapidly adapted to ensure lifesaving services could continue uninterrupted, even as, in many cases, the method of implementation was fundamentally changed in order to help stop the spread of COVID-19. With a particular focus on WASH and health programming, CARE is now responding to the pandemic in 67 countries and has already reached more than 16 million people across a multitude of sectors, to help combat the parallel crises emerging in the wake of the pandemic.

From WASH and health, to food security, Sexual, Maternal and Reproductive Health (SMRH), and combating GBV, CARE's responses are tailored to the individual countries and communities in which they are operating, and ensure inclusiveness across genders and varying accessibilities. Here are some of the many ways CARE is tackling the impacts of the coronavirus around the world:

- 67 countries responding
- 16 million people have been directly reached
- 2.4 million people received access to clean water
- 1.5 million people received hygiene kits
- 178.2 million people learned about COVID-19 through mass media messaging over radio
- 1.5 million people received access to nutritious food
- 8.8 million people learned about COVID-19 through one-on-one and group conversations
- 441,000 people received cash or vouchers to spend on food, medication and livelihood goods
- 1.3 million people received information about updated GBV services
- 1.4 million people received continued SMRH services.



# Our staff

Our staff are central to achieving CARE Australia's mission, and bring compassion and skill to our work. CARE Australia employs 818 staff, and in our Country Offices 97% of staff are local to the country they work in.

## NUMBER OF STAFF BY LOCATION

Location	Local staff†	Expatriate staff‡	Total staff	% of local to total staff
<b>Country Offices</b>				
Cambodia	68	3	71	95.8%
Laos	76	2	78	97.4%
Myanmar	200	2	202	99%
Papua New Guinea	123	3	126	97.6%
Timor-Leste	182	5	187	97.3%
Vanuatu	54	4	58	93.1%
Vietnam	38	1	39	97.4%
<b>Country Office Subtotal</b>	<b>741</b>	<b>20</b>	<b>761</b>	<b>97.4%</b>
Regional WASH Staff			2	
Australian Offices	55		55	
<b>TOTAL STAFF</b>			<b>818</b>	

Note: Staff numbers include part-time, short-term and contract staff. † Local staff are local to the country they work in. ‡ Expatriate staff are international employees posted to a CARE Australia-managed Country Office and staff undertaking emergency Water, Sanitation and Hygiene field-related activities.

## STAFFING LEVELS OVER TIME

Staff numbers	30 June 2015	30 June 2016	30 June 2017	30 June 2018	30 June 2019	30 June 2020
Australian-based	78	80	77	76	62	55
Expatriate	54	54	44	38	29	22
Local staff	790	812	781	634	755	741
<b>TOTAL STAFF</b>	<b>922</b>	<b>946</b>	<b>902</b>	<b>748</b>	<b>846</b>	<b>818</b>

Note: As at 30 June 2020, CARE Australia employed 818 staff, and in our Country Offices 97.4% of staff are local to the country they work in. This compares to 2015, when we employed 922 staff, and 94% of staff in Country Offices were local to the countries they worked in.



97% of our staff are local to the country in which they work



7 Country Offices are managed by CARE Australia



818 staff were employed by CARE Australia and the Country Offices we manage

# Our Board members

## CHAIR

Marcus Laithwaite  
 Director since 2017  
 Treasurer from 2017 - 2020  
 Chair from 2020

Colin Galbraith, AM  
 Director since 2004  
 Chair from 2016 - 2020

## TREASURER

Joseph Tesvic  
 Director since 2016

## MEMBERS

- Paula Benson | Director from 2018 to 2020
- Dr Megan Clark, AC | Director from 2015 to 2020
- Peter Debnam | Director from 2013 to 2019
- David Feetham | Director since 2013
- Danielle Keighery | Director from 2015 to 2019
- Diana Nicholson | Director since 2019
- Larke Riemer, AO | Director from 2015 to 2020
- Peter Varghese, AO | Director since 2019
- Dr Phoebe Wynn-Pope | Director since 2018



With training from CARE Australia, Charles and Stella have increased the yield from their coffee plantation in Papua New Guinea, and they now teach other farmers the skills and techniques they were taught.

© John Hewat/CARE



Deng goes to school in rural Cambodia, where CARE Australia has trained her teachers to speak in both Khmer, the national language, and Tampuan, the local language. Being bilingual will improve Deng's education, and increase her job options as an adult.



© John Hewat/CARE

# Our supporters

Thank you to our 24,600 donors!

*CARE Australia thanks the following generous individuals, trusts and foundations, and organisations who supported us in 2019/20. Together we seek a world of hope, inclusion and social justice, where poverty has been overcome and all people live with dignity and security. We also acknowledge and thank those who have elected not to have their names published.*

## Private Donors

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 Brian M Davis Charitable Foundation Pty Ltd  
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 Gaudry Gift at the APS Foundation  
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 Peter Turner  
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 Tara and Nathan Osborn  
 The Dick and Pip Smith Foundation  
 The George Lewin Foundation  
 The Goldsmith Family  
 The Metamorphic Foundation  
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 Valerie and John Braithwaite  
 Victor Yu  
 Women's Plans Foundation  
 Wood Family Foundation

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 McKinsey & Company  
 Peter Schreurs & Sons Vegetable Farm  
 PwC Australia  
 Virgin Australia  
 World Nomads and Travel Insurance Direct

## Gifts in Wills

Estate of the late Allan Archibald Rowling  
 Estate of the late Deborah Nilsen  
 Estate of the late Dennis William Williams  
 Estate of the late George Findon Miller  
 Estate of the late Ian Jules Sappay  
 Estate of the late Rosemary Ann MacKrell

## Multilateral

Directorate-General for International Cooperation and Development (DG DEVCO)  
 European Commission Humanitarian Office (ECHO)  
 Green Climate Fund (GCF)  
 International Fund for Agricultural Development (IFAD)  
 International Labour Organization (ILO)  
 International Organization for Migration (IOM)  
 Livelihoods and Food Security Fund (LIFT)  
 United Nations Children's Fund (UNICEF)  
 United Nations Development Program (UNDP)  
 United Nations Office for Project Services (UNOPS)  
 United Nations Population Fund (UNFPA)  
 UN Women  
 World Bank

## Bilateral

Government of Australia  
 Government of Canada  
 Government of Denmark  
 Government of France  
 Government of Germany  
 Government of Japan  
 Government of Luxembourg  
 Government of New Zealand  
 Government of Norway  
 Government of United Kingdom  
 Government of United States of America

## Ambassadors

Gail Kelly,  
 CARE Australia's Ambassador  
 for Women's Empowerment  
  
 Jamila Rizvi,  
 CARE Australia Ambassador



# Transparency and accountability

*The communities we work with, our staff, donors and other stakeholders can trust us to act ethically and wisely, and maximise funds for our vital programming.*

## Privacy is a priority

Protection of our donors' data and privacy is a priority for CARE Australia and we have established an IT environment which is stable and secure. Like most organisations, we have experienced cybersecurity events but our robust and proactive approach meant we have been able to identify and prevent any impact on our business and, importantly, the information we hold.

There were no breaches of privacy in 2019/20. CARE Australia is committed to protecting the personal information of its donors and beneficiaries, and a Data Management Working Group supports maintenance of privacy practices in line with CARE Australia's Privacy Policy ([care.org.au/privacy-policy](http://care.org.au/privacy-policy)).

CARE Australia is an Office of the Australian Information Commissioner (OAIC) Privacy Awareness Week partner.

CARE Australia is a member of AusCert, Australia's pioneer cyber emergency response team.

## An accredited and registered not-for-profit

CARE Australia is a charity registered with the Australian Charities and Not-For-Profit Commission and is fully accredited by Australia's aid program, through the Department of Foreign Affairs and Trade. CARE Australia has the ACNC Registered Charity Tick.

CARE Australia is a signatory to the ACFID Code of Conduct, which sets out standards of management, communications, and spending. CARE Australia is also a signatory to several international codes of conduct ([care.org.au/codes-of-conduct](http://care.org.au/codes-of-conduct)).

CARE Australia is externally audited every year by EY. CARE is also a member of Accountable Now, a global platform that supports charities to be transparent, responsive to stakeholders and focused on delivering impact.

In May 2020 CARE Australia completed the United Nations Children's Fund (UNICEF) Civil Society Organization (CSO) Partner Protection from Sexual Exploitation and Abuse (PSEA) Assessment, with a score of 16 out of 18. According to the assessment, organisational capacities are adequate (highest score) and the SEA risk rating is low. This assessment is valid for five years, applies to all country offices managed by CARE Australia, and is accepted by other UN agencies.

We have endorsement by the Australian Taxation Office as a Deductible Gift Recipient and an income tax exempt charity, and we are a member of the Public Fundraising Regulatory Association and the Fundraising Institute of Australia.

## Preventing Sexual Harassment, Exploitation and Abuse

CARE Australia is constantly vigilant in seeking to prevent sexual misconduct. Our zero tolerance culture encourages reporting concerns, and discourages the bystander behaviour of turning a blind eye.

Throughout 2019/20, we actively raised awareness of the importance of reporting sexual misconduct and child abuse in all the countries where we work. We consider the number of reports reflective of increased trust in CARE Australia to respond quickly and appropriately, and we present our data for 2019/20 as part of our commitment to transparency. A total of 13 reports were filed. Of these, four were allegations where the identified victims were members of the communities in which we operate. Five were allegations where the identified victims were other CARE staff members. Four cases involved accessing pornography using CARE resources.

Our organisational responses to reports are considered, appropriate, and proportionate. Our priority is always with the survivor, and we make every effort to support people who experience misconduct. Our responses and disciplinary measures are tailored to the circumstance of the situation, with survivor wishes taken into account.

During the 2019 calendar year 474 staff attended an orientation on the Preventing Sexual Harassment, Exploitation and Abuse/Child Protection (PSHEA/CP) policy and 479 staff participated in a two day PSEA/CP sensitisation training.

## No tolerance for fraud and corruption

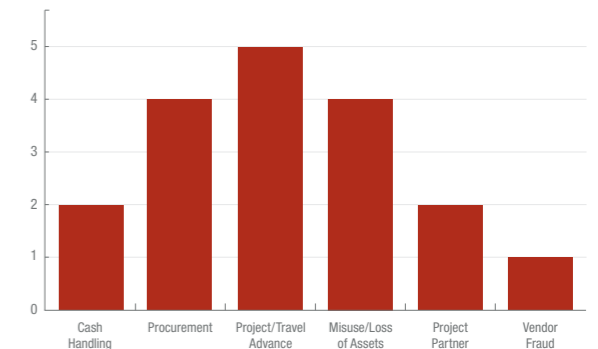
Fraud and corruption are not acceptable and are dealt with swiftly and rigorously. All allegations of fraud are investigated and, where substantiated, disciplinary action and recovery of loss are pursued.

Reporting of suspected fraud and corruption is encouraged, with a number of avenues provided to support in person, telephonic, email and online reporting with the option to remain anonymous. Further, our financial management training focuses heavily on fraud prevention. Our financial policies and processes are designed to prevent fraud and corruption and to support the identification of such activity as early as possible, and staff and suppliers are screened for links to terrorist organisations.

In 2019/20, there were 18 allegations of fraud reported to CARE Australia. In accordance with CARE Australia's zero tolerance policy on fraud, all allegations have been appropriately investigated. The total substantiated fraud amount for the year was \$71,029, with most of this being recovered.

Details on CARE Australia's approach to preventing and responding to fraud and corruption are available on the CARE Australia website at [care.org.au/fraud-and-corruption-policy](http://care.org.au/fraud-and-corruption-policy).

Fraud cases - 2019/20



Types of abuse	Reports filed	Substantiated	Outcome
Sexual Harassment	4	2	Two reports resulted in a staff member's employment being terminated. One report was about a CARE partner staff member. One report was found to be unsubstantiated.
Sexual Exploitation	2	0	At the request of the survivor, one report was not investigated, and therefore could not be substantiated or unsubstantiated. However measures were put in place to manage the person of interest's contact with the community. One report was found to be unsubstantiated.
Child Abuse	3	0	One report, though unsubstantiated, resulted in a staff member receiving a final warning due to conduct uncovered during the investigation. Two reports were found to be unsubstantiated.
Accessing Pornography	4	3	One report resulted in a staff member's employment being terminated. Two reports led to whole-of-staff education and enhanced IT security measures. One report was found to be unsubstantiated.



# Our finances

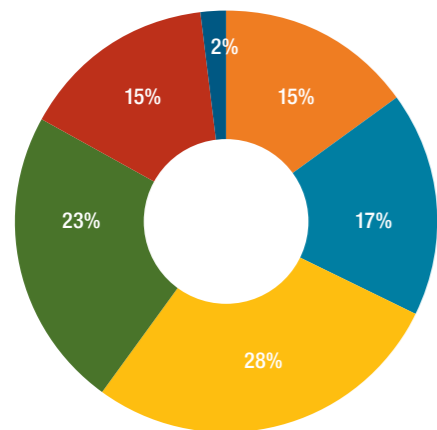
CARE Australia recorded an operating deficit of \$0.3m in 2019/2020, driven by foreign exchange loss and Accounting Standards revenue recognition requirements which saw funding of emergency responses in Indonesia and Nepal and Emergency WASH programs being received and reported in 2018/19 but spent in 2019/20. The remaining balance of these funds is held in a Specific Purpose Reserve and Foreign Currency Reserve on the Balance Sheet and will be spent on ongoing emergency responses.

There was an increase in revenue to \$69.9m (2019: \$65.5m) and in funds spent on international programs to \$60.7m (2019: \$55.0m). This was due to the commencement of new programs in Bangladesh, Timor Leste, Solomon Islands and Vietnam.

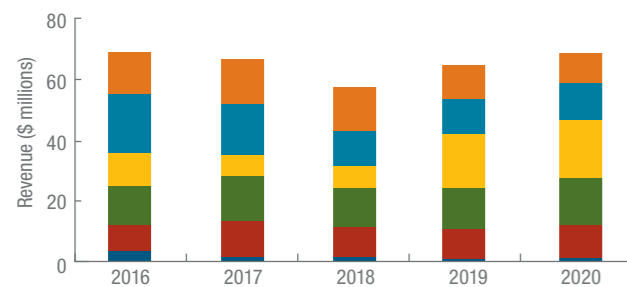
### Where the money comes from

Total revenue increased by 7% in 2019/2020 to \$69.9m, reflecting increased grant revenue from Australian donors and overseas donors.

Where the money comes from - Year ended 30 June 2020



Where the money comes from - 5 year trend



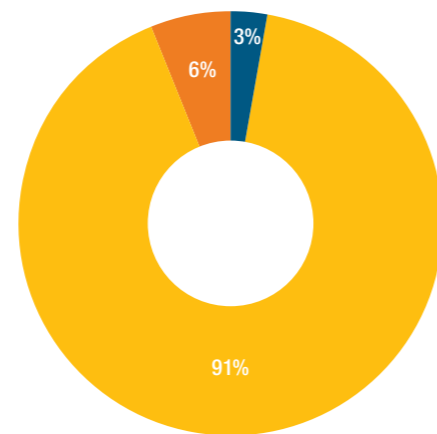
Public Fundraising Grants - DFAT Grants - Other Australian Grants - CARE International Members Grants - Other Overseas Other income

2019/20 saw a \$5.0m increase in grant funding from Australian organisations and overseas donors such as The Whitelum Group, Abt Associates, Cardno Emerging Market, Save the Children, U.S. Department of Agriculture and International Labor office. DFAT grants are at similar levels to last financial year.

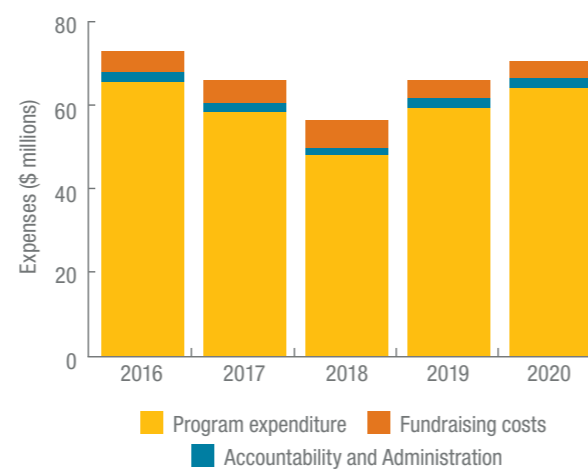
Public fundraising revenue decreased by 10% over 2019/20 largely due to impacts of Australian bushfires and COVID-19.

### Where the money goes

Where the money goes - Year ended 30 June 2020



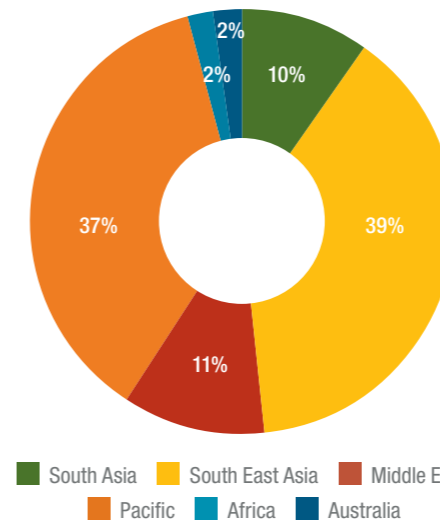
Where the money goes 5-year trend



Total expenses increased by 6% to \$70.2m in 2019/2020 to support the delivery of programs.

Expenditure on programs, including program support costs, was \$63.1m in 2019/2020 and has seen the continuation of aid delivery in South East Asia, the Middle East, the Pacific and Africa. CARE Australia responded to eight humanitarian emergencies in 22 countries, including Tropical Cyclone Harold in the Pacific, (Tonga, Vanuatu, Fiji, Solomon Islands) the COVID-19 crisis across the Asia-Pacific, as well as protracted crises in Syria, Iraq, Bangladesh and Yemen.

Funds to International Programs by region

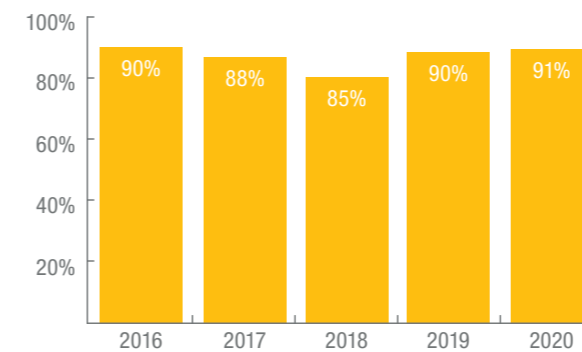


Fundraising costs have decreased by 5% as a result of pausing Face to Face fundraising in response to COVID-19 restrictions and to assess the most appropriate strategy in the changing operating context. Administration costs were also lower than last year due to a restructure in the CARE Australia Head Office.

### Accountability measures

Program expenditure ratio is the total amount spent on our overseas programs, including program support costs and community education campaigns, expressed as a percentage of total expenditure.

Program expenditure ratio

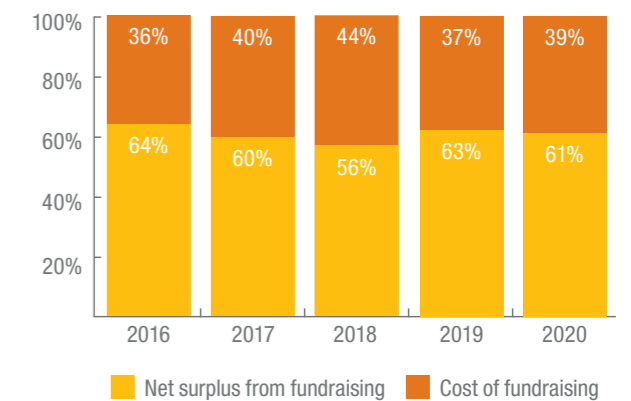


Analysis – The program expenditure ratio has remained at a high level, with a five-year average of 89%. This reflects CARE Australia's ongoing investment in programs and program support and our commitment to ensuring that we maximise the funds directed to humanitarian and development activities.

Cost of Fundraising ratio is the total amount spent on public fundraising expressed as a percentage of total revenue from the Australian public, rather than total revenue. It excludes funding and associated costs related to grant funding from DFAT and other organisations.

Net surplus from fundraising is the balance of revenue from the Australian public after deducting the amount spent on public fundraising expressed as a percentage of this revenue.

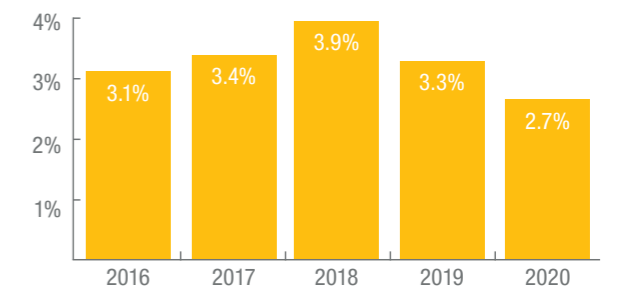
Fundraising ratio



Analysis – Commencing in 2016 and continuing through to 2018 CARE Australia invested in public engagement in order to diversify sources of revenue. Coinciding with this was a thankfully quieter period in sudden onset disasters which reduced income from emergency appeals. Both factors resulted in a higher fundraising ratio over the financial years from 2016-2018. This was forecast to reduce in financial year 2018/19, which it did, largely as a result of pausing the investment in fundraising growth, moving forward only to increase again in 2019/20 due to COVID-19 impacts on public fundraising across the sector.

Administration ratio is the total amount spent on administration and accountability expressed as a percentage of total expenditure.

Administration ratio



Analysis – Our administration costs remain low, with a five-year average of less than 4%. The decrease in the ratio in 2019/20 is due to a restructure in the Australian Head Office.

Financial Reserves. CARE Australia maintains financial reserves equivalent to at least eight months of operating costs for the organisation to safeguard CARE Australia's operations and allow for strategic investment or coverage of expenses not met by approved budgets. Reserve balance as of 30 June 2020 is \$14.9m, which is equivalent to 13.6 months of our operating cost. These reserves balance the need to protect our financial security while simultaneously ensuring flexibility in meeting the development and humanitarian challenges of operating in a dynamic global environment.



## Summary financial report

### Directors' Declaration

In accordance with a resolution of the Directors of CARE Australia, we state that:

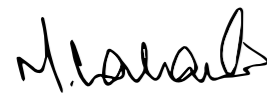
In the opinion of the Directors of CARE Australia:

- (a) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable;
- (b) the summary financial report is in accordance with the requirements set out in the ACFID Code of Conduct and has been derived from and is consistent with the full financial statements for the financial year ended 30 June 2020;

(c) the full financial statements and notes are in accordance with the *Australian Charities and Not-for-Profits Commission Act 2012* and:

- (i) comply with Australian Accounting Standards and the *Australian Charities and Not-for-Profits Commission Regulations 2013*; and
- (ii) give a true and fair view of the financial position and performance of the Company for the financial year ended 30 June 2020.

On behalf of the Board.



Marcus Laithwaite  
Chair  
6 November 2020



Joseph Tesvic  
Treasurer  
6 November 2020

### Independent Auditor's Report on the Summary Financial Report

The accompanying summary financial report, which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and cash flow statement for the year then ended and related notes are derived from the audited financial report of CARE Australia for the year ended 30 June 2020. We expressed an unmodified audit opinion on that financial report in our report dated 6th November 2020.

The summary financial report does not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial report, therefore, is not a substitute for reading the audited financial report of CARE Australia.

#### Directors' responsibility for the Summary Financial Report

The Directors are responsible for the preparation of the summary financial report in accordance with the ACFID Code of Conduct requirements.



Ernst & Young  
Sydney  
6 November 2020

#### Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

#### Opinion

In our opinion, the summary financial report derived from the audited financial report of CARE Australia for the year ended 30 June 2020 is consistent, in all material respects, with that audited financial report, in accordance with the ACFID Code of Conduct requirements.



Anthony Ewan  
Partner  
6 November 2020

## Financial statements

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

Revenue	Notes	2020 (\$)	2019 (\$)
<b>Revenue from the Australian Public</b>			
Donations from the Australian public - cash		9,050,468	10,719,757
Donations from the Australian public - in kind		66,226	142,987
Bequests and legacies		1,051,840	410,102
<b>Revenue from contracts with customers (grants and contracts)</b>			
DFAT		12,202,267	11,609,530
Other Australian	2	19,388,491	17,660,638
Other overseas	3	26,874,961	23,607,299
Investment income		393,670	665,501
Other income		888,106	711,546
<b>TOTAL REVENUE</b>		<b>69,916,039</b>	<b>65,527,360</b>

Expenditure	Notes	2020 (\$)	2019 (\$)
<b>International Programs</b>			
Funds to international programs		60,711,491	55,019,311
Program support costs		2,374,626	3,535,990
Community education		985,546	996,844
Fundraising costs - Public		3,967,885	4,174,323
Fundraising costs - Government and multilateral agencies		190,660	186,025
Accountability and administration		1,924,390	2,158,358
Non-monetary expenditure		66,226	142,987
<b>TOTAL EXPENDITURE</b>		<b>70,220,824</b>	<b>66,213,838</b>
Surplus/(Deficit)		(304,795)	(686,478)
<b>Other comprehensive income</b>			
		-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>(304,795)</b>	<b>(686,478)</b>

During the financial year, CARE Australia had no transactions in the Evangelistic, Political or Religious Proselytisation and Domestic Programs categories.

This summary financial information was extracted from the statutory financial statements. It is consistent, in substance, with these statements notwithstanding the less technical language and content. The statutory financial statements were audited and are available on CARE Australia's website. [www.care.org.au/annual-reports](http://www.care.org.au/annual-reports)

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

Assets	2020 (\$)	2019 (\$)
<b>Current assets</b>		
Cash and cash equivalents	19,174,631	17,700,548
Term deposits	9,157,635	5,769,034
Prepayments	572,139	673,147
Project advances	3,285,306	4,923,140
Trade and other receivables	3,332,996	4,751,981
<b>Non-current assets</b>		
Other non-current financial assets	276,378	276,378
Property, plant and equipment	978,320	1,010,681
Right of Use Assets	2,441,837	-
Investments at fair value	10,186,378	9,016,044
<b>TOTAL ASSETS</b>	<b>49,405,620</b>	<b>44,120,953</b>
<b>Liabilities</b>	<b>2020 (\$)</b>	<b>2019 (\$)</b>
<b>Current liabilities</b>		
Trade and other payables	1,620,804	2,276,695
Provisions	3,303,588	3,453,569
Lease liabilities	631,366	-
Contract liabilities	26,443,991	22,829,164
<b>Non-current liabilities</b>		
Provisions	504,737	431,125
Lease liabilities	2,044,363	-
<b>TOTAL LIABILITIES</b>	<b>34,548,849</b>	<b>28,990,553</b>
<b>NET ASSETS</b>	<b>14,856,771</b>	<b>15,130,400</b>
<b>Equity</b>	<b>2020 (\$)</b>	<b>2019 (\$)</b>
General reserve	15,062,680	13,232,027
Specific purpose reserve	484,576	2,312,458
Foreign currency reserve	(690,485)	(414,085)
<b>TOTAL EQUITY</b>	<b>14,856,771</b>	<b>15,130,400</b>

At the end of the financial year CARE Australia has no balances in Current inventories, Current assets held for sale, Current and non-current other financial assets, Non-current trade and other receivables, Non-current investment property, Non-current intangibles, Other non-current assets, Current and non-current borrowings, Current tax liabilities, Current and non-current other financial liabilities, and Current and non-current other liabilities categories.

## STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	General Reserves (\$)	Specific purpose Reserve (\$)	Foreign Currency Reserve (\$)	Total (\$)
Balance at 30 June 2019 (commencing balance)	13,232,027	2,312,458	(414,085)	15,130,400
Adjustment in equity due to adoption of new accounting standard AASB16 Lease	31,165	-	-	31,165
Surplus	1,799,488	(1,827,883)	(276,400)	(304,795)
Amount transferred (to)/from reserves	-	-	-	-
Other comprehensive income for the year	-	-	-	-
<b>Balance at 30 June 2020 (year end balance)</b>	<b>15,062,680</b>	<b>484,576</b>	<b>(690,485)</b>	<b>14,856,771</b>

During the financial year, there were no adjustments or changes in equity due to the adoption of new accounting standards.

This summary financial information has been extracted from the statutory financial statements. It is consistent, in substance, with these statements notwithstanding the less technical language and content. The statutory financial statements have been audited and are available on CARE Australia's website. [www.care.org.au/annual-reports](http://www.care.org.au/annual-reports)

## CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

Cash flow from operating activities	2020 (\$)	2019 (\$)
General public donations	9,992,528	11,029,201
Grants and contract income (inclusive of GST)	63,210,301	52,873,505
Interest income	393,670	665,501
Other income	881,225	315,621
Payments to suppliers and employees (inclusive of GST)	(68,075,170)	(71,625,927)
<b>Net cash flows (used in)/from operating activities</b>	<b>6,402,554</b>	<b>(6,742,099)</b>
<b>Cash flow from investing activities</b>	<b>2020 (\$)</b>	<b>2019 (\$)</b>
Acquisition of property, plant and equipment	(402,979)	(294,802)
Proceeds from sale of equipment	18,746	54,878
Acquisition of investments	(49,821,118)	(33,802,729)
Redemption of investments	45,188,523	41,344,029
<b>Net cash flows (used in)/from investing activities</b>	<b>(5,016,828)</b>	<b>7,301,376</b>
Net increase/(decrease) in cash held	1,385,726	559,277
Net foreign exchange differences	88,357	765,363
Cash at the beginning of the year	17,700,548	16,375,908
<b>Cash at the end of the year</b>	<b>19,174,631</b>	<b>17,700,548</b>

This summary financial information was extracted from the statutory financial statements. It is consistent, in substance, with these statements notwithstanding the less technical language and content. The statutory financial statements were audited and are available on CARE Australia's website. [www.care.org.au/annual-reports](http://www.care.org.au/annual-reports)

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS – 30 JUNE 2020

## NOTE 1: ACCOUNTING POLICIES

The format and disclosures in this summary financial report have been prepared in accordance with the requirements set out in the ACFID Code of Conduct. For further information on the Code, please refer to the ACFID Code of Conduct Document available at [www.acfid.asn.au](http://www.acfid.asn.au).

This financial report does not substitute nor is it intended to replace the mandatory requirements applicable to CARE Australia under the Corporations Act 2001. The full statutory financial statements have been audited and are available on CARE Australia's website. [www.care.org.au/annual-reports](http://www.care.org.au/annual-reports)

The summary financial report was prepared on an accrual basis of accounting including the historical cost convention and the going concern assumption. This financial report is presented in Australian Dollars.

	2020 (\$)	2019 (\$)
<b>NOTE 2: PROJECT GRANTS FROM OTHER AUSTRALIAN ORGANISATIONS</b>		
Australian Government departments or accredited Non-Government Organisations (NGOs)	19,201,202	17,615,638
Other Australian organisations	187,290	45,000
	<b>19,388,491</b>	<b>17,660,638</b>
<b>NOTE 3: PROJECT GRANTS FROM OTHER OVERSEAS ORGANISATIONS</b>		
CARE International members	16,193,481	13,878,675
Multilateral institutions	5,783,712	4,590,094
Foreign governments and other non-Australian institutions	4,897,768	5,138,530
	<b>26,874,961</b>	<b>23,607,299</b>



# About CARE Australia

## CARE International

CARE International is a confederation composed of 21 International Members, Candidates and Affiliates – Australia, Austria, Canada, Czech Republic, Denmark, Egypt, France, Georgia, Germany, India, Indonesia, Japan, Luxembourg, Morocco, Netherlands, Norway, Peru, Sri Lanka, Thailand, the UK and the USA – forming one of the world's largest independent, international emergency relief and development assistance organisations.

The national agencies operate independently but cooperate closely in the field and work together with the CARE International Board and Secretariat, based in Geneva.

## CARE Australia

CARE Australia was established in 1987. Former prime minister the Rt Hon. Malcolm Fraser, AC, CH, was the founding Chair. CARE Australia grew through the 1990s and developed a reputation for delivering timely and effective disaster assistance and development programs to those in need. Over the past 12 months CARE Australia undertook activities in 25 countries in Asia-Pacific, Middle East and Africa, including responding to humanitarian emergencies. We manage seven of CARE International's Country Offices – Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vanuatu and Vietnam, as well as all CARE-funded activities in Fiji, Kiribati, Samoa, Solomon Islands, Tonga and Tuvalu.

## Funding

We rely on the generous support of the Australian public to fund our work. We build on this support by attracting additional funds from institutional donors such as DFAT and the United Nations.

## Accountability and accreditation

To ensure accountability and transparency, CARE Australia retains management and contractual responsibility for the projects we undertake. We are an active member of the Australian Council for International Development (ACFID) and ensure that ACFID Code of Conduct training is completed by all staff. We also ensure internal procedures and reporting guidelines adhere to current regulatory and legislative requirements. We uphold the highest standards of practice, as demonstrated by our commitment to the:

- ACFID Code of Conduct
- Code of Conduct for the International Federation of Red Cross and Red Crescent Movement and NGOs in Disaster Relief
- Sphere Humanitarian Charter and Minimum Standards
- CHS Alliance (as CARE International)
- Fundraising Institute of Australia's Principles & Standards of Fundraising Practice.

CARE Australia holds full accreditation status with the Australian Government. This reflects the Government's confidence in CARE Australia's professionalism, accountability and effectiveness.

We welcome feedback on this report and in relation to our operations and conduct. Please send any feedback or complaints to Company Secretary, CARE Australia, GPO Box 2014, Canberra 2601 or [complaints@care.org.au](mailto:complaints@care.org.au). Feedback and complaints can also be lodged in each of the countries in which CARE Australia works via CARE Line at [www.care.ethicspoint.com](http://www.care.ethicspoint.com). Feedback can also be provided at [tell.us@care.org.au](mailto:tell.us@care.org.au). Further details can be found in CARE Australia's complaints policy: [www.care.org.au/complaintspolicy](http://www.care.org.au/complaintspolicy)

Complaints relating to a breach of the ACFID Code of Conduct by an ACFID member can be made to the ACFID Code of Conduct Committee via [www.acfid.asn.au/content/complaints](http://www.acfid.asn.au/content/complaints). For donor support please call 1800 020 046.

Cover photo: 24-year-old garment factory worker Arifa has learned about her workplace rights and career opportunities thanks to CARE Australia's Empowering Women Workers in Bangladesh project, in partnership with Cotton On Group. © Jorja Currington/CARE

Back page: CARE Australia built a library at Pamela and Alua's school in Papua New Guinea, so that they have access to the best learning resources available. © John Hewat/CARE



After Alumita's home in Fiji was destroyed by Cyclone Winston, CARE Australia provided emergency supplies to ensure she could care for her children's health and hygiene, and had clean water to drink.

© John Hewat/CARE



## CARE Australia

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info@care.org.au  
care.org.au  
ABN 46 003 380 890

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## Melbourne Office

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Fax (03) 9421 5593



[care.org.au](http://care.org.au)