

HILFSWERK AUSTRIA International

Presence in Balkan Region and Bosnia and Herzegovina Since 1993



Sarajevo, May 2010

HILFSWERK AUSTRIA INTERNATIONAL (HWA) Mission Statement:

Our organization - who we are

Hilfswerk Austria International (HWA) is one of Austria's leading organizations for development cooperation and humanitarian aid to Eastern Europe. Within the scope of HWA we provide worldwide assistance to people in need. People, their health, increasing life expectancy and promoting family – especially children, are in the main focus of the organization. We finance our projects through national and international project funding for development cooperation and disaster relief as well as through private donations and sponsoring.

Our values - what is important to us

Respect

We respect the culture, history, structures, traditions and customs of the communities and countries where we are active. We provide help for all people regardless of their heritage, gender or their religion. The bases of our projects are the concerns and goals of local people. Thus, the planning and realization of our projects always takes place in conjunction with our partners.

Competent relief that gets there

We guarantee high standards of professionalism with the measures we carry out, competent project management and efficient operation. We are committed to our beneficiaries as well as our sponsors. In order to ensure the optimal implementation of resources, our projects are subject to strict criteria and controls.

Motivated and responsible employees

Motivated employees in Austria and on the countries/project levels are the key to Hilfswerk Austria's success. For this reason professionalism, continuous professional and personal training as well as social competence are encouraged at Hilfswerk. Our employees possess a considerable degree of personal responsibility.

Our objectives - what we want to achieve

To promote social, economic, democratic and ecological development

Our work is oriented toward Austrian and international objectives of development cooperation. We are involved in the battle against poverty and hunger. We provide emergency relief and reconstruction assistance following wars and natural disasters. We are committed to better health for humankind and to creating educational opportunities. Particular attention is turned to providing relief for children in need and special assistance for women.

To provide help so others can help themselves in the long term

Our assistance is meant to have a sustainable and long-term impact. Sustainability means to equitably implement and ensure socio-cultural, ecological and economic targets. In order to guarantee the long-term effectiveness of our aid programs, we thoroughly involve our local partner organizations in the conception, organization and realization of projects. Our challenge is to see to it that after discontinuation of support the local population is in a position to continue the projects at their own initiative and to shape their lives in an independent and responsible manner.

Development and economy

Economic development is a basic prerequisite for the lasting reduction of poverty and therefore an essential foundation for sustainable development. Hilfswerk Austria wants to help strengthen economic development and develop modern economic structures in its partner countries. It is important to us to incorporate Austrian and European companies into our projects and to support the business initiatives of companies committed to social and ecological values through confidence-building measures. Furthermore, we support companies in the implementation of CSR (corporate social responsibility) initiatives and welcome the voluntary assumption of social responsibility by companies as a step toward establishing the necessary basic conditions throughout the world.

Hilfswerk Austria International provides worldwide disaster relief in the aftermath of wars and natural disasters as well as competent project management in long-term development projects and programmes. At the centre of focus are human beings, their health, an improvement in their life chances and the support of the family – particularly of children. Besides providing material aid we equally promote the sustainable strengthening of self-help in the countries we work. Our work follows Austrian and international development goals. We ensure an adequate and efficient use of donation funds, committing ourselves to strictly independent financial auditing.

HWA programme is orientated to:

- Disaster relief after wars and natural disasters
- Reconstruction and rehabilitation
- Long-term development assistance

HWA activities focus on:

Education and training: Accompaniment of local project partners; Knowledge management; Organisational development and consulting

Economic development and agriculture: Income generation; Organic agriculture and rural development; Development of economic structures;

Health and social welfare: Health care and food security; Integration of marginal groups; Water and sanitation

Abstract from Activity Report 2010

In 2010 HWA has carried out more than 70 projects in 29 countries. Our team counts 87 employees, where 68 of them are local staff in project countries worldwide.

In 2010, Hilfswerk Austria International's total expenditure amounted to 10.022.650 Euro. 9.431.584 Eur (94%) directly benefited the projects, 2,2% were used for fundraising / public relations and 3,7% for administration. The projects were funded by the Austrian Development Cooperation (7,4%), the European Union (16%), other national and international donors/ partners (43,5%) and own resources including private donations (33,1%).

Our programme comprehended:

- Disaster relief after wars and natural disasters
- Reconstruction and rehabilitation
- Long term development assistance

Our main focus in 2010 was on:

1. Education and training

- Organizational development and consulting
- Knowledge management
- Accompaniment of local project partners

2. Health and social welfare

- Water and sanitation
- Health care and food security
- Integration of marginal groups

3. Economic development and agriculture

- Development of economic structures
- Income generation
- Organic agriculture and rural development

HWA 2008-2012:

VISION

- Provide worldwide support for people in need, participate in the fight against poverty and hunger, provide emergency aid and reconstruction with particular attention to children, youth and women
- Retain the position of the leading Austrian NPO for assistance to Eastern Europe and development cooperation
- Gain recognition for reliability and quality
- Work closely with partners in Austria and abroad, rely on large expert pool and network of volunteers

THE MAIN FOCUS

- Poverty and Hunger (MDGs)
- Education and Training
- Disaster relief after wars and natural disasters
- Creation of infrastructure / reconstruction
- Children / Youth / Women / Minorities / Marginalized groups/ human rights
- Organizational development / capacity building
- Agriculture and rural development
- Water & Sanitation
- Promotion of small-scaled business and income-generating measures

OUR GOALS

- Sustainable help for people to help themselves
- Promoting social, economic, democratic and ecological development
- Development of partnership with commerce and industry
- Meeting Austria

HWA focus regions worldwide:

East / Southern Europe / Caucasus

Bosnia and Herzegovina; Serbia; Romania, Republic of Moldova; Ukraine Belarus; Russian Federation; Georgia; Azerbaijan; Armenia

Middle East: Palestinian Territories; Jordan; Iran

Asia: Afghanistan; Tajikistan; Pakistan; India; Nepal; China; Myanmar / Burma; Thailand; Indonesia; Sri Lanka, Japan

Africa: Sudan; Mozambique; Zimbabwe; Senegal

Latin America: Bolivia; Colombia; Nicaragua; Honduras; Haiti

HWA strategy in B&H in the period 2008 - 2012:

Balkan countries and in particular Bosnia and Herzegovina have been in the focus of Hilfswerk Austria activities as of 1992. HWA has gained the specific expertness and experience in B&H in the field of minority reintegration, refugees and DPs support, job creation, social inclusion, social housing, agriculture, income generation, employment and socio-economic development, support to small enterprises, democratization, local capacity building in the period 1996 – 2011.

Thanks to engagement of motivated and educated local staff HWA has established and developed the Balkan Central Mission in Sarajevo in 1996. The B&H Mission has initiated and supported regional development through the HWA Missions in Croatia and Serbia. Expert and experienced staff from the Mission B&H was engaged for internal monitoring and supervision of other Balkan

missions and projects. Procedures and documents developed in B&H Mission were standardized and used in all HWA Missions worldwide.

HWA is planning to continue the presence and the Mission in B&H as long as the need for assistance exists, in the scope of the strategy. The B&H mission will be further developed and staff trained and educated for interventions in the wider region of Balkans.

HWA has strong and respectable references in Bosnia and Herzegovina with various donors (international and local): Austrian, US and Dutch governments, EC, UNHCR, other Austrian donors, B&H government of all levels, in management and implementation of 73 projects valued more than **52 Million Euro**. More than 3.500 houses have been reconstructed, 5.414 grants delivered, at least 60 permanent jobs created, and from which some 26,4 Million Euro and 1.860 houses only in partnership with EC. Through years, HWA has diversified activities in the country toward the poverty reduction, social inclusion, socio-economic development and support to the most vulnerable groups.

The gained knowledge in B&H reflects particularly in the following fields:

- Proper selection of the beneficiaries; Continuous work with beneficiaries, particularly with minorities and support on reintegration in their pre-war environment in the course of complete project implementation; Reconstruction of houses including all categories of damages from minor ones to total damage; Social housing; Social inclusion of disabled, minorities, war victims; Reconstruction of technical infrastructure, water, electricity, roads, bridges, whereby the sustainability of return is being provided; Reconstruction and equipping of social infrastructure: schools, first-aid stations, homes for the elderly etc.;
- Expert knowledge and carrying out of tender procedure in compliance with international regulations even since 1997 – in particular EU procurement procedures;
- Job creation within agriculture field and in small workshops for returned persons (equipment procurement for small crafts start, providing new trade knowledge etc.) as well as advice-rendering services and directing to possible job sources;
- Legal services rendering and advising by our local (and international) lawyers having longstanding experience concerning the rights of the returned persons and their housing issues;
- Local capacity building through close cooperation on the project preparation and implementation with local authorities and establishment of several local associations (NGOs) of different profiles;

The HWA B&H country strategy is based on the strategies and plans for Bosnia and Herzegovina by the main HWA partners-donors: EC B&H Country Strategy Paper; Austrian Cooperation with Eastern Europe – Country program for B&H; Netherlands Programme - Strategic Issues 2005 – 2008 for B&H; UNHCR B&H program; Strategy for implementation of Dayton Peace Agreement (DPA) Annex 7 by the B&H Ministry for Human Rights and Refugees (MHRR)

Strategic Goals and activities:

1. Diversification of activities in accordance to the country development strategies and projects in the field of democracy and human rights, ecology, local capacity building, infrastructure, socio-economical development, social housing, sustainable support and social inclusion and care (family-children).

The expansion of possibilities and activities on country development projects is already visible. The process of B&H stabilization and association (SAP) is going to be very intensive and consequently the international support to B&H will be focused on the country development.

2. Contribution to Roma Decade 2005-2015 through provision of housing to Roma population.
3. Continuation and strengthening of the cooperation with local authorities – all levels from the municipality to the state level. Continuation of work on the common projects.
4. Continuation of the implementation of the DPA Annex 7 in the field of reconstruction and sustainable refugee return till 2014.

In accordance to the new re-registration of refugees ended on March 31, 2005, revised Strategy of Annex VII DPA implementation and Ministry of human rights and refugees B&H (MHRR) Strategy it is expected that the process of minority refugee return will be finalized latest till the end of 2014 when this issue will be closed;

5. Introduction of social-inclusion and social-care projects focused on family-children, youth, old-people, vulnerable and handicapped in close cooperation with Österreichisches Hilfswerk. Transfer of valuable knowledge from Austria, education and training of local experts.
6. Strengthening the role of the Mission B&H as Mission Balkan and widening of HWA activities to regional development projects in particular economical development and ecology-infrastructure and education (research projects with expert EU and B&H partners).
7. Maintaining the partnership relations with the main donors / partners – US government, EC, UNHCR, Austrian Embassy, Dutch Embassy, BiH government, and initiating partnership and cooperation with other bilateral donors.
8. Creation of an affiliated B&H organization (HAJDE) and establishing the info-pull and the basis for the network of local associations devoted to the social welfare.

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