



Who are we?

Hungarian Interchurch Aid (HIA), established in 1991, is one of the most significant and internationally recognized Hungarian charity organisations. The collaborative effort of the founding churches now supports those in crisis or in need as an evergrowing community of professionals, volunteers, donors and corporate social responsibility partners.

HIA works to the most stringent professional and transparency standards, and provides aid to beneficiaries with no discrimination in terms of ethnic origin, beliefs or religion, not only in Hungary or in the Carpathian Basin, but also in several other countries in the world.

Objectives

Combat Poverty

IN HUNGARY AND ABROAD

Assistance to Those in Need

IN A CRISIS OR WHEN STRUCK BY A DISASTER

Building Social Solidarity

AWARENESS RAISING, VOLUNTEERING, FUNDRAISING 160

1

MILLION INSTANCES OF HELP PROVIDED

At a value of **4.68**

MILLION EUR.

Welcome

FOOD to starving people, HOME for the homeless, CHANCES for the deprived!



Every aspect of the slogan summing up HIA's objectives is filled with content and coming to life on these colourful pages of our redesigned annual report. As the events of 2012 are reviewed, not only the figures, images and stories summing up our efforts would bring the comings and goings of providing aid, but the underlying, living and ever-growing community is also outlined. This community crosses borders, sectors and generations, interwoven by love and initiative. Some by giving a call to the donation line, some by regular donations, some in the role of volunteers or partners, some professionally, but all members of the HIA community actively contribute to our shared objectives, each their own way.

I would also like to take this opportunity to thank everyone who joined our efforts in 2012, and if this publication is your first encounter with our work, please take it as an invitation: there is space for more and there are further things to do in the Hungarian Interchurch Aid community!

László Lehe

Hungarian Interchurch Aid President-Director



2012 in a Nutshell

Assistance on every day of the year



At the end of the winter, not only the cold but unity was also extraordinary.

FEBRUARY



Our child development programme sponsored by Tesco provided remedial education for 200 children through individual and group sessions.

APRIL



Cleaning wells in Ethiopia, fundraising and awareness-raising in Hungary. How far would you go for a glass of water?

JUNE



High-quality school supplies for a thousand families in need. Tangible assistance, with the best timing.

AUGUST



Conference on the labour market, with the involvement of all three sectors, linking up with the International Day for the Eradication of Poverty.

OCTOBER



Our seventh EU food aid programme is in the home stretch. We'll deliver 2,500 tons of non-perishable food to those in need.

NOVEMBER

2012 =

MARCH

Less than a year after the quake and tsunami that hit Japan, a daycare centre built from Hungarian donations was handed over.



MAY

Our efforts focuses on families and children. In the course of the year, aid professionals could exchange experiences at several conferences.



JULY

The launch of TANDEM: a development fund worth HUF 200 million, with Danish funding, for families



SEPTEMBER

Food aid programme in Afghanistan: on-going assistance for 12 years.



OCTOBER

Remembrance and outlook: Memorial park opened and a round-table discussion held at the second anniversary of the red sludge disaster.



DECEMBER

love.hunger: a record number of people contributed to the versatile action during the Advent period.



Together against poverty

In 2012, HIA provided 54 types of services to those in need, at 13 centres

Whom do we help?



Vulnerable families and children



Victims of disasters



The unemployed



Victims of abuse



The homeless



Addicts

Budapest

- Child welfare service
- Family assistance service
- Labour market reintegration programme for young people starting their careers
- TESCO "Charity of the Year" Project (2011 to 2012)
- Debt Management Programme
- Temporary Family Shelter
- Street-Children Programme
- Day-Care Centre for Addicts
- Addictology Centre, diversion service
- Home Nursing Service
- National Help Centre
- Daytime Shelter for the Homeless (from2013)

Kolontár

• Rehabilitation programme after the red sludge

Szolnok

- Temporary Family Shelter
- Regional Crisis Treatment Centre for Abused Women and Children
- Halfway Apartments
- TESCO "Charity of the Year" Project (2011 to 2012)
- SROP Project development services for disadvantaged children
- Daytime Care Centre for Psychiatric Patients
- Addictology Centre, diversion service
- Psychiatric Outpatient Care
- TANDEM labour market and child development programme

Kastélyosdombó

- Temporary Family Shelter (from 2013)
- Day-Care Centre for Addicts

Szendrő

Miskolc

Temporary Family ShelterNational Methodological Centre

Women and ChildrenHalfway Apartments

(2011 to 2012)

Orosháza

• Temporary Family Shelter

• TESCO – "Charity of the Year" Project

• SROP Project – development services for disadvantaged children

• TANDEM labour market and child

development programme

Halfway Apartment

Temporary Family Shelter

• Crisis Treatment Centre for Abused

• TESCO – "Charity of the Year" Project

• SROP Project – development services

for disadvantaged children

• HU-SK-RO-UA ENPI CBC Programme

development programme

• TANDEM labour market and child

- Rehabilitation programme after the flood
- Child Development Programme

Olaszliszka

- Roma Development Centre
- After-School Coaching Programme

Erőspuszta

 Temporary Old People's Home

Debrecen

- Daytime Shelter for the Homeless
- Street Social Work in Housing Estates
- Street Social Work in The Suburbs
- Meals ProgrammeDay-Care Centre
- for Addicts
- DEcEntruM Day-Care Centre for Addicts
- Community Care Centre for Addicts
- Low-Threshold Care Centre for Addicts
- Diversion Service
- After-School Coaching Programme for Children with a Migrant Background

Gyula

- Daytime Shelter for the Homeless
- Night Shelter for the Homeless
- Temporary Shelter for the Homeless
- Street Social Work
- Meal Centre



Food aid in 450 cities and villages

2,500
TONS OF FOOD DONATIONS HANDED OVER TO

500,000
PEOPLE IN NEED

15

KILOGRAMS OF FOOD IN EACH STANDARD PACKAGE

Hungarian Interchurch Aid has partnered with the EU Food Aid Programme, in collaboration with the Agricultural and Rural Development Agency (MVH), for the seventh time. The 15-kg standard packages contained flour, pasta, vitamins, biscuits and cocoa drinks.



↑ The national programme provided standard packages to families and pensioners living below the poverty line.

Meals served, not only on special days

Our countrywide network of centres provides meals to hundreds of people on a daily basis. In 2012, this assistance type was highlighted by a record number of special events where meals were served to those in need.



Temporary meal centres were set up fo several days; hot meals were provided in the coldest period of winter; tea and blankets were also life-savers.



↑ In the days running up to Christmas, more than 10,000 portions of hot meals were served by HIA staff and volunteers.



HIA opened a soup kitchen in Gyula, providing a service sorely missed before with more than 30,000 meals served per year.



How the National Help Centre helps

16,950
AID PACKAGES DELIVERED

24,043

FAMILIES HELPED

Individual requests for assistance received by our organisation are managed by a dedicated institution, the so-called National Help Centre. The staff individually reviews every request and apply predefined principles when determining the most efficient form of assistance.



Starting the school together!

At the start of the school year, packages with high-quality school supplies were provided to 1,000 children in need. The objective with this effort is that the start of school would mean hope for a better future for even the poorest families and not further debt and impoverishment.









The objective is to strengthen the families

The number of our temporary family shelters grew to 4, they are operated in Budapest, Miskolc, Orosháza, and Szolnok. These institutions aim at assisting families who lost their homes to stay together and to move on.

432
PARENTS AND CHILDREN
WERE PROVIDED WITH TEMPORARY
ACCOMMODATION.

The temporary shelters and halfway homes gave 200 families the opportunity in 2012 to build up long-term strength.

Our shelter was launched in 2012 to accommodate mothers and their children running away from abuse. The shelter provides safety and comprehensive services. Our professional staff assist in processing the trauma and in moving on.



Tailored assistance for survival and moving on

The organisation runs centres supporting homeless people in 2 major cities in the country, in Debrecen and in Gyula.

38,300 MEALS SERVED

1,000
HOMELESS PEOPLE HELPED

Our centre provide not only a warm space, food and access to shower facilities, but more: tailored assistance and advice in dealing with everyday matters and in finding a job.

In 2012, the street and the micro-regional contact services provided regular assistance not only to those living in the streets but also to people living in distant farms or at the edge of the cities, in small tent-like shacks.







↑ Coaching under the Olaszliszka After-School Programme. 80 school-age children receive assistance with their studies here on a daily basis.

Centre in Soroksár on World Book Day.

22,000

300

CHILDREN ARE REGULARLY ATTENDING OUR SESSIONS

EXPERIENCE PASSED ON



The Miskolc centre as a national methodological centre assisted 120 other institutions. At the annual conference, Balázs Rácsok, the head of the centre explains how the period spent at the temporary shelter may be used for personal growth, for lift-off from poverty.

FUNDING PASSED ON



in a joint programme of HIA and Velux Foundations. The name of the block grant is "TANDEM", referring to the all-out presence of co-operation.



Opening Pathways to Work

39.5%

PROGRAMME PARTICIPANTS HAVE SUCCESSFULLY FOUND EMPLOYMENT



2012 included some milestones in HIA's activities aimed at the labour market: Our Budapest programme to support young job-seekers was reestablished as a new institution with the name "Ygen Human Resources Centre". The unique services provided by the centre provide long-term assistance free of charge to a hundred people annually in finding employment.



"In our view, the most efficient means of eradicating poverty is work. It is not enough to establish opportunities, we need to make people capable of using those opportunities and return to work permanently."

From the opening address by László Lehel

Training programme from Miskolc to Beregszász

Our EU-funded labour-market programme assisted 130 disadvantaged people in the Miskolc region, and 580 people in need in the Transcarpathian region, respectively. The programme has the objective of facilitating the social reintegration of the unemployed, the disabled, the Roma minority, women returning to employment and early school leavers.



↑ Language courses, training programmes with IT skills and vocational courses open up better opportunities in the labour market.

Help for addicts

A very rarely highlighted but hugely important field in equality is to help people leave their addiction behind. Our centres provide comprehensive assistance to addicts at 4 locations in Hungary.

2,550
HOURS WERE DEDICATED TO HELPING ADD

6,000

INSTANCES OF LOW THRESHOLD SERVICES PROVIDED



↑ HIA had a booth at the Campus Festival in Debrecen: 18 volunteers manned the booth, providing tailored advice on the prevention and treatment of addiction



Help in the cold in February

22,000

17,500

1,000

15,000

These figures illustrate the level of the unified effort behind HIA's work in the winter cold.

The cold period was an extraordinary trial for those living in the streets and in the periphery. The blankets and sleeping bags handed out, the hot tea and the daily hot meals offered at the soup kitchens saved lives.

Our crisis centre was open 24 hours a day in Csepel. The facility for sixty people was accommodating homeless people to escape the freezing cold in February. Our centres in the country for the support of homeless people were operating beyond capacity, while staff with the reinforced contact service did their best for the survival of those living in the streets.



huts at the homesteads and forests several times a day to take drinking water food, clothing and blankets to them.



to provide 70 families with firewood, while packages with food and clothing were also handed out to people relying



↑ At Beregszász, in the Transcarpathian region and the surrounding villages, 50 poor families received a month's supply of wood briquettes.

Remembrance and a new start in Kolontár



site of the neighbourhood destroyed by the red sludge disaster.



Pharmaceutical Manufacturers, the renovated community centre was extended with a number of new features.



Hungarian Assistance at 4 Continents

Cross-border solidarity: humanitarian assistance and international development



Haiti - School

Our rebuilding programme after the 2010 quake continued. In 2012 the second modern school was opened, rebuilt in co-operation with Finn Church Aid. The Abeilles d'Aspam school has 350 pupils, and it can provide shelter for 1248 people in case of hurricanes.



joint long-term labour-market assistance proin 2012. At the start of the school year and at Christmas, packages of school supplies and clothing were handed out to several hundred families, and as a result of a successful grant application valued HUF 11.2 million could be provided to the regional hospital in Beregszász in the form of lifesaving medical equipment and the renovation of



Ethiopia – Safe Water

In continuation of the life-saving effort launched in 2011 after the drought affected millions in the region, support was provided to the cleaning of an ella (well) providing water to 2,500 people and the same number of animals in the southern part of the country in 2012. The project in the village of Gayo contributed not only to the supply of safe water and provided employment to locals, but it also helped the local school.

(Please see more details about the fundraising and awareness campaign related to the project on page 22.)

Transylvania – Support to Children

In line with the tradition, several visits were made in 2012 to the poor and orphaned children cared for by Lazarenum Foundation in Marosvásárhely. At the start of the school year, packages with school supplied were provided to more than 100 children, while at Christmas, not only the youngest generation benefitted from our efforts as HIA also brought presents to the residents of the local nursing home.



Transcarpathia – Job Creation

In the Beregszász region, assistance is provided through our local partner, Advance Transcarpathian Advocacy and Development Centre. Beside the gramme, there were a number of other highlights with the Hungarian Ministry of Foreign Affairs, aid



In Baghlan, between May and August 2012, 614 tons of food aid in total was distributed to 3600 families under the United Nations World Food Programme, in "work for food projects".



Japan – Day-Care Centre

Near the first anniversary of the quake and tsunami in Japan in 2011, a so-called gakudo was opened on 24 February, built with donations from Hungarians. The day-care centre in the city of Otsuchi was built and equipped jointly with HIA's local partner, Save the Children Japan.



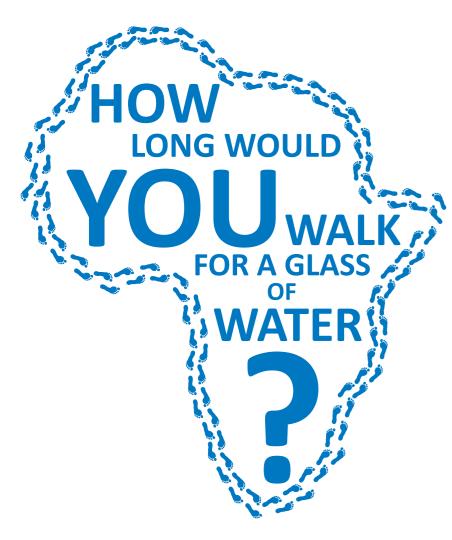


You Also Shape The World!

Volunteering, Awareness Raising, Community

How far would you go for a glass of water?

Linked to the fundraising effort for our aid programme in Ethiopia, an awareness raising campaign was also launched: using a running mill, anyone could experience how it feels when one needs to walk kilometres for the vital supply of water. This campaign was launched by István "Koko" Kovács who just returned from the site of the well-cleaning operation in Ethiopia.













They help with us!

With more than just their names

Commitment and credibility.

Anikó Lévai and István "Koko" Kovács, HIA's goodwill ambassadors, provided their committed efforts also in 2012, in words and deeds.





↑ Singer Csaba Vastag joined our team of volunteers serving hot meals.

↑ Opera stars in an unusual role: Erika Miklósa and Domonkos Héja served mulled wine to contribute to the fundraising effort.



Singers Ildikó Keresztes and Gergő Baricz assisted the delivery of the aid shipment to families in need in Transylvania.



↑ Singer Kati Wolf, as the public face for the "Starting the school together!" appeal, also participated in fundraising and the distribution of the packages.



Kriszta D. Tóth, beside the meals appeals, also regularly participates in our events for children.



The joint coupon appeal with Tesco was promoted by athletes experienced in breaking records: Koko was joined by Attila Katus, Miklós Ungvári, Gabriella Szabó, Rudolf Dombi, Roland Kökény and Richárd Osváth.



Corporate Social Responsibility

Sorely needed assistance and team-building at the same time

All programmes are run after meticulous planning and thorough preparations so that all participants could feel the elation from an effective and efficient effort by the end of the day. Employees can see each other in new light, so these programmes are also popular as team-building exercises.





↑ Elmű-Émász employees carried out some spectacular renovation in the Miskolc temporary family shelter.

↓ The volunteers of Novartis company did not only beautify the interior and the exterior of the facility but also provided some quality programmes for the residents.





Partners are helping, each in their own way

Together for a better world!

HIA has partnered up with several companies in Hungary for corporate social responsibility projects. Be it just fast-response aid appeals or long-term programmes running several years, all collaboration is based on shared values and interests, the most important of them being professionalism and transparency. We like to talk about our collaboration at any forum as we do believe that good examples serve as inspiration to others. Some of the examples:



↑ After Tesco's "Charity of the Year" programme, as part of another major appeal for families and children, the chain of stores raised HUF 54 million by selling donation coupons in the run up period to Christmas



↑ E.ON led the way not only in donations but their unique light-painting also inspired others to donate.



 \downarrow Whirlpool Hungary equipped a number of our facilities with state-of-art household appliances again in 2012.



↑ Elmű-Émász: The company supported not only the winter food distribution campaign and other special actions but also contributed to our long-term effort by renovating our temporary shelter in Miskolc.



↑ evopro contributed to the preparations for implementation of the school community service. Engineers of the company created an innovative website to make the coordination efficient.



↑ Philip Morris has made a lasting contribution to our work: a playground and a development facility for our Soroksár centre.



↑ Béres continued their donation programme in 2012: we could provide 5,000 bottles of Béres drops to those in need in this year.



↑ Thanks to the Danish Lego Foundation, we could distribute the largest ever Hungarian LEGO donation to child-care institutions, bringing joy to almost 15,000 children.



↑ 4th partners' meeting; strong bonds even at the time of crisis.



Fast-response aid from the Vodafone Humanitarian Fund was required to finance the special aid actions in the coldest days of winter.



17th National Advent Fundraising Campaign

The most extensive and most versatile festive effort in Hungary

650,000 pledges



In 2012, there were more options to contribute to the 6-week appeal than ever before. Special thanks to all donors, partners and volunteers! To be continued in 2013.

love.hunger.

665
thousand
Euros in
donations



LOVE.HUNGER. FUNDRAISING 2012

hunger.love.donation coupons available at Tesco store checkouts.

The grand opening Nutcracker Festival, the

The grand opening of Nutcracker Festival, the Advent programme of the Hungarian State Opera was held on 30 November. As part of the festival, stars of the Opera sold mulled wine and hot tea for charity.



On
5 December, on International Volunteer Day, our celebrity volunteers greeted eople making donations at HIA's booth in Vörösmarty Square.

On 13 December,
between 8 AM and 10 AM,
a record number of calls was received at the 1353 donation line. This
"morning peak" was from listeners of lass Fm Morning Show: HUF 15 million was pledged on the 1353 donation line

Class FM

On 17 December, forty underprivileged children and their families in the Transcarpathian region received Christmas presents from Hungarian Interchurch Aid.

More than 1000
meals were served every
day between 18 and 23 December
by volunteers and HIA staff to
those in need.



At the pressconference held on 29 January, HIA not only thanked the volunteers, donors and partners who contributed to the National Advent Fundraising ampaign, but also presented the plan on how the donations would be used.

part of Budapest
Christmas Fair, launched
on **16 November**, a fundraising
booth for HIA was also set up. Volunteers and staff greeted people making inquiries or donations, 10 hours per day for 6 weeks.

of the gingerbread
hearts started on 26 November
in the Szolnok family temporary
shelter, under the direction of goodwill ambassador Anikó Lévai.

November Hungarian

Post and Hungarian Interchurch Aid announced a joint Advent action. Season's greetings cards were for sale at the Budapest Christmas Fair in Vörösmarty Square, with a contribution of HUF 250 to HIA for each card sold.



On the first Sun-

day of the Advent period, on **2 December**, exactly at 13.53, László Lehel, President-Director of HI/ lighted the first candle on the Adver wreath to mark the launch of the natior hunger.love.fundraising campaign.

10 December,

shipment of Christmas presents was dispatched to orphans and elderly people in Marosvásárhely. Two singers of Transylvanian origin, Ildikó Keresztes and Gergő Baricz also gave a helping hand in loading the truck.



15 December,
members of the Budapest
Deák Square Evangelical Parish and
HIA staff handed over Christmas packages with non-perishable foodstuffs
to 50 poor poor families.



On 23 December,
a special edition of RTL
Klub's "Fókusz plusz" TV show
presented to the entire country what
happens to their donations. This special
show had an unprecedented outcome als
in terms of fundraising: more than HUF
33 million was pledged on the 1353
donation line in only an hour.



RTL FUNDRAISING 1 HOUR 130,000 CALLS 112 THOUSAND EURO



Strategy: Professionalism, Partnership, Innovation

Government and international relations, social policy, EU

31
FEASIBILITY STUDIES AND APPLICATIONS

24
SUCCESSFUL APPLICATIONS

2 441

HIA's complex activities require well-organised processes and thorough strategic planning. Staff at our Strategy and Development Unit worked hard also in 2012 so that we could respond to challenges from society with well-thought-out, state-of-art and efficient programmes that are in line with our values.



ACT Alliance

HIA is a member of one of the largest humanitarian alliances in the world



EuropeAid

Our partner in international development



ECHO

Our partner for international disasters

Eurodiaconia

Eurodiaconia



APRODEV

In collaboration Advocacy with European NGOs at European Union level



Hungarian Government

Strategic partnership with several ministries

THE VELUX FOUNDATIONS



Velux Foundations

Our key international donor in combating poverty



DanChurchAid

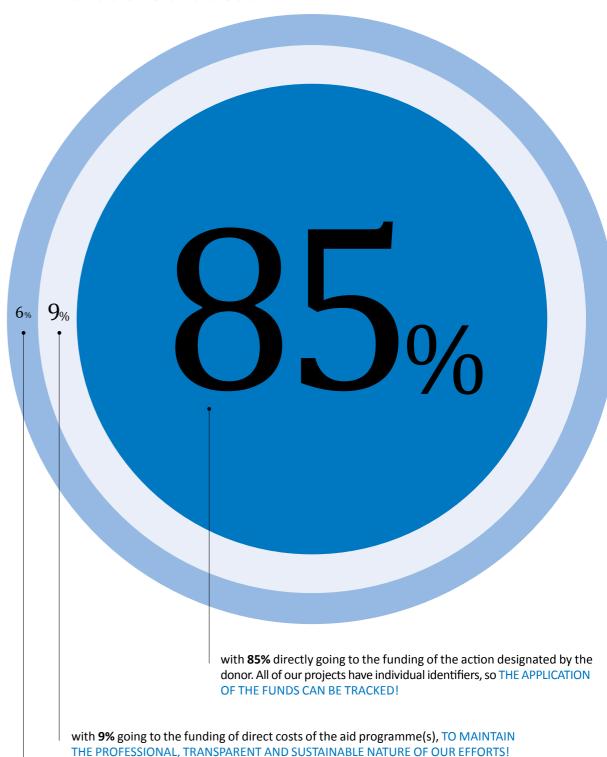
Our peer organisation

On the top in transparency

The growth of our support community is based on trust. Trust is based on transparency.

One of the core values for our organisation is transparency, guaranteed by regular KPMG audits meeting the most exacting international standards. Donors and partners who provide their contact information receive regular reports on the use of the donations. To increase transparency, Hungarian Interchurch Aid implements a uniform system for individual and corporate pecuniary donations:

Donations are used...



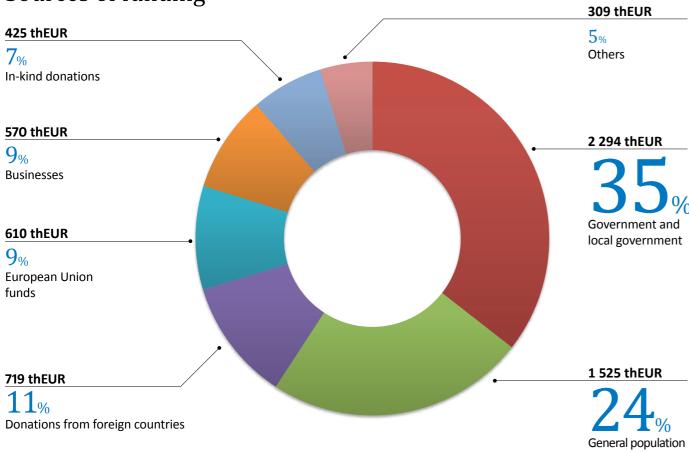
with **6%** going to feedback to donors and also on community and communication activities encouraging active social solidarity SO THAT MORE OF US COULD HELP!

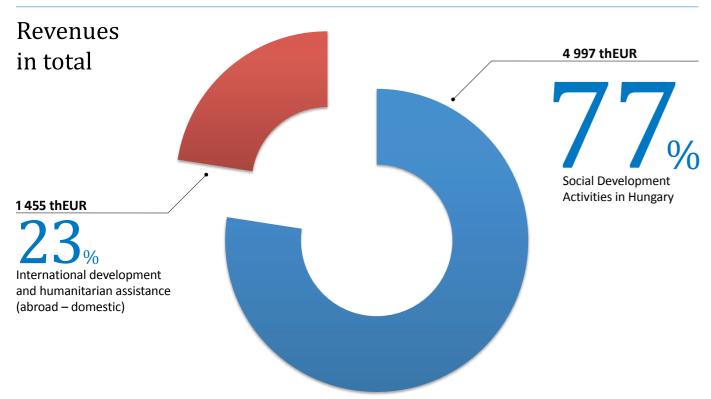


Financial Report

On The Activities of Hungarian Interchurch Aid in 2012

Sources of funding



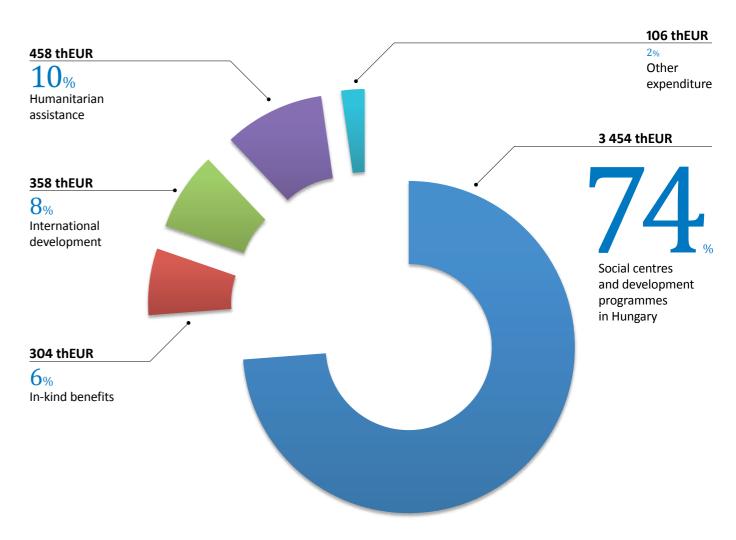




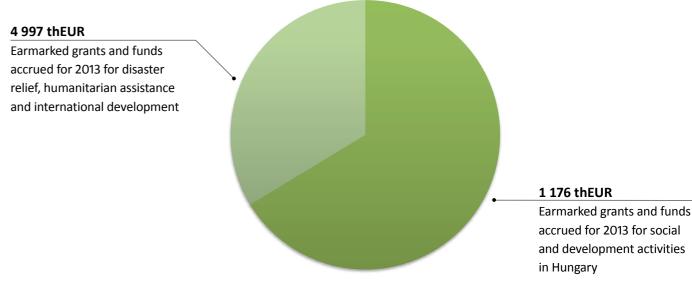


Hungarian Interchurch Aid (HIA) uses Hungarian Forints as the accounting currency. Figures in this publication were converted using the monthly average buy rate of MKB Bank for 2012 (HUF 286.73/EUR 1).

Spending

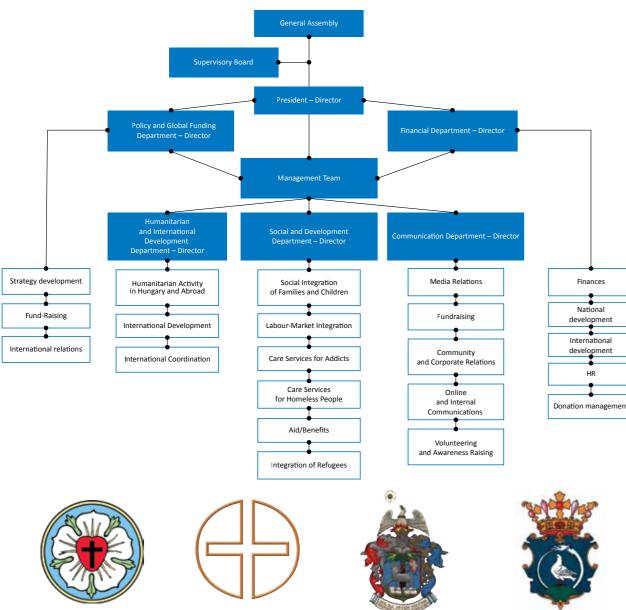


Earmarked grants and funds accrued for 2013





Organisational structure



Colophon

A kiadvány az Emberi Erőforrás Minisztériumának támogatásval készült. This publication was supported by Ministry of Human Resources of Hungary.

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Our cooperating partners

STRATEGIC PARTNERS

























DIAMOND LEVEL PARTNERS









GOLD LEVEL PARTNERS







Promix Zrt.



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 $\mathbf{3}$



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1353
EVERY CALL HELPS!