

2024 ANNUAL REPORT

HAGAR



WHATEVER IT TAKES FOR AS LONG AS IT TAKES TO RESTORE *Life & Dignity.*

MESSAGE FROM OUR LEADERS

Dear Friends and Supporters,

It is with deep gratitude that we present Hagar's 2024 Annual Report. This report reflects the strength of our community and the powerful change made possible through your compassion and support.

This year, we have witnessed extraordinary courage. Thousands of survivors of trafficking, slavery, and abuse have begun their healing journeys. **Thanks to you, more than three thousand people accessed the care they needed to rebuild their lives. They found safety, counselling, legal protection, education, and the opportunity to gain independence through meaningful work.**

We also marked an important milestone. It was the first full year of Hagar's partnership with Lift International in Thailand, which has strengthened our work in the region. **This collaboration has already led to significant outcomes, including the dismantling of an organised trafficking ring and the restoration of hope for families affected by exploitation.**

Our impact has not stopped there. **Through prevention programs, over thirty thousand people were equipped with knowledge and tools to stop trafficking before it starts.** We also worked with law enforcement and legal systems to bring perpetrators to justice and protect those most at risk.

Behind every outcome is the tireless effort of Hagar's staff and partners across the world. Their resilience, especially in challenging environments, is an inspiration. Their work would not be possible without your support.

To every person who has stood with us, thank you. You are making real and lasting change possible. Together, we are helping survivors reclaim their futures and move towards lives of freedom, safety, and dignity.

Connie Ridley
Board Chair



Paul Flavel
Executive Director



ABOUT HAGAR

The need has never been greater. Right now, over **50 million people** are trapped in trafficking and modern slavery. The **Asia-Pacific region** bears the heaviest burden, accounting for **60% of all cases.** Across the world, **1 in 3 women and girls** experience violence and trauma.
But there is hope. **Because of you, lives are being restored.** Every day, survivors are breaking free, healing, and building new futures—one brave step at a time.



Throughout the past year, you helped thousands of women, children, and men heal and rebuild their lives across the globe. You made restoration, prevention and community transformation possible.

OUR WORK:
TOGETHER WITH YOUR SUPPORT



We Restore Lives

We provide trauma-informed care, supporting survivors to heal, thrive and rebuild their lives.



We Prevent Exploitation

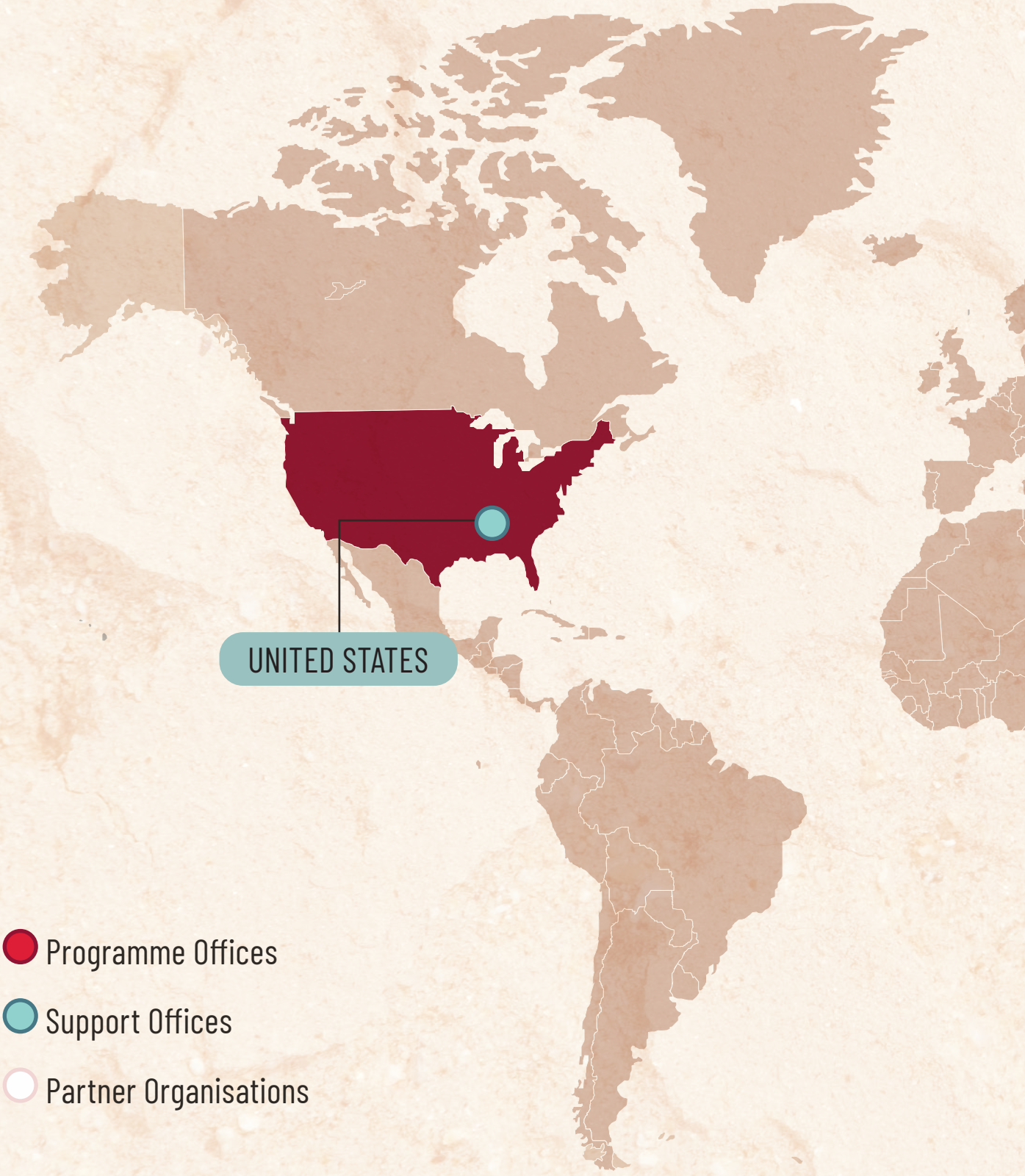
We equip vulnerable people and communities to stop slavery and abuse before it starts.



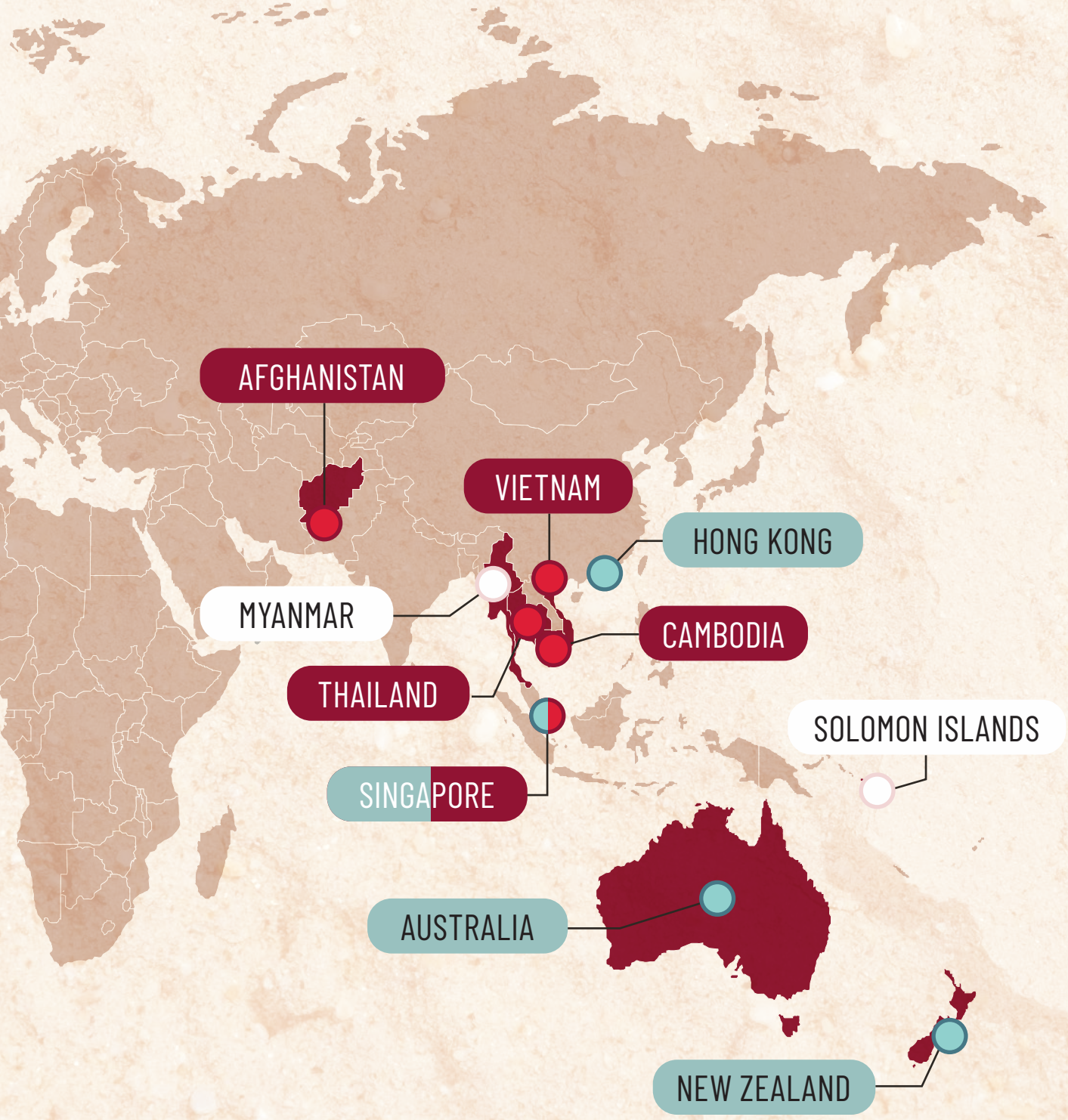
We Strengthen Social and Justice Systems

We build the capacity of governments and justice systems to protect those at risk.

WHERE WE WORK



Hagar is a global not-for-profit with Programme Offices in Afghanistan, Cambodia, Vietnam, Thailand, and Singapore—where we also operate as a Support Office. We partner in Myanmar and the Solomon Islands, with additional Support Offices in Australia, New Zealand, Hong Kong and the USA.



YOUR GLOBAL IMPACT IN 2024

3,205 LIVES RESTORED THROUGH HOLISTIC SURVIVOR CARE SERVICES







EQUIP 6,551

law enforcement officers, judges, and partner organizations with the skills and knowledge to recognise victims, support survivors, and enforce laws that dismantle trafficking networks

31,591 VULNERABLE INDIVIDUALS

protected by equipping them with the warning signs of human trafficking to stop exploitation before it begins

DELIVER JUSTICE

by supporting survivors through the legal process resulting in criminals **sentenced to 485 years of prison and winning over US$ 164,067 in compensation** for victims

IGNITE SURVIVOR LEADERSHIP

by empowering **911 survivors** to reclaim their futures, reintegrate to community with dignity, and advocate for change

Reporting reflects activities of Hagar and partners between January-December 2024.

YOU ENABLED RESTORATION

Thanks to your support, thousands of women and children began their healing journeys.

2024 Survivor Care Impact

3,205 survivors
supported in residential or community-based care.

7,003 counselling sessions
with women, children and their families

1,548 survivors
opened their own businesses or secured good jobs

1,325 survivors and dependents
received education support

1,739 survivors
received skills training

ESCAPING FEAR, *Finding Hope*

At just 15, Sreyneang's life was marked by hardship. Born into poverty in rural Cambodia, her family's growing debt forced her to leave school and work in a restaurant.

That was where everything changed.

Sreyneang endured horrific abuse, including sex trafficking and sexual assault, leaving her feeling broken and powerless. When she bravely escaped and told her parents the truth, they sought justice—only to be met with threats and rejection from local authorities.

Overwhelmed and desperate, her family lived in fear until a local organisation referred them to Hagar. Hagar's team responded immediately, providing medical care, trauma counselling, legal support, and essential services.

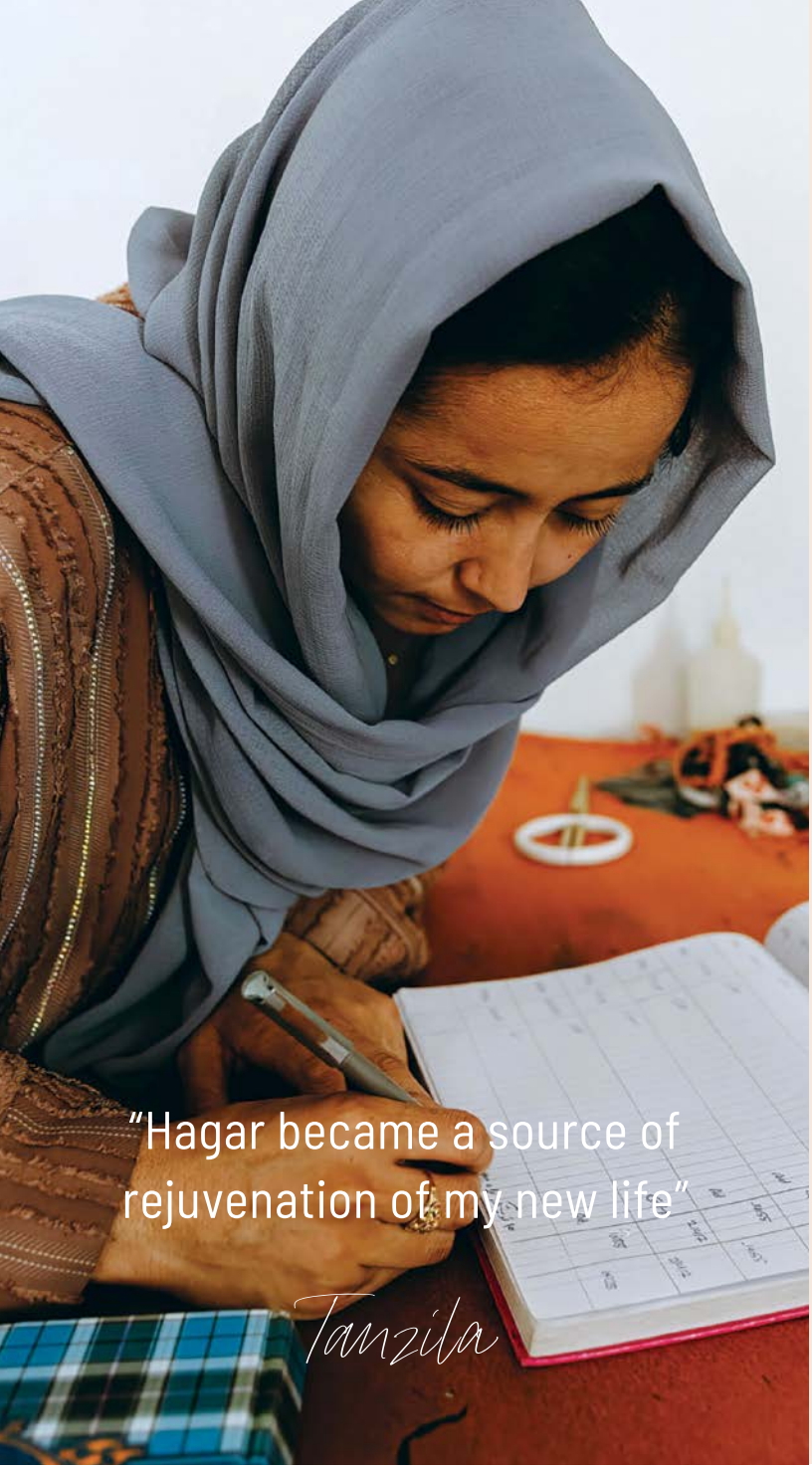
With dedicated support, Sreyneang and her family began rebuilding their lives.

Last year, with the help of her lawyer, she won compensation from her trafficker. No longer living in fear, she discovered her passion for hairdressing and now works in a salon, gaining skills and dreaming of opening her own shop.



"I am fortunate that Hagar has helped me overcome my fear, isolation, and anxiety. I am stronger and able to smile every day. Now, I have a skill that I love. I really love working at the salon. I enjoy it so much and work hard every day."

Sreymeang



FROM EXPLOITATION TO *Freedom*

Growing up in extreme poverty in Karachi, Pakistan, Tanzila's father, a drug addict, forced her and her sister to work instead of attending school, taking their earnings while they endured abuse. At 14, she was married off to settle her father's debt and sent to an abusive household in Kabul, Afghanistan. Her unemployed husband, twice her age, left her to care for his three children. Without financial support, Tanzila often had to beg neighbours for food.

Hope arrived when she joined Hagar's Restoring Lives Through Livelihoods programme.

Learning to sew and receiving trauma counselling gave her the confidence to envision an independent future.

Today, Tanzila is now a skilled tailor and a valued member of a women's cooperative. With a stable income, she ensures her children are fed, clothed, and in school—opportunities she never had. Economic independence has transformed her from a survivor into a provider and role model, empowering her to shape her own future.

RESTORING LIVES THROUGH LIVELIHOODS

This programme helps women rebuild their lives by gaining the skills and confidence to earn a living. In cooperative groups, they learn to sew and create garments for local and regional markets. Each woman receives a sewing kit and practical business training in managing money and selling their products.

To support each woman as they start out, Hagar provides wages for the first six months. After that, they begin earning directly from their sales. Some women go on to start their own businesses, while others return home and sell their products within their communities.

By working in these cooperatives, women gain financial independence and protection from exploitation—empowering them to build a brighter future for themselves and their families.

YOU ENABLED PREVENTION

Your generosity equipped thousands of survivors and their communities with the skills and tools to fight exploitation.

2024 Prevention Impact

30,080 community and religious leaders
trained to understand vulnerability and the tactics traffickers use.

989 family members
educated on child rights, human trafficking and gender-based violence

994,519 people
were reached with prevention messages through television and social media campaigns.

YOUR SUPPORT HELPS DISMANTLE A TRAFFICKING RING IN THAILAND

For years, Kevin, Lily, and their young son, Paul, lived a quiet life in northern Thailand, running a small farm in a close-knit community. Their trusted neighbour and friend, Beck, was like family.

They never imagined he was hiding a terrible secret.

The truth came crashing down when law enforcement, alongside Hagar's partner, LIFT, arrived at their home. Investigators had uncovered explicit images and videos of Paul online. The source? Beck.

Kevin and Lily were devastated. The man they trusted most had groomed their son, manipulated him into silence, and subjected him to unimaginable abuse.

LIFT's legal and survivor care teams responded immediately. Because of Beck's influence, Paul struggled to express what had happened. However, a forensic investigation revealed the full horror—hundreds of messages, illicit files, and a vast network of offenders exploiting children.



With undeniable evidence, authorities dismantled the trafficking ring, preventing further harm. Beck was sentenced to 114 years in prison, and a victim-centred approach ensured that Paul was spared the trauma of testifying.

Justice was served. More than a verdict, it was the restoration of hope and peace. Thanks to your support, Paul and his family are healing. He is reclaiming his childhood and looking ahead to a future free from fear.



"To combat human trafficking and exploitation, we need effective collaboration with all sectors, including NGOs. Hagar has been a strong support combatting human trafficking in our province and has built the capacity of local authorities and community people."

Her ExceMency Nhek Sokun

(Chair, Battambang Provincial Women & Children Consultative Committee)

Empowering

YOUTH TO FIGHT EXPLOITATION

In the Solomon Islands, Hagar's partner, HOPE Trust, is working with three schools to equip students and teachers with the knowledge and tools to prevent child exploitation and human trafficking.

Teachers have received specialised training to provide psychosocial support and identify and respond to child protection concerns. At the same time, students are developing the confidence and skills to advocate for their own safety and that of their peers.

Awareness initiatives are fostering cultures of vigilance and protection, both within schools and their wider communities. Teachers and students are learning to recognise risks, understand the vulnerabilities traffickers exploit, take preventive action, and support one another.









YOU ENABLED SYSTEM STRENGTHENING

Your support bolstered local leadership, fostered partnerships, and equipped frontline teams to safeguard those at risk of trafficking, slavery, and abuse. Because of you, whole communities are being transformed.

2024 System Strengthening Impact

1,097 leaders
across dozens of partner organisations implemented Hagar's trauma-informed care model

61 human trafficking cases
were filed with local police.

20 criminals
were convicted and sentenced to a total of 485 years in prison.



RESCUED THROUGH *Partnership*

EIGHT SURVIVORS FIND FREEDOM

In early 2024, a powerful cross-border collaboration between Caritas and Hagar teams in Vietnam and Cambodia led to the rescue and safe repatriation of eight Vietnamese individuals trafficked into forced online scamming operations in Cambodia.

The rescue effort began when Vietnam's National Helpline 111 alerted Hagar Vietnam to multiple trafficking cases. Acting swiftly, Hagar Vietnam verified survivor identities and coordinated with Hagar Cambodia. In partnership with Cambodian authorities, the survivors were freed from exploitative conditions where they had been forced to work up to 18 hours a day under threats of violence.

Once rescued, Caritas provided immediate shelter and care, while Hagar teams in both countries facilitated their safe return. Upon repatriation, Hagar Vietnam ensured each survivor received trauma counselling, safe housing, and vocational training, helping them take their first steps toward recovery.

This mission was a testament to the power of collaboration. By working together across borders, Hagar and its partners are breaking the cycle of trafficking and restoring dignity to those who have suffered.

BREAKING THE CYCLE: TWO SURVIVORS *Freed* FROM ABUSE IN MYANMAR

In rural Myanmar, lives are being changed thanks to your support.

Through Hagar's partnership with the Yangon Kayin Baptist Women's Association (YKBWA), two survivors of severe abuse were identified in 2024 and are now receiving the critical care they need to heal and rebuild their lives.

This breakthrough was made possible through Hagar Vietnam's training in trauma-informed care, case management, and education on gender-based violence, human trafficking, and safe migration. With this knowledge, YKBWA staff and community leaders empowered their villages, equipping them to recognise exploitation and take action.

As a result, local leaders not only identified cases in their own communities but also launched committees to prevent future cases—ensuring lasting change.



Uncovering TRAFFICKING, STRENGTHENING PROTECTIONS

In 2024, a major human trafficking case in Singapore was uncovered thanks to strengthened collaboration between Hagar and government authorities. As job recruitment scams surged, Hagar worked closely with officials to investigate exploitative practices in high-risk industries—particularly the entertainment sector.
During in-depth screening interviews, Hagar identified clear signs of trafficking among young women recruited under false pretences. Their findings led to the rescue of eight victims. The survivors have since received trauma recovery support, job training, and safe employment pathways.

To address systemic risks, Hagar launched a survivor-led focus group to investigate exploitative recruitment practices. This research is now informing efforts to prevent trafficking and strengthen protections for migrant workers.





DIRECTORS' REPORT

The directors present this report on Hagar Australia Limited (the Company) for the financial year ended 31 December 2024.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Connie Ridley	(Chair)
Marita Ham	
Nyasha Hove	(Treasurer)
Catherine Jacob	
Suzanne Williams	
Anne Stout	
Jules Frost	

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated. Sarah Kim was appointed as volunteer Company Secretary on 23 August 2023.

Principle Activities

The principal activities of the Company during the financial year were to generate charitable giving from Australian donors and partners to support Hagar's work with survivors of trafficking, slavery and abuse in Cambodia, Vietnam and Afghanistan.

There were no significant changes in the nature of these activities during the year.

Short-term Objectives

Hagar Australia is an active contributor to the global Hagar network strategy and has contributed to the implementation of the global Strategic Plan. At the heart of this plan are the following five goals:

1. **Heal - The Whole Journey**
   Supporting women and children to heal from the trauma of trafficking, slavery and abuse.

2. **Empower – Survivor Leadership**
   Empowering survivors of trafficking, slavery and abuse with the knowledge, leadership skills and opportunities to influence others and bring about change.

3. **Partner – Equipping others to deliver best-practice care.**
   Supporting more survivors in more countries across Asia by building the capacity of other organisations to provide survivors with best-practice, trauma-informed care.

4. **Prevent – Practical action in high-risk communities.**
   Using our expertise to invest in practical interventions in high-risk communities to prevent vulnerable individuals from being exploited and traumatised.

5. **Lead – Influence**
   Playing an active role in the global movement to abolish trafficking, slavery and abuse.

Areas of Strategic Focus
Five key areas of strategic focus were developed and adopted to enhance Hagar Australia's contribution to the global goals:

1. Maximise current donor and stakeholder relationships – by nurturing all relationships to their fullest potential.
2. Grow key income streams – by focusing efforts on income generating programs that feed the overall donor pipeline while also delivering a maximum return on investment and providing diversification to manage risk.
3. Strengthen organisational sustainability – through strong financial management that delivers transparency and accountability to donors and the Australian public, development of systems and processes to drive efficiencies, and a strong, positive, diverse and inclusive organisational culture.
4. Maximise brand awareness – through understanding and nurturing donors along the Hagar donor journey, developing powerful marketing materials and maintaining strong sector relationships.
5. Support International development program delivery – by supporting Hagar International Program Offices to identify, develop and implement effective and sustainable programs that support survivors, while also monitoring and evaluating program effectiveness and impact.

Strategic Projects
Our strategic priorities this year focussed on deepening the relationships and collaboration across the Hagar International federation. Together we have developed a detailed plan to grow the collective income to 10 million by 2030. Hagar Australia has mapped out its own contribution to this overall goal and has begun work towards this.
The year focused on the acquisition of new supporters as well as the opportunity to gather existing supporters across a number of events featuring our Thailand Country Director Tipnareee Setphisut.
Our CRM underwent a transition and a complex task of data segmentation was achieved.

Executive Director
We were delighted to welcome Paul Flavel in February 2023 when he commenced in the role of Executive Director.

Financial Performance
For the year ended 31 December 2024 the Company had a surplus of $75,327 (2023 deficit of $6,818)

Grants income decreased by 23% during the year. Appeals, donations, and gifts income increased by 19%. This continues to be a focus area for 2025.

Distributions to international programme partners saw a decrease of 18%. Fundraising and International Program costs increased by 4% reflecting and a stronger focus on foundations and grant applications. Administration costs decreased by 17%, mostly due to ongoing monitoring of expenditure and cost savings measures.

Key Performance Measures
The Company measures its own performance using both quantitative and qualitative benchmarks. The benchmarks are used by the directors to assess the financial sustainability of the Company and whether the Company's short- term and long-term objectives are being achieved.

	2024 Actual	**2023 Actual**
Income per full time staff member	$656,365	$582,017
International Programs as a % of Total Expenditure	63%	68%
Fundraising as a % of Total Expenditure	19%	14%
Admin. & Accountability as a % of Total Expenditure	15%	16%
Community Education as a % of Total Expenditure	2%	2%

DIRECTORS' REPORT

Information on Directors

Connie Ridley – Chair

Connie Ridley has a background in banking, finance and securitization and has worked in Australia, the US and several Pacific Island nations. She is passionate about social justice and committed to bringing change to vulnerable people and communities in Australia and overseas. For the past 30 years Connie has used her experience in finance, international development and strategic planning to serve not for profits organisations in roles such as Chair of Library for All and Director of Hagar International. Connie also served 15 years as a Board member of Opportunity International and 22 years as a Board member of Emerge Women's and Children's Network including serving as Chair for 8 years. She has been awarded Honorary Life Governor of the Royal Children's Hospital in Melbourne.

Marita Ham

A barrister for many years, Marita is passionate about advocating for the rights of victims/survivors and has developed a specialised practice in victims of crime assistance in the Victorian court system. Prior to coming to the Bar, Marita had many years experience as a solicitor in a variety of roles including as a family and criminal solicitor in Byron Bay, corporate counsel at Australia Post, and worked in government in policy for years developing and prosecuting consumer protection laws.

Catherine Jacob

Catherine is an international management consultant with a wealth of experience spanning a broad range of industries. She is the Founder and Director of Footprint Consulting, specialising in business diagnostics, vision setting, strategy development and business improvement. Prior this, Catherine established and was the General Manager for Façade Solutions, a business for BlueScope Steel. Catherine has also worked as a Senior Management Consultant for the Renault-Nissan Group. In her early career, Catherine worked as a structural engineer across Europe and the Middle East.

Suzanne Williams

Suzanne brings legal experience as a former Law Firm Partner and General Counsel for the Sydney 2000 Olympic Games; and expertise in human resource and governance consulting gained at leading International Talent Advisory Firm, Korn Ferry. She consults to and has served on the Boards of several International NGOs, educational institutions, sporting and church organisations.

Anne Stout

Anne is a senior Marketing Executive with over 30 years marketing and strategy experience in corporate organisations including ANZ, Telstra, Australia Post, local and state government and NGOs. Her previous role as Marketing Director at World Vision Australia for 7 years provided the opportunity to serve communities in real need. She is currently Chief Customer and Marketing Officer, City of Greater Geelong. Anne holds an MBA and is a graduate of the Australian Institute of Company Directors.

Jules Frost

Jules is the Civil Society Engagement Advisor at ACMC where she contributes to the advancement of national capabilities to prevent, prepare for and respond more effectively to humanitarian crises through enhancing civil-military-police engagement. An executive with over 25 years of international experience in humanitarian contexts, Jules arrived in Canberra in 2021 from Switzerland where she was based for nearly 10 years working with organizations including World Vision, Medair, and the Core Humanitarian Standard (CHS) Alliance.

Nyasha Hove - Treasurer

Experienced Finance Executive in the Not-for-Profit sector with a proven track record of managing organisational resources and delivering sustainable financial results. Experience has been gained from working in senior finance roles in a diverse range of industries including Consulting, Government and ASX listed retail entities. Passionate about working with value-based organisations and using financial expertise to bring about change.

DIRECTORS' REPORT

Meetings of Directors
During the financial year there were 7 meetings.

Board Meetings.
Attendances by each Director**:**

Name	No. of meetings eligible to attend	No. of meetings attended (general & special)
Connie Ridley	7	6
Anne Stout	7	5
Catherine Jacob	7	6
Jules Frost	7	5
Marita Ham	7	7
Nyasha Hove	7	6
Suzanne Williams	7	6

The Company is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of $100 each towards meeting any outstanding obligations of the entity. As at 31 December 2024, the total amount that members of the Company are liable to contribute if the Company is wound up is $700 (2023: $700).

Directors Remuneration
The Board of Directors and the Company Secretary give their services to the organisation without charge and the organisation does not pay for any services rendered in the capacity of director, secretary or otherwise.

Matters subsequent to the end of the financial year
There were no subsequent matters to report.

Significant Changes in the State of Affairs
There were no significant changes in the state of affairs of the Company.

Dividends
The Company's constitution does not permit dividends and therefore no dividends have been recommended or paid for the year under review.

Indemnification of Office Holders
During or since the financial year the company has not indemnified an office holder against a liability incurred as a result of acting as a director of the company.

This directors' report is signed in accordance with a resolution of the Board of Directors.



Connie Ridley
Chair
Dated the 14th day of March 2025

Hagar Australia Limited

ABN 20 159 198 535

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Board of Directors of Hagar Australia Limited

I declare that, to the best of my knowledge and belief, during the year ended 31 December 2024, there have been:

(i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Saward Dawson

Saward Dawson

Jeffrey Tulk

Jeffrey Tulk
Partner

Blackburn, VIC
Dated: 17 March 2025

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STATEMENT OF SURPLUS OR DEFICIT & OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 December 2024

	Note	2024	2023
		$	$
Continuing Operations			
Appeals, donations and gifts	2	578,398	484,015
Grants	2	570,433	736,777
Bequests	2		-
Other income	2	10,750	1,444
Total Revenue and Other Income		**1,159,581**	**1,222,236**
Funds to International Programs and Hagar International Foundation	3	684,793	836,902
Fundraising	3	206,372	168,715
Accountability & Administration	3	166,057	200,756
Community Education	3	27,032	22,680
Total Expenditure		**1,084,254**	**1,229,054**
Net Surplus / (Deficit) & Total Comprehensive Income		**75,327**	**(6,818)**
Surplus / (Deficit) & Total Comprehensive Income attributable to members of the entity		**75,327**	**(6,818)**

The accompanying notes form part of these financial statements

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 December 2024

	Retained Earnings $
Balance at 1 January 2023	232,353
Comprehensive income	
Deficit for the year	(6,819)
Total comprehensive income attributable to members of the entity for the year	(6,819)
Balance at 31 December 2023	**225,534**
Balance at 1 January 2024	225,534
Comprehensive income	
Surplus for the year	75,327
Total comprehensive income attributable to members of the entity for the year	75,327
Balance at 31 December 2024	**300,861**

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 December 2024

	Note	2024	2023
		$	$
CASH FLOW/GRANTS FROM OPERATING ACTIVITIES			
Donations received		578,398	568,979
Restricted Funding		609,672	683,953
Other receipts from customers		(7,077)	0
Interest received		10,750	1,444
Payments to suppliers and employees		(473,824)	(505,971)
Distributions to overseas partners		(637,460)	(784,675)
Net cash (used by) / generated from operating activities		**80,460**	**(36,269)**
CASH FLOW/GRANTS FROM INVESTING ACTIVITIES			
Purchase of Property, Plant and Equipment		(2,143)	(4,256)
Net cash (used by) / generated from investing activities		**(2,143)**	**(4,256)**
Net (decrease) / increase in cash held		78,316	(40,525)
Cash and cash equivalents at beginning of the financial year		312,520	353,045
Cash and cash equivalents at end of the financial year	4	**390,836**	**312,520**

The accompanying notes form part of these financial statements



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ACFID MEMBER

Australian Aid