



Caritas Internationalis Secretary General's Report 2015–2019

21st General Assembly
Rome, 23–28 May 2019



Contents

One human family, one common home

Laudato Si' – On care for our common home

Share the journey

Caritas at the heart of the Church

Save lives, rebuild communities

Speaking out with the voice of the poor

Build global solidarity

A stronger Caritas

One human family, one common home

Pope Francis opened our last General Assembly in 2015 with this powerful reminder: “One who lives the Caritas mission is not a simple worker but indeed a witness to Christ. All of our strategies and planning stand empty if we do not bear this love within us.”

As we end our four-year journey, we rejoice that love and mercy underpin everything we do.

We are driven by our collective belief that we are part of one human family, caring for creation, sharing one common home.

The sheer scale of the challenges we face – the climate and wider ecological crisis, the massive displacement of people, the spread of conflict – make it imperative that we act together to solve our problems.

Caritas in the Church

From the issuing of *Laudato Si'*, through the Jubilee Year of Mercy and the canonisation of two great

advocates for the poor, this has been a rich period for the identity of Caritas at the heart of the Church.

Being entrusted by the Catholic Church for promoting its social pastoral mission is a powerful mandate.

I believe we have worked faithfully to fulfil this.

Having the support of a pope who places the poor at the centre of the Church's attention brings great joy and stimulus to our work.

Throughout his papacy, Pope Francis has supported our campaigns, encouraged us as we strengthened our institutions and described us as “a beacon of hope for those in need”. He has even sold a fancy motorbike to raise a quarter of a million euros for a Caritas canteen in Rome.

In my conversations with Pope Francis, I have always felt his close attentiveness to our work and received his encouragements to press ahead. I have seen him not only as someone who calls us to engage more, but also as someone who pushes us from behind.

We have answered by weaving his teachings into the fabric of our organisations. Our current and future strategic plans are based on the principles enshrined in the encyclical *Laudato Si'*. His proposal for a new model of development that responds to the cry of the earth and the cry of the poor has been taken up by Caritas members everywhere. It is our duty, Pope Francis says, to care tenderly for our neighbour and our earth.

Our closeness to the Holy See and bishops' conferences around the world show progress in strengthening links with the Church at all levels, just as we also reach out to millions of lay Caritas supporters and volunteers around the world.

We have seen a growing number of bishops welcoming us as part of their pastoral mission, and we are speaking up with bishops' conferences worldwide on climate change, conflict and the migration crisis.

At two major events we held with Church leaders in Africa and the Middle East, I was filled with encouragement to see the bishops' commitment

One human family, one common home

to working closely together with each other and with us in the service of charity and towards the common good.

Affirming one another while respecting each other's autonomy is a positive mutual bond. Addressing the root causes of poverty is an immense task, so we have tried to double our efforts to build one human family, not only across the Caritas family and the Church but also with other faith communities.

This conviction drives our work on shared issues with the Lutheran World Federation, with whom we signed a declaration of intent in 2016 when Pope Francis and the then president of the LWF Bishop Mounib Yunan celebrated the recovered communion between our two Churches. It has also brought us together with Anglican, Buddhist and Muslim peers to combat human trafficking. It has inspired us to speak up for migrants alongside Buddhist, Muslim and Jewish leaders at the UN. Being part of faith-based organisations gives us a special perspective on the problems faced by the vulnerable people in our care and the need for spirituality to inspire solutions.

Save lives, rebuild communities

Our staff and volunteers prove daily that cultural and religious barriers need not stand in the way of a loving heart.

Our team in Aleppo, Syria, were amongst the first to climb through the rubble of the city when the siege ended in 2016, to see who was left alive and in need of aid. Muslim survivors were astonished.

"Surely you should be helping Christians, not us?" they asked. Their disbelief gradually eased as the team returned with warm clothing and food. Now the Caritas Aleppo staff, both Christian and Muslim, are welcome visitors in neighbourhood homes.

This horrible war led us to launch a campaign for peace in Syria, insisting on the fact that the solution is in the hands of the Syrians and not of those who have started and continued the war.

Caritas Hellas in Greece reached across divides of language, culture and religion to welcome 100,000 tired and hungry people during the European

refugee crisis. What was at first a tiny team swelled with dozens of volunteers and new staff, whose greatest service was to recognise the human dignity of those passing through their care. People who had been persecuted, shot at, robbed of their hope, found warmth and trust.

Speaking out with the voice of the poor

Migration is a great challenge of our times. When we sent our contributions to the Global Compact on Safe, Orderly and Regular Migration adopted by the UN in 2018, we did so from the perspective that each migrant or refugee has his or her own story, and this changes our heart towards those who may be feared or shunned when labelled as an "invasion".

So it was to encourage people to reach out in mutual trust that we launched our Share the Journey campaign in solidarity with migrants, which has brought about so many extraordinary encounters around the world.

One human family, one common home

As Caritas staff and supporters went on walks to reflect a refugee journey, or shared a meal with their migrant sisters and brothers, they opened their arms in welcome. This outpouring of love is an essential antidote to the ugly nationalism that is building walls, both metaphorical and physical, between us.

That people are listening has been proved by the unprecedented space that has been given to our stories in the world's media and social platforms. Truly we have promoted the voice of the poorest and most vulnerable. We pray that it may bring real change.

A stronger Caritas

To change and grow within Caritas, we have made important progress in making our confederation more effective. The process of strengthening our institution is moving forward with energy.

We now have a set of standards and a framework by which to test ourselves against them and improve.

The Institutional Development and Capacity Strengthening committee has been working to accompany members with their strategic plans of reinforcing their organisations. Our regions have become hubs for training and assessing their local members as they seek to develop.

We have adopted management standards based on our core values, which help each of our members to work well and sustainably. Local teams in need of extra support are being offered the resources of the confederation to assist them.

This cooperation in faith, this partnership, is what Caritas is all about. Within the family, we support and we exchange, so that the mission of one becomes the mission of all. This not only makes us more effective, it makes the confederation a source of nourishment for ourselves and those we serve.

As we are one human family, so we are one Caritas family. Let us collaborate ever more closely, supporting our more fragile members as we draw on the strengths of our larger teams. Let us respond to those who need us in an ever more effective way.

Let us make Caritas a welcoming place for young people to help change society. And let us fight to save our common home.

I thank all of you for your passion and commitment. The achievements in this report have been possible thanks to the Executive Board and Representative Council members, financial and legal affairs commissions, the staff of the General and Regional Secretariats, and the many working groups.

I'm very grateful for the support of the Dicastery for Promoting Integral Human Development and the Secretariat of State.

Looking forward to the journey that lies ahead of us, we ask the intercession of our newly canonised patron St Oscar Romero to bless and inspire our work. As he said simply, God wants a society "in which we share the good things that God has given for all of us".

Michel Roy
Secretary General
Caritas Internationalis

Laudato Si' – On care for our common home

“There can be no renewal of our relationship with nature without a renewal of humanity itself.”

Pope Francis (Laudato Si', 118)

Pope Francis's revolutionary encyclical on climate change and the care for creation came out as our four-year operating period began and has given a tremendous impetus to our work.

This letter to the whole planet questions the current consumer-driven model of development and invites us to promote an integral human development that benefits all people – particularly the poorest – while caring for the environment.

Our strategic vision for 2015–19 and the new framework for 2019–2023 are rooted in *Laudato Si'*.

The whole Caritas family has renewed its advocacy for our common home, and reflected deeply on the papal call to find fresh ways of thinking about human development.

Action is carried out at all levels. Many development programmes are addressing climate resilience with communities on the ground. We work on other environmental issues that devastate the lives of the poor such as mining and food waste.

Caritas draws on the experience of its members who help communities build their resilience to the impact of climate change. We make recommendations to various international fora to create policies that address sustainable agriculture, access to food and water and tackling waste.

We decided to divest from fossil fuel companies so as to give a concrete sign on the way forward.

Caritas members have developed a wealth of materials – reflections, prayers, films,

activities for schools – to help educate people in ecological citizenship.

Climate change advocacy

It has been a critical time to make our voice heard on the world stage and Caritas advocates have participated in the UN climate change negotiations, cooperating with our Catholic partners and preparing member organisations to be able to contribute effectively.

Pope Francis timed *Laudato Si'* to come out six months before the international meeting in Paris known as the Conference of the Parties on Climate Change (COP21).

Laudato Si' – On care for our common home

This certainly facilitated political consensus, leading to the Paris Agreement on containing global warming.

In the lead-up to this we threw our hearts into the battle for a just agreement on climate change, taking part in marches around the world and organising a side event in Paris on the impact of climate change on Oceania and the Amazon. A joint event with the CIDSE Catholic network was held prior to the Paris summit during the UN's General Assembly in New York.

CAFOD (Caritas in England and Wales) organised a mass lobby involving 9,000 supporters who lobbied nearly half of all UK Members of Parliament to take action on climate change. The newly-born Global Catholic Climate Movement brought more than a million signatures to a petition calling for action at the Paris talks.

Key issues Caritas has promoted at all negotiations are that policies must centre on the poorest people, that respect for human rights is critical and that food security must be ensured. These

points are strongly made in the Caritas "State of the Environment for Oceania" reports, compiled since 2014 by Caritas Aotearoa New Zealand with input from communities across the region.

These reports speak up for people living at the sharp edge of climate change, tracking key environmental issues from coastal erosion and sea level rise to access to food and fresh water.

The 2018 report stated: "climate change is here and now" and described the state of international funds made available to small-scale local projects as "woefully inadequate".

Giving voice to people impacted by the greed of business, particularly in the timber and extractive industries, also drives our work with REPAM, the Pan-Amazon Ecclesial Network that we co-founded. We contributed to its Human Rights Committee and Human Rights School for community leaders.

We included REPAM in our delegation to the 2015 Paris climate conference and supported indigenous leaders who spoke in New York and the European

Union to highlight abuses against people and the environment in the Amazon.

Before and after the Paris Agreement, the Caritas confederation has been challenging governments to keep their pledges on reducing emissions.

In 2015 and 2018 Caritas supported the call by six continental bishops' conferences for governments to drive a shift to sustainable lifestyles, while listening to the experience of indigenous communities and rethinking agricultural practices. Caritas participated alongside CIDSE and the Global Catholic Climate Movement networks.

Due to political setbacks, however, international action has stalled. At the last climate conference in Poland in December 2018 (COP24), we expressed dismay that governments failed to back tough action to save our common home from catastrophe.

During the conference young Catholics joined with Caritas, CIDSE, Franciscans International and the Global Catholic Climate Movement at an event showcasing personal stories from the front line

Laudato Si' – On care for our common home

of the climate crisis. “We are the ones whose lives are at risk as the world gets hotter,” said Mercy Chirambo of Caritas Malawi.

Anniversary events

Caritas has used the annual anniversaries of *Laudato Si'* to take stock of progress on the messages it contains. In 2016 we held a special event in Geneva hosted by our delegation and the Permanent Observer Mission of the Holy See to the UN. During this, I reflected that the encyclical had become the “wind in the sails” of our work.

In July 2018 Caritas co-sponsored a major Vatican conference marking the third anniversary, together with the Dicastery for the Promotion of Integral Human Development, CIDSE and the Global Catholic Climate Movement.

Pope Francis pressed the world community to honour the Paris commitments and to listen to the wisdom of young people and indigenous communities. Caritas enabled stories from both groups to be heard, accompanying an Amerindian of the Asháninka people in Amazonia and a young Pacific “Climate Warrior” from New Zealand.

Share the journey

“It has made me able to say two words to myself: I belong.”

Berete Ibrahima, 23, refugee from Guinea

The “Share the Journey” global campaign has the simple but powerful aim of bringing communities closer to the migrants and refugees in their midst. Pope Francis invited us to develop a culture of encounter.

We want to create spaces for migrants – or potential migrants – and host communities to learn more about each other and build relationships. We want to reach migrants in their home communities, make them safer in the places they pass through, and promote a culture of mutual understanding and welcome as they seek to make a new life.

“It is how we live out our journeys and how we treat the people we meet that has the potential to transform our world,” says our president, Cardinal Luis Antonio Tagle, whose own grandfather was a migrant.

The launch

The campaign got off to a joyful start in September 2017 with more than 60 national Caritas participating in creative launch events worldwide.

In Rome, Pope Francis opened the campaign by throwing wide his arms to the crowd at St Peter’s and declaring, “Hope is the force that drives us to share the journey, because the journey is made jointly: by those who come to our land, and by us who go towards their heart.”

The open arms of the Pope initiated the campaign gesture, “Reach Out”, which was copied around the world in a wave of solidarity. The simple, loving gesture caught people’s imagination. Participants on every continent, from cardinals to refugees, posted photographs of themselves “reaching out”

on social media. Schools, parishes and communities were still posting photos over a year later.

The media impact was tremendous. In the launch week there were over 1,500 online articles about Share the Journey. Major global media outlets covered the event. A monitoring company estimated the media coverage space of the launch would have cost Caritas €3.55m.

On social media there were almost 5,000 social media posts in the first week and the Instagram post by Pope Francis has received 158,000 likes: “Let us share the journey of refugees and migrants with concrete gestures of solidarity.”

As the external campaign evaluation concludes: “The simplicity of the campaign proposition, which played so strongly to Caritas’ grassroots strengths,

Share the journey

and the huge influence of Pope Francis' words, undoubtedly contributed to this successful launch."

Global week of action

June 2018 saw a further surge of empathy and positive engagement as people were encouraged to share a meal with migrants and refugees.

This Week of Action became a worldwide series of encounters that were possibly unprecedented on such a co-ordinated global scale and reached 60 million people on social media.

Communities in dozens of countries broke bread with refugees and asylum seekers, victims of trafficking, internally displaced people, domestic workers and migrants in transit.

Perhaps the most impressive event was in Syria, where people on different sides of the conflict, Christians and Muslims, Alawites and Druze were invited by Caritas Syria to sit at the same table.

Despite initial misgivings, people ended by praying together for peace in Syria.

"Those who came have told us we not only fed hungry people with a rich meal, but we were also able to touch their hearts deeply, and to help them start forgiving and connecting with others," said Sandra Awad of Caritas Syria.

The week saw heart-warming gestures of solidarity with people who have been rejected at every turn.

Caritas Bangladesh organised a huge meal for 1,800 Rohingya refugees and 200 Caritas staff and volunteers, including 1,000 children.

"Everybody was at the same level," said a Muslim member of Caritas. "There were no foreigners, no Rohingya, just humans sharing a meal. I felt great!"

These moving encounters, too numerous to mention, have sent a powerful message not only to migrants but to supporters, local communities and the wider public.

A million kilometres

In a physical recognition of shared journeys, a Global Pilgrimage was launched in October 2018. The aim was to mobilise communities to walk a total of one million kilometres in solidarity with refugees, with an online totaliser to capture worldwide progress.

Cardinal Tagle took the first steps in Rome, with bishops and around 100 migrants, refugees and supporters who walked through the city to St Peter's Square. There Pope Francis encouraged the pilgrims and thanked Caritas.

Within three months, people had taken global pilgrimages in at least 22 countries. Some made extreme pilgrimages, including climbing volcanoes and abseiling down skyscrapers to represent the difficult of migrants' journeys. Caritas Iraq held a solidarity marathon, with some 500 runners of many nationalities – including Kurds and Arabs – and various religions: Muslims, Yazidis and Christians.

Share the journey

At World Youth Day in Panama at the start of 2019, young Caritas leaders had face-to-face meetings with young migrants from Panama and Nicaragua. They shared virtual encounters through a “silent play” about refugee journeys. Their experience was topped off by a pilgrimage walk to Panama City centre, with over 800 youth joining to welcome Pope Francis.

Campaign outcomes

A media analysis showed that between September 2017 and December 2018, there were 3,800 articles online mentioning Share the Journey, and 38,500 social media posts, many of these highly influential

(Pope Francis has around 58 million followers across nine language accounts on Twitter).

An external mid-term evaluation of the campaign has been completed. Its conclusion is that “Caritas Internationalis should be congratulated on running this simple yet highly effective global campaign.”

Engaging with the powerful message on migrants has strengthened the supporter base, said the evaluation, increasing the sense of urgency of the issue amongst Caritas members and the public. There cannot be many campaigns, it continues, which have succeeded in mobilising such co-ordinated grassroots activity around the world, resulting in so many powerful stories.

Cooperation with like-minded organisations was noted, including ACT Alliance, the UN agencies concerned with migrants, and civil society organisations. Support also came from Church bodies such as the International Catholic Migration Commission, Jesuit Refugee Services and numerous religious congregations.

A challenge of the campaign was judged to be the lack of human and financial resources at international, regional and national levels to harness its huge achievement and push forward into changing policies.

Once the public is mobilised, a thirst is created for real political and societal change.

Caritas at the heart of the Church

“I want a Church that is poor for the poor.”

Pope Francis

IN BRIEF

This has been an exceptionally rich period for the identity of Caritas at the heart of the Church.

Being led by a pope who puts the poor at the very centre of the Church brings great joy and stimulus to our work.

From the tremendous teaching of *Laudato Si'* on the care of creation, through the Jubilee of Mercy and the canonisation of St Oscar Romero, Caritas has been surrounded by deep sources of inspiration and celebration over the last four years.

Being entrusted by the Church with the mission of promoting integral human development is a powerful mandate, and we have worked faithfully to fulfil this trust.

The warm endorsement of our work by Pope Francis and his many instances of fraternal support have been wonderfully encouraging.

He has told us, “You are the engine of the Church that drives love forward.” Caritas has been a close partner in many of the pope’s initiatives over the last four years.

Jubilee Year of Mercy

The whole Caritas family was deeply involved in the celebrations for this Jubilee year, proclaimed by Pope Francis to promote the central theme of his papacy.

On 8 December 2015 the first Door of Mercy he opened in Rome was that of a Caritas homeless hostel.

The Jubilee brought many opportunities to demonstrate our witness to the poor. As Cardinal Tagle declared, “Our very nature as Caritas organisations is to be instruments of God’s mercy.”

Caritas members across the world organised events in solidarity with refugees and migrants, whom the pope called on us to welcome as a work of mercy. Our president Cardinal Tagle spoke of mercy when he visited migrants in detention in Beirut at the invitation of Caritas Lebanon: “These detained people don’t see the sun,” he declared. “They are living in darkness. Mercy, mercy calls us to be a brother or a sister.”

Caritas Jordan ran a “Restaurant of Mercy” in Amman, where groups of young volunteers offered free hot meals to hundreds of people in need every day, the vast majority of whom were poor Muslim families. As Wael Suleiman, General Director of

Caritas at the heart of the Church

Caritas Jordan, said: “The Church, when it is a docile instrument of God’s mercy, embraces all, starting from the poor, without distinction”.

The Jubilee also inspired the new World Day of the Poor inaugurated by Pope Francis. Caritas was asked to contribute to the Holy See’s planning for this event.

The Caritas family everywhere organised special events to mark the day in 2017 and 2018.

As the Jubilee year ended, the Pope told us, “The door of mercy of our heart continues to remain wide open.”

Two special saints

The canonisation in 2018 of two men who have inspired the work of Caritas marked a moment of great celebration.

St Pope Paul VI and St Oscar Romero continually inspire our work because of what the teachings

of one and the life of the other show us about the dignity of the human person and the preferential option for the poor.

Pope Francis has described his predecessor as a tireless apostle who offered a “humble and prophetic witness of love for Christ and his Church”, while he called Archbishop Romero one who “constructed peace with the force of love”. Paul VI was a co-founder of Caritas Internationalis in 1951.

Caritas Internationalis celebrated the event with a vigil Mass led by Cardinal Tagle, Cardinal Rodriguez Maradiaga and Cardinal Gregorio Rosa Chávez, a one-time assistant of St Oscar Romero. A concert given by migrants and a conference on the two saints were also held in Rome. Celebrations were held by Caritas members worldwide.

The Catholic identity of Caritas

Working for Caritas makes us all part of an essential service of the Church to the poor. This

requires from each of us a “formation of the heart”, requiring induction and spiritual accompaniment. Following the last General Assembly, a Catholic Identity Committee (CIC) has been created to help achieve this.

The team’s first objective has been accomplished, to create a primer on the identity and spirituality of Caritas. “Serving out of love” is a tool for parishes and Caritas leaders, staff and local groups. It overviews our activities and our structures, and lists sources of motivation in Scripture and core principles of Catholic social teaching.

With this in hand, the committee has begun training across the confederation on the Catholic identity principles, as part of the institutional strengthening process. Training modules were developed to prepare trainers at a seminar in Bangkok in January 2019. Seminars in all regions will follow.

Of regions that have already set up special teams on Catholic identity, Caritas Latin America/Caribbean reports that 14 local Caritas now have a clearer vision of the identity, spirituality and mission of

Caritas at the heart of the Church

the organisation, and that the process is moving ahead strongly. Caritas Africa has a Catholic Identity Reference Group that helped write “Serving out of Love”.

Caritas Europa contributes to the theology of charity in the online Faith and Action platform, which presents stories and reflections on themes such as integral human development. Caritas Europa has also created a theological advisory group and implemented a learning path on Catholic social teaching in 2016.

Synergy with the Church

We worked to strengthen the link with Caritas organisations at all levels of the Church. As a result, more and more bishops are keen to develop Caritas as a central instrument of their pastoral mission.

The Holy See

We are in close liaison with the Dicastery for Promoting Integral Human Development, created

in 2016 under the leadership of Cardinal Turkson. Along with the Secretariat of State, this is the main channel through which we coordinate with the Holy See. There have been many opportunities for shared action and advocacy around climate change and the Sustainable Development Goals as well as joint work on the Global Compacts on Migrants and Refugees.

Caritas is a member of the “Table for Integral Ecology”, a group of the Holy See Dicasteries which promote and implement the encyclical *Laudato Si’*. The group adopts messages to engage in the Day of Prayer for the Care of Creation, introduced by Pope Francis.

We work together with the Holy See to enhance coordination in the response to the Iraq-Syria humanitarian crisis, through a wide survey on the actions of the Church’s network. In September 2018, we jointly set up a meeting to discuss the principal challenges and perspectives of our work. More than 60 Catholic organisations attended, as well as religious congregations and ecclesial authorities. Previously organised under the

Pontifical Council Cor Unum, these meetings are now led by the new Dicastery for Promoting Integral Human Development.

Caritas has been included in the timetable for bishops on their *ad limina* visits to Rome, and since then we have welcomed many visitors. The Prefect of the Congregation of Bishops has also invited us to give an introduction to Caritas during the training of new bishops.

Caritas is responding to requests to train priests and religious in Caritas mission and identity. We have been asked to advise major seminaries in Rwanda, Burundi and the Democratic Republic of Congo on how to include a social dimension into the curricula for future priests.

The service of charity in Africa

At the initiative of Caritas Africa, a major conference on “The Service of Charity” for African bishops took place in Dakar in September 2017, hosted by Caritas Senegal. More than 80 cardinals, archbishops and bishops from 43 countries in Africa attended, along

Caritas at the heart of the Church

with Cardinal Peter Turkson of the Dicastery for Promoting Integral Human Development.

It was a rich experience of sharing and commitment, with bishops pledging to restructure the socio-pastoral structures in their dioceses and conferences to strengthen and coordinate the work of charity in their dioceses and countries. There have been encouraging results especially in Senegal, South Africa, Kenya, Ethiopia and Zambia.

The common good in the Middle East

The Senegal conference was so successful that it inspired a similar initiative on serving the common good, organised by Caritas Middle East and North Africa (Caritas MONA) in February 2019.

The event in Fatka, Lebanon, was attended by over 100 Church leaders, ambassadors, Caritas staff and partners from more than 30 countries.

The president of Lebanon welcomed Caritas as an agent of social inclusiveness and a bridge between different communities.

Participants considered responses to the many challenges in the region, the role of Christians in the Middle East, and the opportunities to make new links between Caritas and the charity organisations of other Christian Churches and other faiths. Caritas pledged to strengthen ecumenical and interfaith links, to work against sectarianism, and to accompany Caritas members in need of support in the region.

Fraternal cooperation / Partnership guiding principles

A major issue on the agenda of our Catholic Identity Committee was reviewing the “Partnership Principles” that guide the spirit of communion between Caritas members. The principles remain the same but include an organisational chapter on “fraternal cooperation” to deal with practical issues when member organisations become active on each other’s territory. The national Caritas will be recognised and supported by all as the coordinator of the work at the grassroots level. There is also a new element on accompaniment.

Faith organisations and other NGOs

Imagination and creativity are needed to pursue our engagement with other Churches and faiths as well as with civil society. These four years have seen some very effective shared advocacy work on climate change and migration in particular, showing how our combined forces have real moral weight at a global level.

We now have a special advisor on ecumenical and interreligious partnership to lead on this at the Secretariat and for Caritas members. We have been mapping these relations, focusing especially on the declaration of intent signed by the leaders of Caritas Internationalis and the Lutheran World Federation in 2016. This occurred as part of Pope Francis’ ecumenical visit to Sweden for the commemoration of 500 years of the Reformation.

We prepared intensively for this extraordinary moment of reunion between the two Churches that received worldwide coverage. Mutual recognition was expressed between Pope Francis and the then President of the LWF, Bishop Munib Younan of

Caritas at the heart of the Church

Jerusalem. Of five witnesses who gave powerful testimonies, three were invited by Caritas: from Syria, Colombia and Burundi.

Together with the World Council of Churches, ACT Alliance, Anglican Alliance and Anglican Communion, LWF, Tearfund and International Orthodox Christian Charities (IOCC), we have been discussing common strategies to engage on the global scene, particularly on the questions of the implementation of the 2030 Agenda, climate justice and migration. This coming together has strengthened our Christian voice.

On the recommendation of the Pontifical Council for Interreligious Dialogue, our special advisor on ecumenical and interreligious partnership has been appointed to represent Caritas in the Advisory

Forum of the KAICIID Dialogue Centre. This is a Vienna-based intergovernmental body created in 2012 by Austria, Saudi Arabia, Spain and the Holy See to promote interfaith and intercultural dialogue and fight religious extremism. Discussions have also brought together Caritas and the Tsu Zhi international Buddhist organisation based in Taiwan.

At the request of the Pontifical Council, we participated in a seminar on “Muslims and Christians building the common good” and helped organise the fourth Muslim-Christian Summit in Tehran in 2016. Catholic and Anglican/Episcopal leaders and scholars met their Shia and Sunni counterparts from four continents and endorsed a call to action on non-violence, freedom of human thought and belief, and eradication of persecution.

Save lives, rebuild communities

“We can’t stay as we are. We have to take the first steps.”

George Homis, volunteer, Aleppo

IN BRIEF

In the last four years, Caritas has deployed large-scale responses to the refugee and migrant crises in Europe and Bangladesh and the Syrian civil war.

We supported people hit by drought and conflict in the East and Horn of Africa, the crisis in Ukraine and political turmoil in Venezuela.

We worked for peace in Colombia, and responded to earthquakes and tsunamis in Indonesia.

We significantly enhanced the way the confederation responds together to large emergencies and we reinforced the international role of Caritas as a key humanitarian actor.

Caritas working together

The past four years have seen important progress in the coordination of humanitarian work across Caritas. In mid-2016 we launched the Protocol for Coordination in Emergency Response on an experimental basis and formed a pool of emergency coordinators. This was to enhance joint action and get expert staff deployed fast to crisis areas when needed. The protocol has already been activated in Bangladesh, India, Indonesia and South Sudan.

Working groups of experts on accountability, shelter and settlements, and water, sanitation and hygiene were established to spearhead Caritas’ professional development in key humanitarian sectors and ensure rapid deployment of specialists. This has happened in Bangladesh, India, Mongolia, Ukraine

and Indonesia, where 14 technical experts have supported national Caritas response.

Emergency appeals

We revised the Emergency Appeal mechanism and introduced two new funding models – Rapid Response and Protracted Crisis Appeal – to meet the need for responses adapted to different types of crises.

Over the four years, the Humanitarian Department launched 142 appeals and raised over €170 million reaching four million people. Average funding rose to 81 percent of budget requirements.

As an important piece of work, the Caritas Internationalis Toolkit has been completed.

Save lives, rebuild communities

The task force for this step-by-step guide for developing funding appeals has trained more than 800 Caritas staff from 100 member organisations. In Latin America for example there were workshops annually from 2015–2017 with an average of 28 participants from Caritas in 19 countries.

Caritas surges to meet demand

This progress has had many practical benefits in our humanitarian work. Caritas demonstrated a remarkable capacity to step up to escalating crises by rapidly reinforcing local teams hit by unprecedented demand. In Syria and Greece, Caritas went from tiny offices to large operations with greatly increased budgets. Caritas Bangladesh has become the hub of a major response to the Rohingya refugee crisis. Caritas Venezuela is coordinating a surge of 20,000 new volunteers.

Caritas in Syria

Helping those affected by eight years of war in Syria has been one of our largest relief operations. From

a team of 77 staff in 2013, Caritas Syria in Aleppo is now operating in three centres and nine offices, with 241 staff and volunteers and a three-year budget of over €4 million.

Even during heavy fighting, most Caritas offices remained open, providing food, healthcare, education, shelter and counselling, and the teams are now helping people in the ruined city of Aleppo to rebuild dignified lives.

In 2015, a technical support unit was set up to reinforce the work, with training and support from other Caritas organisations and partners. Staff intensively increased their skills on financial management, security and child protection, core humanitarian standards, monitoring and evaluation amongst other things.

In 2017, many small projects were grouped into one big Emergency Appeal framework with double the budget, reaching 25,000 people surviving in Aleppo.

Elsewhere in Syria, a five-year siege in Ghouta ended in April 2018. Amid massive destruction,

Caritas distributed food, heating fuel and clothes in partnership with local Muslim charity Hifz al-Neema.

Over 20 Caritas members are contributing to the overall operation in Syria, reaching 667,000 people in 2018 alone. Over four years we have spent \$167m inside the country.

Meanwhile Caritas in Jordan, Lebanon and Turkey are all managing large-scale programmes reaching some of the five million Syrian refugees in their countries, with vouchers for essential goods, support for schools and medical and counselling services. Caritas Cyprus also aided refugees who began arriving from Syria and Iraq. In addition, refugees have been helped with skills training and jobs, while vulnerable people in host communities have been supported.

In Iraq, nearly 1.9 million people remained displaced in 2018 and the rate of those returning home slowed down. Caritas Iraq continued to meet emergency needs while improving people's longer-term resilience with infrastructure and peace-building

Save lives, rebuild communities

programmes. CRS, Cordaid and Caritas Czech Republic work alongside Caritas Iraq, with financial contributions from CI members in Spain, Germany, Belgium, France, Italy and Austria.

Overall, 28 Caritas organisations are responding in Syria, Iraq and neighbouring countries, where 2,100 staff and 4,100 volunteers help 2.1 million people a year, through \$266 million in programming.

Caritas Hellas and the European refugee crisis

Pope Francis called the 2015 influx of refugees into Europe “the greatest humanitarian catastrophe since World War II”. To respond on this scale, Caritas in Greece underwent a rapid expansion similar to Caritas Syria.

In less than four years, Caritas Hellas has grown from being an office of five staff to a team of 113 by 2019, recognised as a major presence in Greek civil society. Since the first Emergency Appeal response began in August 2015, when refugees started arriving on Greek shores, the relief given has gone

from under €400,000 to over €14 million over the past three years.

Caritas Internationalis mandated 11 technical staff to assist Caritas Hellas during the first two years of the response. Caritas Hellas progressively asserted itself, bringing in capable staff to care for the refugee population passing through. At first shelter and basic essentials were provided, but over time a wide range of services has been developed, including an innovative internet platform and app to help people gain skills and link to prospective employers, in order to integrate into society.

Other Caritas members along the European transit routes responded with determination and compassion. Caritas Serbia reached over 110,000 people with warm clothing, food, and hygiene kits. Caritas Macedonia’s field kitchens dished out hot food, while volunteers distributed winter clothing. Caritas Slovenia provided food, water and internet access, helped by Caritas Hungary who sent doctors to a transit camp for 20,000 people. Many other Caritas members collaborated, providing shelter, legal advice, language classes and interpreters.

Caritas Bangladesh and the Rohingya

In August 2017, over 900,000 Rohingya fled into Cox’s Bazar, Bangladesh, to escape persecution in Myanmar, most of them within a month. It was one of the fastest mass movements of people Caritas has ever faced.

Caritas Bangladesh was there from the very start, meeting basic needs for exhausted and traumatised refugees, three quarters of them women and children. Funding, technical assistance and communications support was quickly provided from around the confederation, allowing Caritas Bangladesh to concentrate on field work. The staff and volunteers, many of whom are Muslim, are with the refugees every day, listening to them and addressing their concerns.

Caritas has helped nearly half a million Rohingya refugees since the start of the crisis. From the first urgent provision of food, shelter and household goods, our programme has grown to include tube wells, latrines and bathing areas, planting trees and strengthening shelters. A “Barefoot Counsellor”

Save lives, rebuild communities

project holds community discussions on protection against human trafficking and gender-based violence. Our child-friendly spaces are particularly appreciated by families.

Caritas facilitated a moving encounter in Dhaka between a Rohingya group and Pope Francis during his visit to Bangladesh in late 2017, and Cardinal Tagle visited the camps during Advent 2018.

The crisis in Venezuela

The political and economic crisis in Venezuela has driven three million people into exile, and 87 per cent of the population into poverty. When the crisis first hit, Caritas received medical supplies from locals, and distributed them to out-of-stock hospitals. As supplies ran out and the number of people asking for help soared, Caritas stepped in with nutrition, clean water and healthcare for children under five.

A remarkable 20,000 new Caritas volunteers, many of them medical professionals, have come forward. They are now giving health advice,

running community kitchens and collecting data on children's health. Caritas Venezuela regularly publishes these statistics, a vital service where reliable data is otherwise absent. In one report on 15,000 children, Caritas found 65 per cent were undernourished. It is to be remembered that Caritas staff are themselves facing the same struggles for food and medicines.

Over the country's borders, Caritas in Brazil, Colombia, Ecuador, Chile and Peru are responding to the needs of refugees for food, shelter, non-food items and health services while ensuring their safety.

Food insecurity

In 2017 up to 35 million people were in need of urgent food assistance as severe drought gripped Somalia, Ethiopia, Kenya, Uganda and South Sudan. Conflict added an extra burden of human suffering in Somalia and South Sudan. We reached over two million people in South Sudan with food and safe water as part of a network of humanitarian

agencies. In Somalia and southern Ethiopia, we supplemented aid with programmes to help people build climate change resilience.

Caritas active across the region have directly or indirectly supported over seven million people in desperate need. We have primarily focused on improving food security and enhancing livelihoods for extremely vulnerable households, displaced people and refugees.

Elsewhere in Africa, nearly six million people in Burkina Faso, Chad, Mali, Mauritania, Niger and Senegal struggled to meet their daily food needs in 2018. Severe malnutrition threatened the lives of 1.6 million children, in the worst crisis in the region since 2012. We launched an emergency appeal for food aid in 2018 for Niger, Burkina and Mauritania. To date around 43,000 people have been assisted.

The Working Group for the Sahel has stepped up its efforts with increased participation by the confederation. Its twin focus is on food security – also linked to climate change – and migration. Training sessions on emergency preparedness

Save lives, rebuild communities

and humanitarian response, human mobility and agro-ecology have taken place for Caritas operating in the region.

A cross-organisational team of communicators is in constant touch, working together at key moments of humanitarian crisis, elections and campaigns.

Natural disasters

Caritas has brought aid to people hit by many natural disasters in the last four years.

In Nepal, Caritas is supporting people whose lives were devastated by the earthquakes of 2015, yet who have demonstrated enormous resilience.

Sister Caritas have committed over €37 million to enable Caritas Nepal to build over 4,000 earthquake-resistant homes together with affected communities.

Over a million people received emergency food, water and sanitation and 400 schools were repaired.

In September 2018 an earthquake and tsunami killed over 2,000 people and injured more than 10,000 on the Indonesian island of Sulawesi (in likelihood the real figures are much higher).

In December, a further tsunami killed hundreds more. Caritas rapidly supplied 10,000 tarpaulins, then food and household items for 6,000 families. Work continues in 2019 with multi-purpose cash transfers, thanks to contributions from across Caritas.

Support during conflict

Aside from the major conflict responses in the Middle East and Africa, Caritas has stayed alongside the people of Ukraine and Colombia caught between warring parties.

Civil war in Ukraine has forced at least 1.4 million people from home, left 3.4 million people in need of aid and killed thousands. Caritas Ukraine has reached nearly 560,000 people, initially with food aid, water, and medicine. Caritas continues

responding to humanitarian and longer-term needs. In line with the Caritas commitment to protect the most vulnerable, special help has been given to mothers and children, with child-friendly spaces and trauma counselling.

Despite a peace accord signed with the FARC in 2016, confrontation continues in Colombia between the armed forces and ELN (National Liberation Army) amongst others, leaving the population with severe humanitarian needs.

Colombia has 7.4 million internally displaced people, the highest in the world.

The Colombia Working Group exists to strengthen the peace and reconciliation efforts of Caritas Colombia. Our work continues on awareness raising, lobbying, and campaigning on land rights, indigenous rights, humanitarian aid and peace dialogue. We were active in the preparations for Pope Francis's peacebuilding visit to Colombia in September 2017, and for the successful Holy See side event at the UN in October 2017 on implementation of the peace accords.

Save lives, rebuild communities

Humanitarian policy and advocacy

World Humanitarian Summit, Istanbul

In 2016, almost 20 Caritas member organisations and representatives from the General Secretariat attended the first World Humanitarian Summit in Istanbul, at which Cardinal Tagle spoke in a special session on religious engagement. A Caritas paper was presented, emphasising the unique role of faith-based institutions in responding to emergencies.

We pressed for an important agreement on “localisation”, a principle that was adopted as part of the Grand Bargain that came out of the summit. A quarter of humanitarian assistance funding should be given through local and national channels by 2020 (from 0.3% in 2015), with local communities empowered to meet needs on the ground themselves.

This is a real step forward in increasing the participation of affected communities in the humanitarian system. In 2018, Caritas published a

position paper that formalised its policy of working at the local level, affirming that its international member organisations will act in accordance with localisation principles when competing for core funding.

The second Caritas Internationalis Humanitarian Conference was held in Athens in February 2019. This brought together humanitarian experts from across the confederation to discuss and provide recommendations for improving the way we respond to emergencies.

Advocacy on humanitarian crisis

Acting alongside sessions of the UN Human Rights Council, we brought the voice of the poorest to the international community and called for peaceful solutions to major crises, particularly in Burundi, Myanmar, Ukraine, Sudan, South Sudan, Colombia, DRC, Syria, Iraq and Central African Republic.

We took part in major humanitarian donors’ events, such as the pledging conferences on the Rohingya crisis in October 2017 in Geneva, and

on DRC in April 2018. We participated in the High Level Conference on the Lake Chad Region in September 2018 and the II and III Conferences on Syria and the region in April 2018 and March 2019. We worked closely with the Secretariat of State and the Permanent Mission of the Holy See to the UN in Geneva to prepare for these.

Reports on the humanitarian and human rights landscape have been submitted through the UN’s Universal Periodic Review process, and input has been shared with selected special procedures (independent human rights experts) of the Human Rights Council on Democratic Republic of Congo and Central African Republic.

Disaster risk reduction agreement

Following the adoption by the UN of the Sendai Framework for Disaster Risk Reduction in 2015, Caritas has worked towards targets set by this international agreement on how the world can better prepare for natural disasters. The collective experience of Caritas members has been fed into the UN follow-up meetings.

Save lives, rebuild communities

Caritas in Latin America and Caribbean have refreshed their risk reduction strategies in four pilot zones, including establishing tools to evaluate the 2017 hurricane damage in the Antilles. Six Caritas in the region have community projects actively preparing for disasters, led by ten technical advisors.

Many regions in Asia are considered to be in the disaster risk belts: cyclones, tornados, earthquakes and tsunami are among the recurring hazards. Caritas Asia took part in the Asia Ministerial Conference on Disaster Risk Reduction (AMCDRR) in Mongolia (2018), where it showcased best practices in disaster risk reduction.

Eight Asia Caritas organisations developed their skills through the Europe-Asia Partnership for Building Capacities in Humanitarian Actions (PEACH) programme. An Asia DRR Working Group has been formed and is currently helping the region in establishing regional mechanisms on emergency response.

Speaking out with the voice of the poor

“You listened and you took us seriously. You showed us respect. This is something we are not used to.”

Rohingya refugee Omar to Caritas worker Stefan, Bangladesh

IN BRIEF

Advocating for a world where everyone can share access to the fruits of the earth and live out an integral human development is at the centre of our work. We enable the voice of people in poverty to be heard.

Our advocacy work over this period began with a burst of activity around three events of huge significance in 2015: the issuing of the encyclical *Laudato Si'*, the adoption of the Sustainable Development Goals and then the Paris climate change agreement. We have established ourselves as an authoritative voice on all three.

We have advocated at the highest levels on migration, climate change, human trafficking, food security and HIV. To increase our impact, we have

strengthened bonds with other Churches and faiths, with the UN and civil society partners.

Launching our Advocacy Strategy and Guidelines has been a major achievement in empowering more Caritas members to lobby and campaign.

Migration

These have been almost unprecedented years for the forced movement of populations. Back in 2015, the European migrant crisis was in full spate as almost a million migrants crossed into Europe. Four years on, we have the Venezuelan exodus of three million people, the flight of a million Rohingya from Myanmar and the people driven from conflict in Syria, South Sudan and Afghanistan, amongst others.

While our field teams mobilised to meet basic needs, Caritas spoke out on behalf of these vulnerable people, pushing world leaders to set policies for safe and lawful migration and end child detention.

Our advocacy has taken many forms, from lobbying the UN, to encouraging ordinary people to make friends with migrants on shared journeys.

Through the Initiative for Child Rights of which Caritas Internationalis is a member, we have helped draft new international principles concerning children affected by migration.

These have been presented to the UN Committee on Migrant Workers and to the Committee on the Rights of the Child, who support them.

Speaking out with the voice of the poor

Global compacts

Caritas has contributed towards two Global Compacts, on Migration and on Refugees, adopted in December 2018. This is the first time there has been international agreement on a common approach to migration.

The process began at the 2016 summit on Migrants and Refugees in New York, with successive opportunities for Caritas to speak out. Our advocacy teams in Rome, New York and Geneva pushed for agreements that treat migrants and refugees with dignity. We issued position papers, and contributed to “20 action points” for both Global Compacts, put forward by Catholic organisations led by the Migrant and Refugee Section of the Holy See.

We pressed for special attention to the protection of children on the move.

The refugee expertise of Caritas gave us significant authority. Caritas Uganda and Red Clamor in Latin America contributed their best practices to the shaping of the compact on refugees. The

humanitarian crises in Central America and South Sudan were highlighted.

We were disappointed that some countries pulled out of the migration compact, but it was positive that provisions were included for migration linked to climate change and a commitment to work to end child detention. There were also pledges to facilitate channels for legal and safe migration and to ensure decent work, core Caritas concerns.

The negotiations saw fruitful work not only with other Catholic organisations but ecumenically and with other faiths. With the Holy See, we organised an interfaith conference at the UN in May 2018 in New York, during meetings for the migration compact. Cardinal Tagle stood alongside Buddhist, Jewish, Muslim and Christian leaders to issue a declaration on the shared moral duty towards millions of migrants and refugees. “They are not strangers. They could be me, my parents, my brothers and sisters, my friend,” the Cardinal said.

A month later Caritas co-hosted an ecumenical event in Geneva at which Cardinal Tagle presented

the Share the Journey campaign and urged a human rights-based approach to migration. After close cooperation on the compacts, we will continue to work with the World Council of Churches, Lutheran World Federation and the Action by Churches Together alliance in New York, joining as people of faith to ensure humane treatment for migrants.

Working to end human trafficking

We continued to combat human trafficking, a problem gravely exacerbated by the migrant crisis. We advocate, we help people who have been trafficked and we coordinate the Christian Organisations Against Trafficking in Human Beings Network (COATNET).

At a UN level, the Caritas delegation in Geneva supported Secours Catholique in advocacy work.

Secours Catholique coordinates the coalition “Contre la traite” (Against human trafficking), and its recommendations have achieved impact with the French government.

Speaking out with the voice of the poor

Meanwhile Caritas Internationalis has been invited to join the “Task Team on Trafficking in Conflict of the Protection Cluster Working Group”. This global team develops mechanisms to protect victims of trafficking during humanitarian responses, as people in conflict and disaster settings are especially vulnerable to being trafficked.

Abuja conference

In 2016 in Abuja, Nigeria, we held a major conference together with the former Pontifical Council for Migrant and Itinerant People.

“One human family, one voice, no human trafficking” was hosted by Caritas Nigeria and saw 187 participants from faith-based organisations in 43 countries discuss how to work together on trafficking within and out of Africa. Anglican, Lutheran and Muslim communities were represented alongside 18 Caritas Africa members.

Trafficking in crisis situations and in the maritime industry received special attention, as well as child trafficking, particularly in Africa. Courageous

survivors gave moving testimonies of being traded as commodities. Participants pledged common action to prevent modern slavery through a range of endeavours, from pressing governments for adequate legislation, to educating families about risks and more involvement of the Church actors in addressing exploitation and trafficking.

Since then a joint project between local members of Caritas, Talitha Kum (an organisation of Catholic women established by the International Union of Superiors General), and the World Union of Catholic Women's Organisations has been launched in Swaziland, Malawi and South Africa along a major trafficking route.

Anti-trafficking in Asia

In Asia, Caritas Vietnam started up their Anti-Trafficking and Safe Migration programme with awareness-raising activities. Caritas Cambodia lobbied its government to include the National Interfaith Forum Against Human Trafficking in the country's national agenda. Caritas Asia is continuously engaged in combating modern

slavery and promoting safe migration, with an anti-trafficking Task Force up and running.

COATNET

The anti-trafficking network of 45 Christian organisations contributed to the report of the UN's Special Rapporteur on human trafficking in situations of conflict and to a report on child trafficking. Awareness was raised of “new forms” of trafficking, such as in the maritime industry. The network also fed into the Pastoral Orientations on Human Trafficking of the Holy See.

COATNET held its first Latin American biennial meeting, hosted by Caritas Brazil in 2017. Ecumenical cooperation was enhanced as the Anglican Alliance became a member. Caritas developed a new website and brochure for the network and a database on its impact in the fight against trafficking.

Coordinating activities between members can be challenging, and an evaluation is planned to see how they can be better supported.

Speaking out with the voice of the poor

The Sustainable Development Goals

Caritas worked hard to influence these 17 global goals to end poverty adopted in 2015. We had a strong presence at the New York launch, with a special high level event sponsored by the Holy See Permanent Representative to the UN. We attended a working day with other faith-based organisations on how to make sure the goals are met.

Moving towards these goals, also known as the 2030 Agenda, is a cross-cutting activity for us. Teams from five regions have taken part in all the High Level Political Forums from 2017 to 2019. Three events have highlighted the work of national Caritas in implementing the 2030 Agenda, with Caritas from Kenya, Lebanon, New Zealand, and Spain all presenting cases to the UN.

Caritas Europa issued Poverty Reports to influence the Forums and supported 15 members to understand the goals, while Caritas in Latin America held a series of conferences with Church leaders across the region to set concrete action towards meeting the goals.

Many members are both working on the goals themselves and also pressing their governments through lobbying and public campaigns to keep to their 2030 Agenda pledges. A mapping exercise has been started to capture these projects across Caritas and guidelines will be developed in 2019.

Food security

The second goal, “Zero hunger”, was a particular focus for us. In 2017 world hunger rose for the first time in over a decade, affecting 11 per cent of people globally.

Our major report on food insecurity in 2015 at the close of our “One human family, food for all” campaign highlighted the need to support small-scale farmers.

We engaged on food issues with the UN, including women in agriculture, access by small farmers to markets, agroecology and fisheries. During the 2016 UN General Assembly we hosted together with ecumenical partners an interreligious event called

“Breaking the bread”, on hunger and the role of faith-based organisations in combating it.

Five Caritas regions put in place advocacy training and strategy towards reaching the zero hunger goal in the framework of the Regional Development Fund.

Cross-learning took place between regions on successful advocacy methods.

Health and HIV

Caritas and partners have successfully demonstrated the importance of faith-based organisations in working with people affected by HIV and AIDS.

In 2018, Caritas became the first ever faith-based organisation to sign a letter of intent with the Global Fund, the world’s largest financier of AIDS, TB and malaria prevention and care programmes. This joint framework for action will strengthen our relations with the fund.

Speaking out with the voice of the poor

UNAIDS has recognised the efforts of faith-based organisations on the “Start Free, Stay Free, Aids Free” strategy that we helped create, a fast track to eliminate HIV in children and adolescents. Caritas Internationalis has been confirmed in 2017 as key Stakeholder and Strategic Partner on Pediatric HIV, with Caritas Nigeria, Caritas DRC and Caritas Zimbabwe as key implementing partners at national level. This gives sustainability to our HIV advocacy strategy.

On behalf of children living with HIV, Caritas lobbied big pharmaceutical and diagnostic companies to assure affordable, child-friendly fixed-dose combinations, as well as early detection tools. We joined in this important effort with partners including the Dicastery for the Promotion of Integral Human Development, UNAIDS, the World Health Organisation and the World Council of Churches/ Ecumenical Advocacy Alliance.

A success story in the field came from our support for the GRAIL project in Nigeria and the DRC, involving religious leaders in identifying children at risk from HIV and encouraging them to come

forward for testing. As a result, 5,500 children were referred to health facilities, and those who tested positive are now receiving treatment. Future funding of these initiatives remains a challenge.

In December 2018, Caritas Internationalis signed a letter of intent with the Global Fund to fight AIDS, TB and Malaria. Many member organisations are working nationally with the Global Fund, particularly in the field of malaria. Such a partnership agreement will strengthen the relationship between the Global Fund and the Caritas members.

Peace and reconciliation

While it was not possible to form a Working Group as planned, several activities took place. Collaborating with partners such as Churches for Middle East Peace, we called for an inter-faith approach to the Israel-Palestine conflict on the 50th anniversary of the occupation of Palestine.

Caritas participated in the Central Africa Policy Forum in 2015 and in 2017. We held events in 2017

with the Permanent Observer Mission to the UN on the conflicts in South Sudan, the Central African Republic, and DR Congo. We briefed the UN on the peace process in Colombia and participated in preparation for and outcomes of Pope Francis’s peacebuilding visit to Colombia in 2017. Caritas also participated in the Catholic Peace Building network.

Setting an advocacy strategy for Caritas

Caritas also responded to an interest in advocacy from members, supporting them with the publication of new Advocacy Guidelines in all three confederation languages in 2018.

Workshops have been held in Asia, Latin America and Africa with participation of staff from the General Secretariat, some focusing on specific issues, such as the Sahel Working Group on Migration.

The process has brought a better understanding of the issues that are crucial for each region.

Speaking out with the voice of the poor

Strong alliances

To advocate alongside partners such as the Church, ecumenical, interreligious and civil society partners is a critical part of our strategy. By joining our voices, we are able to increase the impact of our actions for the people we serve.

A key partner on climate change is CIDSE, an international alliance of Catholic campaigning and development agencies. Together we were able to mobilise a new call from the continental bishops' conferences on climate change. Caritas continues to engage in the Catholic NGO Forum around the 2030 Agenda. We also work with civil society organisations on issues such as food security, migration and development.

We enjoy many alliances at UN level, for example with the High Commissioner on Human Rights in the area of development and human trafficking; or with UNICEF on care for migrant children.

We have reinforced our diplomatic relations with the Permanent Missions to the UN and to the Holy See, giving them a better understanding of our work.

Joint events have been organised on water, unaccompanied minors, trafficking in the maritime industry, food waste, and human rights.

This new, expanded activity has heightened Caritas' role as a global moral advocate for human dignity and the integrity of creation.

Build global solidarity

“All I’ve got is my story to tell and the strength and determination which brought me here.”

Elvine Kouatchou, refugee from Cameroon

IN BRIEF

Through these four years, our campaigns have fired up people’s compassion and commitment to make a stand against injustice. Our communications have brought experiences from the front line of poverty and conflict into the public eye through high quality images and reporting.

The Caritas website has been upgraded to be more contemporary, visually appealing and easier to navigate. Over the period, 600 stories have been published with 4.2 million views.

We have trained members across Caritas to be more powerful communicators of our messages, of our profile and our brand. We have built a new digital platform to share our resources internally and help the way we communicate within the Caritas family worldwide.

Much remains to be done. The midterm review of national organisations concluded that progress in this area is mixed, hence more time and resources need to be invested across the confederation.

The voice of the poor

As ever, our priority has been to put the voice of the poor at the heart of our communication work. We have invested in grassroots storytelling, sending reporters, photographers and videographers out to the field to record the words and circumstances of the people we serve.

Our communicators were on the shores of the Greek island of Lesbos in 2015 when the first migrants landed after fleeing conflict in the Middle East, Asia and Africa. We were in Aleppo just weeks after the shelling stopped, interviewing

survivors in the rubble of the city. We photographed empty refrigerators in Venezuela’s economic crisis, as mothers struggled to feed their children.

Our unique access to these communities cared for by Caritas in every corner of the world has put our concerns about poverty and injustice into the news spotlight: Caritas has featured on average 7,000 times a year in headlines across the globe.

Our photographs have appeared in the National Geographic, the Guardian, the New York Times and many other prestigious publications. One photography project by a member organisation won a World Press Photo Award.

The number of views of the Caritas online photographic library have gone up from 3 million in 2015 to 10 million in 2019. We have published 15,000 photos, commissioned directly

Build global solidarity

from photographers or shared from member organisations.

Our videos, photos and stories have been widely used across the Caritas family as a valuable shared resource for national members' communications departments.

This is particularly critical in times of emergency response, when messages have to be widely disseminated at speed.

Communicating in emergencies

Through four years of major humanitarian disasters and emergencies, we have built expertise across the confederation to communicate powerfully about the plight of affected communities and our care for them.

During every major emergency, Caritas convenes key colleagues to coordinate communications, not to overwhelm the national organisation but to build its capacity. The anniversary of the Nepal

earthquake showed how good coordination can give the global Caritas network the materials it needs to raise awareness, while not hindering the local organisation from doing its critical relief work.

A team from Catholic Relief Services, CAFOD and Caritas Australia worked with Caritas Nepal to provide stories, a film, infographics and photographs.

That model has been successfully repeated many times.

In Bangladesh in 2017, Caritas Internationalis worked with Caritas Bangladesh to ensure there was strong support on communications, with colleagues from Caritas Germany, CAFOD, CRS and SCIAF providing assistance on the ground.

Photographers and writers were quickly sent to witness the first arrivals of Rohingya refugees fleeing from Myanmar. Their photos and heartbreaking stories were widely disseminated by members and picked up by news outlets across the world.

Meanwhile Caritas members in all regions facing disaster and conflict have facilitated the visits of Caritas photographers, videographers and writers to try and ensure that no-one is beyond reach of the world's care and concern.

For Africa, for example, we have coordinated between the national Caritas, those members providing support and Caritas Internationalis to publish major pieces of work on the Anglophone crisis in Cameroon, on refugees fleeing Boko Haram attacks in Niger, and on the growth of the world's biggest refugee camp in Bidi Bidi, Uganda.

Often these stories are not being widely covered by the world's media. It is up to us to make sure the voices of these suffering people are heard.

Training strong communicators

This joint work across the Caritas family is being strengthened with a core focus on training in communications skills, in conjunction with regional secretariats.

Build global solidarity

Over 50 communications officers from different member organisations took part in workshops in Jordan, Thailand, Bangkok, plus Kenya and Costa Rica.

Caritas Internationalis also provided one-to-one training with Caritas Syria and Caritas Hellas.

To complement the training, we produced an in-depth communications manual in 2017. This resource, the most downloaded item on our Baobab online platform, provides professional guidance on strategy, crisis communications, emergency and advocacy communications, photography, the media and social media.

Caritas national organisations have created excellent websites, have actively engaged with the press and mobilised via social media.

Awareness of the need for communications materials has leapt. For example, in 2018 Caritas Philippines was able to provide interviews, photos and case studies within hours of a typhoon hitting the region.

Global campaigns

Syria: Peace is Possible

Prior to “Share the Journey” (see separate section), in July 2016 Caritas launched a global campaign in response to the civil war in Syria. Under the rallying call, “Syria: Peace is Possible”, we urged Caritas supporters to put pressure on their governments to work for an end to conflict.

Our president, Cardinal Tagle, travelled to Lebanon and Greece to meet with Syrian refugees.

He said, “These are not just numbers, these are human beings. We are appealing to everyone; can we work for peace in Syria?”

Pope Francis lent his active support with a video message and tweets and a Caritas mosaic of Syrian people was offered to him. In October 2018 in Sweden, Pope Francis joined the president of the Lutheran Church for a day of prayer, performance and fundraising for the work of Caritas and the Lutheran World Federation in Syria.

After a service in Lund Cathedral, over 10,000 people gathered in Malmö under the theme of “Together in Hope” to listen to inspiring testimonies from Caritas witnesses about the conflicts in Burundi and Colombia as well as from Syria. At the same time in Damascus and Aleppo, Syrian Christians gathered for a Caritas “Cry for Peace” event.

Caritas launched a dedicated website that included specially-commissioned Syrian artwork, a beautiful animated film on the war, an award-winning photo series and testimony from Syrians. The website has received over 30,000 visits.

Caritas Syria, Lebanon, Jordan and Turkey hosted communication visits to produce campaign materials. Caritas in Greece and Serbia also hosted visits. Caritas Syria, CAFOD, CRS, Caritas Germany, Trócaire, Switzerland, Secours Catholique and Cordaid provided films, photos and information. Caritas MONA provided prayers and supported translations, along with Syria and Jordan. Member organisations across all regions took part in campaign actions.

Build global solidarity

Close of “Food for All” campaign

The “One Human Family, Food for All” campaign came to an end in December 2015 after two years. Caritas raised awareness of the problem of food security, we promoted good practice in the field of food production and commercialisation and brought food issues into the public policy arena.

A toolkit for the end of the campaign was produced, including a closing video celebrating the global reach of the campaign involving every region; a leaflet summarising the campaign, social media outreach, and a booklet of Advent prayers written by children from around the world.

Raising the visibility of Caritas

Caritas Internationalis is committed to promoting the international visibility of the confederation through the traditional and digital media. Our communications have evolved to better reflect Caritas’ core role as the humanitarian and development organisation of the Catholic Church.

Instead of communicating only what we do, we now explain why we do it – our Christian mission.

We have maintained a high profile at many key points of the life of the Church in these four years, from *Laudato Si’* through the Year of Mercy to the canonisations of St Oscar Romero and St Pope Paul VI.

Caritas Internationalis has shared the many rich resources of the confederation explaining the encyclical *Laudato Si’* and its future impact for our work. Caritas worked with the communication departments of CIDSE, the Global Catholic Climate Movement and the Dicastery for Promoting Integral Human Development on communications for various *Laudato Si’* conferences. We also promoted Caring for Creation Day, using members’ resources. Communication colleagues travelled to UN climate meetings in Paris, Bonn and Katowice, Poland, to help raise public awareness of the climate crisis.

From the Beatification Mass in May 2015 in San Salvador to the Canonisation Mass in October 2018 in Rome, communications officers from El Salvador,

from Canada and England and Wales provided reporting, videos, photos and historical reflections on the life, work and inspiration of St Oscar Romero.

Our communication officers showcased the pastoral social work of the Church during papal trips to Cuba, the UN General Assembly in New York and to Lesbos in Greece.

The Caritas hotel for migrants and refugees on Lesbos received wide media coverage during the 2016 papal visit.

Our voice was very present in public discussion and pressure over the Sustainable Development Goals ahead of their launch at the UN General Assembly, with web articles, media placements and social media awareness accompanying the advocacy work and reports of our policy teams.

Caritas Internationalis communications department produced external annual reports and a range of publications. Our communications team supported the Catholic Identity Committee in producing the core “Serving out of love” booklet on the spiritual

Build global solidarity

mission and identity of Caritas. We built a website and brochure for the Christian anti-trafficking network COATNET, of which Caritas is a member.

Communicating across Caritas

In spring 2017 we launched Caritas News, an online quarterly newsletter for members to check up on latest news, stories from the field and announcements from around the confederation.

Then in a major piece of work, the internal communication system Caritas Baobab was re-launched in 2017, a secure, user-friendly online platform where information can be posted and shared across the confederation. It features easier navigation and encourages collaboration through chat functions, mobile phone accessibility, calendars and working group discussions.

There are now 1550 active users and 55 working groups, and we look forward to more users joining and contributing information. There is a funding page for emergency appeals, and every region now has a calendar, discussion rooms and gallery possibilities. Training on Baobab was carried out for staff from four regions and from COATNET.

The first e-learning course on the Caritas Management Standards was launched on Baobab in 2018, and will prove very useful for understanding the revised standards launched in January 2019. An open area of the platform will be launched in 2019.

The external evaluation of Baobab recommends continued growth and development of this crucial hub, concluding that “the platform helps members feel part of a larger Caritas community and improves their knowledge and understanding of Caritas work in other regions.”

A stronger Caritas

“Let us remember that we are accountable to God, to the Church, to the donors and in particular, to the poor, with whom the Lord identifies himself.”

Pope Francis to Caritas

IN BRIEF

Caritas has taken important steps towards making our institution more effective in this four-year period. We must build an ever-stronger Caritas, supporting each other to fulfil our service to the poorest people.

Our Institutional Development and Capacity Strengthening Department, created in 2013, has moved forward together with the regions to coordinate capacity building activities between all levels of our confederation.

The Caritas Internationalis Management Standards (CIMS) are a set of criteria that apply to the confederation and that help each organisation improve its way of working and become more sustainable. We are seeing their impact across

our work. We have adopted strong Codes of Conduct and Ethics, and we continue to prioritise accountability in finances and safeguarding.

We have worked alongside member organisations in their strategic planning, risk management and peer learning. We have worked to strengthen our Caritas family in wider ways, through our commitment to increase equality between women and men within our structures, and by nurturing young Caritas leaders.

Strengthening our institutions

Following the last General Assembly, an Institutional Development and Capacity Strengthening Committee was created in 2015. Its mandate is to coordinate the work of building the confederation

and to support the activities of member organisations as they strengthen their structures.

Devolvement to the Caritas regions has been a logical step encouraged by this committee, and Caritas Asia and Africa have established their own process for strengthening their organisations. In Caritas Europa the equivalent already exists. These regional hubs are helping to assess and train local member organisations using the management standards, and to support them as they reinforce their structures. Other regions are following suit.

Partnership guiding principles and accompaniment

Our Partnership Principles, the charter that governs how members collaborate with each other, have been reviewed. The principles will include a new

A stronger Caritas

document on accompanying Caritas organisations in need, for members who request support to strengthen their structure or operations.

A tool was developed for determining which Caritas need to be supported, which has helped identify over 30 members, with input from the regions.

A decision was taken to create seed capital to help these Caritas.

A good example of tailored accompaniment has been that provided to Caritas South Sudan.

A strategic plan has been designed for their team, at their request and in cooperation with the region.

Their work was assessed using our management standards, identifying needs, risk areas, skills and future directions to accomplish its mission.

At the same time, Caritas South Sudan was supported by 13 support missions from the emergency response team of Caritas Internationalis, with training in areas such as financial management,

emergency protocols, the Code of Conduct and field assessments. Communications visits led to five short films and two long features on the caritas.org website.

Caritas South Sudan said this whole process of strengthening was extremely helpful and today the organisation is increasing in confidence and autonomy.

Caritas Fiji and Kyrgyzstan were helped with strategic planning while preparing to join the Caritas network. Caritas Mongolia and Haiti had guidance to be able to complete their own plans. Strategic assistance was offered by the regional coordinator to Caritas Jerusalem, Egypt and Syria.

Accompaniment is done through workshops, training and counselling, and also through peer-to-peer learning and exchange visits.

These latter encourage sharing of good practices between neighbouring Caritas. There are many mutually beneficial instances taking place worldwide.

Training materials

A range of training materials on institutional strengthening has been prepared by the IDCS department, tailored to the language, level and capacity of different member organisations. Among these is the first e-learning course on the Caritas Management Standards, to be launched on the online Baobab platform. More work will be needed to roll out these different areas of training across Caritas.

Management standards

Caritas has achieved the goal of creating a set of international standards and good practice based on our core values, which will apply across the entire confederation. These have been in place on a trial basis since 2014, since when they have been evaluated, revised and finally adopted in January 2019 at the decision of the Representative Council.

The evaluation of the management standards led to a number of positive changes, including the addition of a focus on risk management.

A stronger Caritas

From 2018 they were integrated into the overall work of the IDCs department and they are now unanimously considered an effective tool for our organisational development.

The process is for all member organisations to measure themselves against these good practices, and then put themselves forward to an external assessor from another Caritas.

Following this, they are supported to build their strengths where needed.

The new management standards are now implemented in around half of our confederation, while 50 member organisations have completed the full assessment process as of February 2019.

This has been an important journey for Caritas, raising the level of our professional competence.

“We did not see the assessment process as a judgement, but as a way to ‘take a picture’ of the health of our organisation,” was the comment of Caritas Guinea.

Review Committee

When an organisation undertakes to measure itself against a set of standards, an objective overview is required. Our Review Committee, with one member from each Caritas region, has been given this task.

It validates the assessments and oversees the progress made by members who are working to improve. It was set up in 2016 and reports to the Caritas Representative Council.

Financing the work of institutional strengthening is always a challenge. It is difficult to persuade funding members to commit resources to this kind of work rather than project activities in the field. The Review Committee has contributed to setting up a solidarity fund to help member organisations develop their improvement plans.

Capacity strengthening

In addition to the considerable work on management standards, regions and member

organisations were helped to increase their knowledge and skills in a number of different areas.

There was training on migration and its root causes for Caritas in the Sahel region and on emergency preparedness and response in Kenya and Ivory Coast for African members, in collaboration with the Emergency Department; on structuring the work of charity in the Southern Africa zone as well as in Fiji and Kyrgyzstan; and on risk management for Africa region representatives.

Many members received training on Catholic social teaching as a foundation for building Caritas, for example, the new and emerging Caritas organisations in Asia: Kyrgyzstan, Singapore, Laos, China and Turkmenistan. A wide programme of communications training took place.

Training sessions on fundraising were held in some regions.

A pilot project between three African Caritas (Niger, Guinea Conakry and CAR) and the World Bank has moved forward to explore potential collaboration.

A stronger Caritas

Women at Caritas

Women play a key role in poverty alleviation in their own communities and in the work of Caritas. We acknowledge that there are too few women in leadership positions at Caritas at either a national, regional or international level. Equality is crucial when it comes to achieving integral human development.

A Caritas Working Group on Women was formed in 2018 to advance this situation. With representatives from all seven regions, the group's first remit was to survey perceptions of gender equality within the confederation.

More than 550 responses came in from both female and male staff, an excellent result. Many women found no inequality within their organisation. Yet a quarter mentioned cultural or religious barriers preventing women from advancing to higher roles. Some female respondents suggested that having more women in leadership positions would contribute to creativity, commitment, organisational skills and a better image for Caritas.

Young people in Caritas

The Caritas Youth Forum was set up in 2017 by young representatives from each of our seven regions. We hope it will inspire young people who work or volunteer with Caritas to feel passionate about our vision of global justice.

Young leaders from across the confederation met in Rome in 2018 to devise a three-year work plan. The first Young Caritas conference was held in Austria in November 2018, at which Caritas youth leaders from 32 European countries made the joint Vienna Declaration, a pledge to give young people ways to put their beliefs into action by working for social justice.

Caritas in Latin America and the Caribbean have led strongly on welcoming young people. A working group of young people from across the region was formed in 2016, to discuss the realities faced by youth in their countries and to set out their own plan for working with Caritas. Preparations for the Youth Synod followed, at which the concerns of young people were put forward by Caritas.

For World Youth Day in January 2019, Caritas Panama hosted 22 young Caritas leaders from El Salvador, Honduras, Mexico, Panama, Venezuela, Santa Lucia, Canada and the UK. These young people are actively involved with volunteer coordination, peacebuilding, campaigning and emergency response within Caritas. They had a rich experience of Caritas' work, with field trips, encounters with migrants, and an inspirational address from Cardinal Tagle. Hundreds of young Caritas pilgrims attended the celebrations.

Safeguarding and protection

Caritas Internationalis is committed to a working environment free from intimidation, hostility, humiliation or bullying. We are committed to protecting the people who work with us, and those we serve, from any form of harassment, exploitation or abuse.

We developed a comprehensive Complaints Handling Policy and Procedure for our General Secretariat in 2018, which also provides a template

A stronger Caritas

for member organisations to extend their own complaints mechanisms. It encourages people to challenge any improper behaviour and provides assurances that any person reporting wrong-doing is supported in total confidence.

We have put a Complaints Handling Officer in post. In addition, the new Caritas Internationalis Children and Vulnerable Adults Safeguarding Policy and the Anti-Harassment Policy were both made compulsory in 2018 for all members, demonstrating our firm commitment to zero-tolerance of sexual exploitation, abuse and fraud.

We will provide access to expert investigators, whom member organisations can call on if needed. We have helped develop an inter-agency misconduct disclosure scheme for screening during recruitment.

Finances

Caritas Internationalis, which coordinates the work of the 165 members of the Caritas confederation, is funded through membership fees and fundraising. Our Finance Commission consists of the Treasurer and seven experts, one from each region, who exercise stewardship over financial matters of the confederation.

The Commission has set out strategies to meet the serious financial challenges that face Caritas in the next four years, set out in the Financial Framework 2020–2023.

A reinforced fundraising strategy for the General Secretariat has been developed. Caritas Internationalis is discussing fundraising in

the Vatican City State with the Holy See and will further pursue fundraising efforts with international foundations.

The caritas.org website has raised €1 million, directed mostly towards Emergency Appeals.

In an important step, the way Caritas invests its money has been brought in line with the principles of the encyclical *Laudato Si'*.

Investments are now selected in the first place on the basis of ethical principles.

A new system for establishing the Statutory Fees that members contribute towards Caritas Internationalis has been set up, based on principles of justice and solidarity.

Design: Chris Stone
Editor: Harriet Paterson



Palazzo San Calisto
V-00120
Vatican City State
+39 06 698 797 99