

UNHCR's input to the consultation on the development of performance benchmarks for Australian Aid

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- UNHCR continues to demonstrate its commitment to increased transparency and results-orientation including through the development of its results based management (RBM) systems and reporting, notably through the revised presentation of its Global Appeals and Reports and the enhancement of the Global Focus website which is being re-designed and expanded in 2014.
- Development and humanitarian agencies should not be evaluated against the same benchmark. Many of the development indicators are not applicable to humanitarian agencies such as UNHCR as UNHCR's activities are more of a live-saving nature and therefore often have a shorter term scope.
- UNHCR's core mandate, the protection of people of concern, is unique and it is therefore a challenge to create an appropriate benchmark.
- UNHCR's strengths lie in its protection and solutions roles, as well as its capacity to immediately respond to emergencies and its 'field presence'. Should UNHCR be measured against a benchmark, these criteria should be taken into consideration.
- The assessment framework of the Australian Multilateral Assessment (AMA) has proven a suitable instrument for measuring the effectiveness of humanitarian organizations. Therefore, UNHCR would recommend to maintain the assessment framework and criteria used under the AMA.
- Regarding the levels at which performance benchmarks could be developed, as outlined in the Consultation Paper, only the programme level, the partner government/IP level and the project level are applicable to UNHCR. UNHCR would welcome if the impact indicators under UNHCR's Global Strategic Priorities (GSP) could be used rather than introducing a new set of indicators, which would place additional reporting burdens on the organization.