



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**UNHCR Regional Representative**

Regional Office for Australia, New Zealand,  
Papua New Guinea and the South Pacific  
3 Lyons Place  
Lyons  
ACT 2606  
Australia  
Tel: (02) 6260 3411  
Fax: (02) 6260 3477  
Email: [aulca@unhcr.org](mailto:aulca@unhcr.org)

Notre/Our code: 09/MISC/110

Date 23/06/2009

Dear Mr Cornwall,

Thank you for your letter of June 17, and for providing our office with a copy of the report "We have a voice – hear us", the contents of which are of great interest to the Office of the United Nations High Commissioner for Refugees in Canberra.

As you mentioned in your letter, Australia has indeed been given recognition by the UNHCR for its record in settlement services, however, it is thanks to reports such as this one that we are reminded of the many challenges yet to be overcome in issues of importance to refugee resettlement.

The report clearly reinforces the need for work in key areas, and my Office is particularly interested in the development of better orientation of service providers for pre-arrival information.

We are looking forward to sharing the information gathered from the survey with our colleagues at the UNHCR headquarters, for input into the High Commissioner's dialogue on Urban Refugees, which he will be presenting later in the year.

We are also keen to distribute the report in New Zealand, where many of the challenges facing refugees in an urban context are similar to those within Australia.

Thank you again for sharing this enlightening resource with us.

Yours Sincerely,

Richard Towle  
Regional Representative

Mr John Cornwall  
President, HARDA  
15 Henley Rd, Homebush West  
NSW 2140