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Our Purpose

Serve Afghanistan's purpose is to express God's love and bring hope by serving the peoples of Afghanistan, especially the needy and marginalised, addressing personal, social and environmental needs.

Executive Director's Message

Greetings!

Newly arrived as Executive Director and actually, as I write, just 2 days in post, I feel privileged to be able to present to you our annual report for 2013. Huge thank yous go to the Leadership Team which took over from Jennie Collins when she left in April 2013. Further thanks to Victor Chen, who as a member of that leadership team, became Acting ED with two new leadership team members from December onwards. I officially started in the post June first 2014.



It has been a time of more change (the Afghans have a proverb, “Change is always changing”), and quite some turmoil as the security situation clearly has become more uncertain for expatriate workers here. However, we do not in anyway give up hope as we work together with our Afghan staff, the Government and Local Authorities, for the good of the Afghan people. We have challenges and certainly 2014 will present just as many if not more than previous years, but there are also the joys and rewards of seeing lives changed in so many ways.

I hope you enjoy reading the interviews we have introduced this year. We want you to get a broader picture of what it is like to live and to work here. We hope some of you may want even to come and join us, or be motivated to pass information on to others who might be interested. It doesn't seem at all sensible, in the current security climate, to be recruiting people to come and work alongside us but we believe in and are committed to our purpose statement opposite. We strive to see good security and other procedures are in place to ensure people can live here and function well.

I notice that previous Serve reports have sometimes used the Afghan proverb “Drop by drop a river is filled”. So true because persistence pays off and everything, large or small, counts. However, I would like to introduce another saying: “Rivers will flow on barren heights and springs within the valleys”. Even in the most difficult situations growth can occur and I am looking forward to seeing what will happen for good during the rest of this year and beyond.

Thank you for partnering with us, supporting us and helping us in whatever way you do.

Every blessing,

Mandy Gillen
Executive Director

Board of Trustees

Rina Teeuwen, Board Chair

Stephen Brown, Board Member

Raymond Cooper, Board Member

Andy Dipper, Board Secretary

Steve Aisthorpe, Board Member

Arley Loewen, Board Member

Our Past



Serve Afghanistan has existed as an organisation since 1972 when it was established in response to a famine in Ghor Province, Afghanistan. It disbanded after one and a half years, when the immediate needs were met. In 1980, S.E.R.V.E. at that time meaning “Serving Emergency Relief and Vocational Enterprises” was re-established to work with the many Afghan refugees in Pakistan. Our early projects included a carpet-weaving training centre for boys, a public health programme for women and children, an eye hospital, a solar oven project, support services for blind Afghans and a forestry project.

In 1994, after the Soviet occupation had ended, Serve returned to Afghanistan working in Mazar-i-Sharif in the north of the country, while a health education project and our SHIP school for the deaf were started in Jalalabad in the east. The development and documentation of Afghan Sign Language also began at this time. Projects for people with disabilities, community development, literacy, civil engineering and the environment were later developed. In 2000, Serve’s Prevention of Blindness project was begun, and from 2004 more community development projects were started.

Our Present

Serve has projects in the Central, Eastern and Southern regions of Afghanistan, doing community development and empowering people with disabilities. We emphasise inclusion, capacity building, advocacy and sustainability.

Facts about Serve:

- Serve operates solely in Afghanistan under a Board of Trustees using a governance model.
- We have Directors in each of our core capacity areas, which are disability and community development.
- Afghan Managers oversee the specific projects in the three geographical regions.
- Expatriate Technical Advisors support the national managers.
- Our operational budget is over two million US Dollars per year.
- The number of our direct and indirect beneficiaries is nearly a million.
- There are about 220 full and part-time staff members.

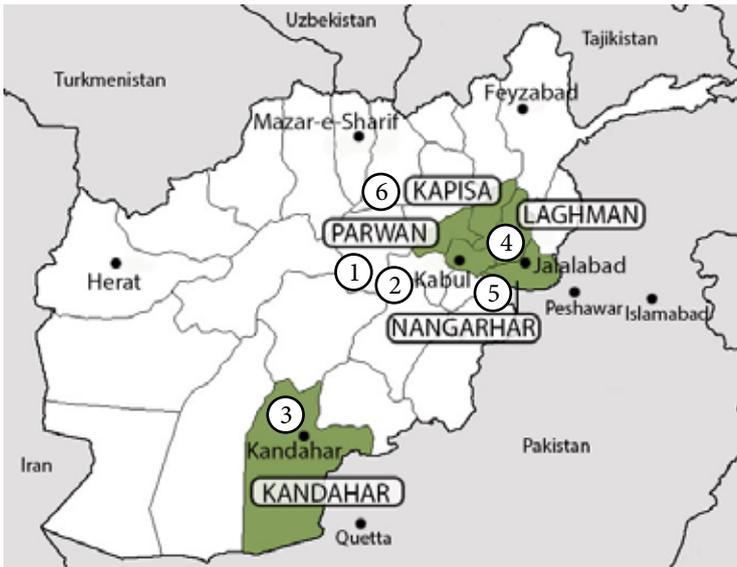
Serve’s Beneficiaries

	Direct	Indirect
EMAD	31,550	7,360
CRCDP	4,261	25,566
KCDP	803	6,330
ERCDP	6,487	196,680
SHIP	13,807	33,881
PBL	115,731	500,000+
Total	172,639	769,817+

Where We Work



Left: Dara-i-Noor in Nangarhar Province. Middle: Kandahar Province. Right: Kabul.



Project Locations:

- ① **EMAD:** Kabul and Parwan Provinces
- ② **CRCDP:** Kabul Province
- ③ **KCDP:** Kandahar Province
- ④ **ERCDP:** Nangarhar and Laghman Provinces
- ⑤ **SHIP:** Nangarhar Province
- ⑥ **PBL:** Kabul, Kapisa and Parwan Provinces

Afghanistan's Security in 2013

By the end of 2013, Afghanistan had faced 35 years of conflict. The country has struggled to develop in the increasingly unsafe environment. The Taliban and other Armed Opposition Groups have again grown stronger, during 2013, resulting in further decreased security in many parts of the country. The increasing amount of security-related incidents has especially affected the Eastern and Southern regions, including districts where Serve works.

The Government has established a Peace Council (Jirga) to communicate with the Taliban, to encourage peace and to establish a joined Government. However, factions of the Government have been opposed to cooperation, and opinions vary about the success of these peace efforts. Serve's expat security coordinator and three Afghan regional security managers have constantly assessed the security and political environment and worked closely together to ensure that Serve teams can work safely and securely. Serve teams have been able to continue their work, because of great community acceptance, culturally appropriate approaches and community ownership.



Our Programmes in 2013

Enabling and Mobilizing Afghan Disabled (EMAD)

EMAD aims to strengthen and empower people with disabilities towards full participation in every aspect of life. It focuses on people with disabilities and their families, community leaders, government officials, school administrators, schoolteachers, non-governmental organisations and disabled people's organisations in Kabul and Parwan provinces.



Left: Khushal, a deaf 7th grader, is now attending and excelling at school after enrolling in the education programme for children with hearing impairments. Middle: Deaf students with their Ministry of Education school with their teacher. Right: CP child with a physical therapist and field staff.

From Disability to Ability

When Khushal (above left) was 3 years old, doctors confirmed his parents' worries: Khushal was deaf and his deafness was incurable. His parents accepted the diagnosis and decided to raise Khushal no differently from their other children. Unfortunately, other children often did not want to play with him because of his inability to communicate. One day when Serve was surveying Khushal's Karezak village, the field staff found the young boy at home, lonely and sad. Khushal's parents were excited to learn of Serve's education programme for children with hearing impairments and enrolled their son into Kindergarten 1. Today, Khushal is studying in the 7th grade, earning high scores, and enjoys playing volleyball with his friends.

2013 Achievements

During 2013, staff have worked with other organisations advocating to get hearing and visually impaired children like Khushal into schools, supported other agencies by providing education materials such as braille textbooks for their visually impaired students, advocated for hearing impaired students in the university, trained teachers in sign language and braille, and continued awareness training to families, communities, and key government officials.

Collaboration with government and different disability stakeholders is noticeable, and there has been a significant change in attitudes in government school staff and teachers, as well as in communities,

regarding people with disabilities. Our influence and participation in helping the Afghan Ministry of Education (MoE) write an Inclusive Education policy has resulted in a finished document currently being translated into Dari and Pashto. The Ministry of Education has also taken responsibility of visually impaired and hearing impaired special education schools, excluding the Serve Hearing Impaired Project (SHIP) school. They would now like to take responsibility for the Inclusive Education Working Group, for which Serve is currently responsible.

Further Successes

- 80% of government teachers, who completed training, passed a test in Afghan Sign Language, Braille, teaching methodology and disability.
- 80-85% of children with disabilities in our programme have average or above average scores in their classes.
- EMAD submitted 4,000 new words to the Sign Language Commission and work will begin on the 3rd Sign Language Dictionary early 2014.
- 68 Masters Trainers from 32 schools received sign language and braille training.
- 249 MoE teachers in 15 schools received braille and inclusive education training in 2013.
- The National Braille Production has been successfully handed over to the Ministry of Education.

Central Region Community Development Project (CRCDP)

The aim of this community development programme is to help the community build up structures through which they can address their own needs and mobilise their capacities. There are currently 30 community self-help groups. The members are supported with an essential empowerment package which include (1) a savings scheme and loan programme, and (2) a capacity building program.



Left: The self help group builds a reservoir for their community. Middle: Abdul Qadir receives veterinary medicine from a CRCDP worker. Right: A CRCDP participant uses the tailoring skills she learned from the programme to support her family.

Learning to Stand on His Own Feet

Abdul Qadir (above middle), a hard-working man from Khuja, lived a simple life. However, during the civil war, he permanently injured both feet when he stepped on a landmine and was never able to walk normally again. When the Taliban came to power, life grew more difficult, and without much hope of a better life, he and his family fled the country to become refugees in Pakistan. After the Taliban regime fell, he returned to Afghanistan. Unfortunately, he was dependent on his relatives to feed him and his family, as it was very difficult for him to work as a laborer.

When CRCDP started to work in Khuja village in 2011, Abdul Qadir joined a newly established self-help group. The group members selected him to be a recipient in the animal husbandry programme, and he received a pregnant ewe. Together with his family, he worked hard and took good care of the sheep, giving food, water and medication when needed. After 3 months, he was able to sell a new-born lamb to other group members. Now he has several sheep and has even saved up money to buy a heifer. Abdul Qadir also received further training in veterinary issues and veterinary medication from the animal husbandry program. Now he knows very well how to take care of animals and is able to work with animals without further involvement by the project.

This livestock programme is only one of the 30 community self-help groups. Other groups focus on

health, literacy, advocacy, business development, disaster mitigation, tree-growing, Birth Life Saving Skills (BLISS), gender equality training, peace and conflict issues, sanitation, and more. The participants of the programme are mostly from households where widows are the head of the family, where family members are disabled, and/or families with less than 0.5 acres or are lacking in other substantial source of regular income.

2013 Achievements

Some of the many encouraging results:

- Self-help groups in one area are now meeting on their own without Serve financial input. Serve field workers still occasionally visit the villages to keep the relationships strong, but there is no formal training or input being done.
- The vocational training program continues, which includes shoe making, tailoring, metal work, and handicraft among other things. Some of the vocational program trainees are now establishing service business and earning money through tailoring in their villages. Government school teachers are being trained also.
- Several of the animal husbandry program recipients have successfully bred their animals and are raising offspring.
- There has also been an establishment of a Nursery Programme (almonds, peach, apricot, apples, pear, and vegetable seeds).

Kandahar Community Development Project (KCDP)

The goal of KCDP is to contribute to the empowerment of vulnerable communities in the region, strengthening their ability to identify and address their basic/ felt needs by: strengthening and expanding the community organisational structures; mobilising the community to increase the participation of vulnerable peoples; and, building community capacity so they may better obtain the skills and resources needed to meet basic needs.



Left: In Kandahar, girls with disabilities and their parents endure significant risks to pursue their educational goals. Middle: Members of the community groups in Kandahar. Right: KCDP groups invest in and fix neighborhood roads.

Paving New Roads in the Community

As a Kandahar community group in Gundegan learned about development, the resources available in their community, and their most urgent needs, they voted to improve the streets. Much like other groups, this community chose to engage in infrastructure development because their homes are located on hills that become quite muddy during rainy seasons, and water run-off can damage crops below. The community recognized that better management of the water drainage and roads will lead to a decrease in disease among the population and improve the lives of women who bear the brunt of maintaining a household in an isolated community. For these reasons, the group was willing to invest their own finances, skill and labour into the completion of this project. Two community development group leaders Fatima and Khan Mohammad have shown much initiative in working with their community, and their collective hard work paid off with a paved street and a paved alley.

2013 Successes

Sparked by the success of the project, Fatima and Khan Mohammad are working with KCDP staff and the city municipality to talk about about waste management and further community ambitions, such as a common meeting place for men or women. The connection between KCDP community groups and the government is becoming stronger and more beneficial for the most vulnerable, as community

members take responsibility for maintaining development efforts in the area.

KCDP focuses on community groups for men and women like Fatima and Khan Mohammad, and also focuses on special education work among deaf and blind children, and their families.

Further Successes

Notable successes this year include:

- 135 children with disabilities enrolled in government schools.
- 16 visually and 13 hearing impaired students enrolled and actively receiving all the benefits of the Home Based Educational preparation for school enrollment.
- 10 blind children are enrolled in mainstream education with special education support.
- 93% of enrolled children with disabilities attend classes regularly and are passing exams.
- A Disability Field Day in the stadium for encouragement, sports, and team building. Regular sports activities are organised for disabled students for physical education as well as showing that people with disabilities can function well in daily life.
- The potable water project was completed, providing a water source to Gundegan. Serve was involved in advocating for, negotiating through a project delay on the part of ICRC, and assisting drainage efforts in Gundegan.

Eastern Region Community Development Project (ERCDP)

ERCDP works with poor and vulnerable families (widows, orphans, people with disabilities and their families, people with a Pashai minority background and illiterate people) in the areas of Dara-i-Noor, Shewa, Alingar and the surrounding villages of Mehterlam, areas near to Jalalabad.



Left: A self-help group participant tends her rabbits from the small business programme. Middle: A family stands by the cows from the livestock income generation programme in Laghman. Right: Young Pashai preschool programme students learn in classes.

Supporting Small Businesses

Razia (above left) is one of the many entrepreneurial participants of the women's self-help programme in her district of Shewa. Like many of the participants, she comes from a vulnerable family as she is a widow with very limited income to support her family. Through a loan from her self-help group's savings, she was able to buy 4 pairs of rabbits. Within a few months, the rabbits gave birth, and Razia was able to sell these rabbits. This past December, she paid back the loan to the group. She currently has 15 rabbits on her farm, and she is able to fully support her family's ongoing expenses with the income she generates from raising the rabbits. Razia speaks highly of the programme, saying, "It is very helpful for women because it is a good source of income for us. We support this programme and hope to expand to other locations as well."

Supporting Minority Languages

Serve is not only working to improve the economic situation of families like Razia's, but also to strengthen the education of children from minority groups in a pilot multilingual education programme for Pashai children. In developing the minority language programme, all the decisions are made by the local community, which is foundational for ownership of a language. ERCDP is hoping to continue strengthening the work with the Pashai community in integrating community development and minority language/multilingual education development as a potential model for working with other minority peoples in

Afghanistan.

2013 Successes

Achievements this year for ERCDP include:

- Pashai students graduating from their 2-year school preparation programme.
- 10 new courses starting in the school preparation in the Amla area, creating opportunities to work closely together with the government school there and to measure the impact of the multilingual education work over several years.
- Approximately 10% of the population in our target areas attend self-help groups and using their own resources for small businesses.
- Around 65% of previously illiterate adult men and women in Dara-i-Noor and Shewa are now able to read and write. This is up from an almost 100% illiteracy rate for women and approximately 85% for men at project inception.
- ERCDP transferring the entire ownership of 1625 cows and heifers, 1259 goats and 29 breeding bull stations to the different communities in the three target areas, who successfully continue to run the animal husbandry programme without outside support.
- Evaluators from the Nangarhar Agriculture Irrigation and Livestock Directorate recommending extending the animal husbandry work to other areas in order to support more vulnerable families.

Serve's Hearing Impaired Project (SHIP)

The project works to improve the quality of life for persons with disabilities by promoting rehabilitation, equal opportunities, integration and protection of the rights of persons with disability, leading to their full participation in educational, economic, social, political, and cultural activities in their communities. Including people with disabilities in all aspects of life.



Left: Teachers are training in sign language. Middle: Boys use Braille in class. Right: Young students proudly sign.

Transforming Families

Soma, a young deaf girl from Nangarhar province, was born into an educated and loving family. When she was two, her parents found out she was deaf and took her to hearing specialists in Peshawar, Pakistan. Soma's parents bought hearing aids for her, but she disliked wearing them. At the age of three, her father came to SHIP, seeking out answers about her health and education. A SHIP teacher went to her home and met with Soma for a week. The teacher suggested that the parents allow Soma to learn sign language. The parents were unhappy about this because they wanted their daughter to speak, which was not possible. Yet, a few months later, Soma's father returned to the school, asking to enroll her. He wanted her to begin learning sign language. The parents, too, began learning sign language. The communication problem between Soma and her parents was quickly resolved as they soon learned to communicate through Afghan Sign Language.

Today, Soma is studying in grade seven in the SHIP school and holds the first position in her class. She has many friends, as well. Her father is a member of the Parent Committee and deeply appreciates the work the school is doing. Soma also helps her siblings with their lessons and she helps her mother with housework.

Transforming Communities

The SHIP program is based in Jalalabad in the east of Afghanistan and focuses on the physically, visually,

and hearing impaired as well as special needs Afghan children, adults and their families. It also seeks to influence the wider community in the eastern provinces of Nangarhar and Laghman.

SHIP's Achievements in 2013

- A new resource centre was established in the Ministry of Education for all schoolteachers and students.
- Support from community leaders was high as they: helped to survey, supported the rights of, and provided local resources for people with disabilities, and provided medicine and livestock feed for the cow loan program.
- 475 hearing, visually and physically impaired students were integrated into Afghan schools.
- Community Rehabilitation Committees with the Disabled operate many of the project's activities by themselves.
- The Ministry of Higher Education accepted hearing impaired students in the Kabul Education University, while Nangarhar and Laghman Teacher Training Colleges accepted hearing and visually impaired students.
- The Special Education Department in Kabul provided jobs for 100 physically impaired people.
- The Municipality Department stated that new buildings must be access-friendly for people with disabilities and the Ministry of Education have started the process of implementing inclusive education in the country.

Prevention of Blindness Programme (PBL)

The Prevention of Blindness Programme (PBL) works on prevention of eye diseases by offering cataract and other surgeries, primary eye care training and education, mobile screening teams throughout the country in villages and schools, eye health education and awareness rising through the media, and health education through teaching primary eye care to clients, school students and the general public.



Left: PBL staff conduct optometric screenings in a class. Middle: A young boy receives a check-up. Right: Cataract patients wait for post-operative care during an eye camp.

Restoring Sight as a Second Chance

Four years ago when Mezghan was 12 years old, she found a metal object in the ground that looked like a torch and decided to bring it home. When she picked it up, it exploded. Mezghan lost her left hand and arm all the way to her shoulder, and her right eye was injured leading to blindness in the eye. People in her village stopped calling her “Mezghan” and began calling her “Koor” or “blind one.” Mezghan remembers how the name was more painful for her and how she tried to block it out. Since her family was very poor, she gave up hope on ever being able to see from her right eye again.

One day, Mezghan’s mother called her and saying that she heard on the radio that eye doctors were coming to their village. Although she did not have much hope, she went with her mother. Mezghan was examined by the PBL team, and she was found to have a traumatic cataract in her eye. The PBL team found her to be a good surgical candidate, and after some counseling from the PBL health worker, she was brought back for a cataract surgery the next day. A day after the surgery, as the bandage was completely taken off her eye, Mezghan experienced light and color for the first time in 4 years and laughed, surprising her surgeon. “I have another chance in my life,” she said. “I will again have my own name, Mezghan. I cannot control my happiness!”

Mezghan’s second chance is one that will be ex-

perienced by many more as the Government Ministry of Public Health has given permission for our work and is sending their health staff at local levels for training. Project staff participate in national eye health policy planning and the PBL programme was a key contributor to the new national eye care training manual as well as to organising the Afghanistan World Sight Day.

Successes in 2013

This year’s many achievements include:

- 16,473 people (target 16,000) were screened for eye problems.
- 505 cataract surgeries were performed, and 171 other surgeries (target 150) were also performed. Post-operative care provided to 770 patients who had surgery.
- 1,248 cases were referred for non-advanced treatment and surgery, while 61 small children and adults with complicated cases referred for advanced treatment.
- 3,922 pairs of reading glasses were provided and 702 prescription glasses to school students/clients.
- 136 school teachers attended training sessions, and they screened 20,800 students for refraction, health education, treatment of eye diseases and referral.
- Direct awareness education was provided to 70,273 people, and primary eye care training to 760 health care personnel.
- 3 eye camps were conducted in very remote and under served areas such as Wakhan in Badakhshan.

Spotlight on ERCDP

Our expatriate Technical Advisor for the Eastern Region Community Development Project shares encouraging stories from the field regarding the move away from dependency to sustainability and the ways in which we are working to support the spread of literacy through courses and libraries.



Left: ERCDP's self-help groups allow community members to learn new skills such as sewing so that they can start small businesses. Middle: A young boy takes care of his family's goat herd. Right: Dara-i-Noor in the Eastern Region.

Dependency or Sustainability?

When we formed new self-help groups (SHG) in one area, some community members were very upset that Serve did not give any financial input, e.g. a calf or seeds. I remember a lot of discussions about this issue and it was not easy for the facilitators to explain how the concept of saving money and taking loans could really work with “just” the money that would come out of their own community.

Two years later, I joined them on a visit to these groups again, and heard stories of members taking loans and starting small businesses. I asked the group members if they remembered the discussions we had in the past and how they felt about Serve not giving to them directly. The ladies laughed and admitted that it had been possible to save enough money for taking loans with just their own input. They also explained that this was much more sustainable and they could basically set up new groups now by themselves in other areas. I was so pleased and proud that they really had understood and persisted.

Developing Literacy

ERCDP's library in one of the bigger bazaars in Dara-e Noor is used quite a lot. Often, it's filled with students who sit in the library and read the books. Men who visit the hospital opposite of the library often drop in and see a lot of literature in Pashai. Some of them have joined the Pashai literacy courses and are able to read those books. For others, who come from different areas, it's a surprise to see written Pashai and

to find out there are so many different books in this language. Besides Pashai books, the books with stories about how to develop good small businesses are their favourites. We bought these story-books from another NGO and use them as training material in the self-help groups. Group members often want to borrow them and take them home to share with their family members.

Staff Initiative for Pashto and Pashai Literacy

ERCDP had a few self-help groups in which none of the group members were literate. The group members asked for a literacy course, and ERCDP was planning to start some Pashto courses, because these specific groups had Pashto-speaking group members. Then the project found out that another NGO came to that area in order to start Pashto literacy courses. Our staff members talked with them about the mother tongue courses that ERCDP offers. However, they pointed out the need for Pashto courses in certain villages and asked the other NGO to start their courses in those places. Our self-help groups can now join the Pashto courses that this NGO offers, and ERCDP can use their resources for Pashai literacy courses. This is a great example of NGOs working things together in the same area.

Working with the Afghan Government

Serve's programmes work with the government at all levels, from the local leaders, provincial departments, and national ministries in order to bring lasting change. Serve works directly with the government, sometimes in partnership with other NGOs, to help them to achieve their aims. These are some of the ways in which we worked to support the government in 2013.



Building Lasting Change

- Serve staff, together with other NGO's, worked intensively with the Ministry of Education (MoE) on the country's first Inclusive Education policy. Serve keeps supporting the MoE through the implementation stage of the policy.
- The Kandahar Department of Education has shown great interest in Serve's work among the disabled and approached both the Kandahar and Kabul Serve offices to ask if the programme could be expanded to include more disabled individuals.
- A new Resource Centre was established in the MoE for all schoolteachers and students.
- The National Braille Production has been successfully handed over to the Ministry of Education.
- The Ministry of Higher Education accepted hearing impaired students in Kabul Education University, while Nangarhar and Laghman Teacher Training Colleges accepted hearing and visually impaired students.
- The Special Education Department in Kabul provided jobs for 100 physically impaired people.
- The Municipality Department stated that new buildings must be access-friendly for people with disabilities.
- 80% of government teachers, who completed training, passed a test in Afghan Sign Language, Braille, teaching methodology and disability.
- 249 Ministry of Education teachers in 15 schools received braille and inclusive education training in 2013.
- 475 hearing, visually and physically impaired students were integrated into Afghan schools.
- Government school teaching methods in the government schools in Dara-i-Noor have changed positively since their involvement in teaching the minority Pashai language.
- The Ministry of Public Health which gave permission for our blindness prevention work has sent their health staff at local levels for training. Local BPHS facilities have asked for awareness materials. Serve's Prevention of Blindness Programme (PBL) actively participated in the national eye health policy planning while following government rules and regulations. PBL was a key contributor to the new national eye care training manual. PBL was a key partner along with the World Health Organisation (WHO), the International Assistance Mission (IAM), and the Ministry of Public Health in organizing the Afghanistan World Sight Day.

Working with Serve as the Donor Relations Co-ordinator

Heather joined Serve in August 2011 as the Donor Relations Co-ordinator. Although her background was in a different field, she was able to use her skills in her new role to successfully ensure that the Serve programmes were funded. Here is our interview with Heather about her experiences working with us.



Using Her Skills in New Ways

1. How did you become the Serve Donor Relations Co-ordinator?

My husband and I were interested in working with Serve and there was a need for a DR Co-ordinator. Initially, the role was presented to my husband but we both felt it fit my skill set better.

2. Was this a role you would have originally chosen to do? Why/why not?

No, it's not the kind of role I was looking for. I worked previously with smaller NGOs and wasn't familiar with the responsibilities of a full-time DR Co-ordinator. My background was in teaching and curriculum development, so donor relations wasn't on my radar. However, I was intrigued by the job description and felt like I could contribute with my writing/editing and research skills and learn the rest through on-the-job training!

3. What were the joys and challenges of the job?

My greatest joy was being able to learn in detail about each of the projects. It was very rewarding to support the solid community development work of Serve, and to promote the organisation's cutting-edge work in Inclusive Education for people with disabilities and those who are multi-lingual. Nothing is more motivating than believing in what you are doing! Serve has a highly-skilled staff of nationals and expatriates, and I had the opportunity to work closely with them to make sure the projects were fully-funded. I also greatly enjoyed building relationships with our contacts in

the donor agencies that have supported the work of Serve for many years. No day was ever the same, and I loved the variety.

Of course, every job has its challenges. Deadlines were certainly stressful, but all the reports and proposals are a team effort, so I never felt alone in the work. Perhaps most difficult was the institutional reporting, concept notes and proposals, but the successes and the knowledge and experience gained was worth the hard work.

4. If you could only say one thing to a prospective future Serve Donor Relations person, what would it be?

I would say that every DR Co-ordinator brings their own strengths into the role. The joy of working on a team is that others are there to assist and help you get up to speed as you learn. Don't be intimidated by what you don't know!

Working with Serve as a Technical Advisor

Anosha (which is not her real name) joined Serve in 2010 as a staff member for the Community Based Rehabilitation Programme. Anosha's work currently is with Serve's Enabling and Mobilising Afghan Disabled (EMAD). Here is our interview with Anosha about her experiences working with us.



Working to Serve Her People

1. What is your job at Serve?

For most of my time in Serve since I started in 2010, I have been the Female Officer for CBR (Community Based Rehabilitation). Recently I have begun a trial period so that I might become the Technical Advisor of EMAD (Enabling and Mobilising Afghan Disabled).

2. What might be included in your tasks for a typical day?

I still do a lot of work for CBR. I prepare and collect reports for them. I also prepare training for the field workers. Sometimes I do work for our partner Handicap International.

3. What do you like about your work?

I consider my work to be my responsibility and duty to the Afghan people - specifically the disabled with whom we are working.

4. What are some of the challenges of your work?

It is difficult for the disabled people we work with to accept the long-term nature of their disabilities. We want to show them that they can lead full lives even with their disabilities, but they want us to heal them by removing their disability. They think we have a new cure that they have not seen before, but we don't. So that can be hard for us sometimes, that people don't always see the value and importance of the work we are doing.

5. What do you like to do outside of work?

I spend time with my daughter. I also enjoy knitting.



Work with Serve

Serve is always looking to work with people with the heart and dedication for our mission. Your talents, skills, and experiences can help bring change to many lives.

To learn more about how you can work with us, please visit our website at www.serveafghanistan.org or contact us at personnel@serveafghanistan.org.

Working with Serve as a Technical Co-ordinator

Margaret joined Serve in 2013 as a Technical Co-ordinator. Margaret uses her talents and passion for languages to help Serve in the Language Development programme to preserve Pashai, a minority language. Here is our interview with Megan about her experiences working with us and living in Afghanistan.



Being Part of a Real Change

1. Hello Margaret, how long have you been working with Serve?

It's been about 7 months since I started working with Serve.

2. What do you do?

My official title is Technical Co-ordinator of Language Development. Practically, that means my focus is primarily on working with the Pashai people towards the development of their language. Recently most of my time has been spent working on a dictionary.

3. What would you say for you are the joys of the job?

I love learning languages and getting to use what I learn in practical ways. I also really enjoy the atmosphere of our office - the local staff and expats work closely together, and we've become like one big family. As one of the newest and youngest members of the team, I'm considered the "little sister" of the family. It's been really exciting to see firsthand that communities have really been changed through the involvement of Serve's projects over the years, and to feel that I am becoming a part of that change.

4. And the challenges?

There are definitely challenges presented by the security situation in Afghanistan. Different people are affected by this in different ways, but for me one of the difficult aspects of the situation is that it causes the wider expat community in the country (not just those with Serve) to experience a lot of fluctuation. People come and go a lot, most often for short trips out of the country for various reasons. But the turnover rate is also fairly high

for expats that work in this country. So at times I find it difficult to live and work in an environment where the community is always changing.

5. What would you say to any other younger person who was thinking about coming to join us?

There are definite advantages to coming here as a young person. For one thing, the younger you are the easier it will be to learn the language (I realize most people aren't planning on being directly involved in language work, but regardless of your job, you will be expected to do at least basic language studies of one of the national languages). I think many people also find the cultural adaptation easier when you are younger and not so set in your ways (though that is a bit of an over-generalisation and also very much affected by personality and other factors).

Be aware that the nature of life here is not a good fit for everyone. Life here may feel very restricted compared to most other countries. If you are here long enough, you will probably experience some sort of significant personal loss. But if you are confident that this is where you are supposed to be, then you have the opportunity to be a part of a work that is bringing real change to the lives of individuals and communities of Afghanistan.

6. What do you do to relax in Afghanistan?

I love listening to and playing music. It really helps me relax and destress more than just about anything else. I also love chatting with friends over a cup of tea (or coffee).



Finances in 2013

Independent Auditor's Statement

SERVE Afghanistan

Independent Auditor's Statement to the Members of Serve Afghanistan for the year ended 31 December 2013

We have examined the summary financial statement for the year ended 31 December 2013.

Respective responsibilities of the directors and the auditor

The directors are responsible for preparing the summarised financial statement in accordance with applicable United Kingdom law and the recommendations of the Charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full annual financial statements and the Directors' Report, and its compliance with the relevant requirements of section 427 of the Companies Act 2006 and the regulations made thereunder.

We also read other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

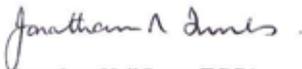
We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board.

Our report on the company's full annual financial statements describes the basis of our opinion on those financial statements and on the Directors' Report.

Opinion

In our opinion the summary financial statement is consistent with the full annual financial statements and the Directors' Report of Serve Afghanistan for the year ended 31 December 2013 and complies with the applicable requirements of section 427 of the Companies Act 2006, and the regulations made thereunder.

We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements (26 April 2014) and the date of this statement.



Jonathan Neil Innes FCCA
Director and Senior Statutory Auditor

Innes & Partners Limited
Chartered Certified Accountants and Statutory Auditors

Innes House
18 Shairps Business Park
Houstoun Road
Livingston
EH54 5FD

Date: 26 April 2014

Directors' Statement

The auditor has issued unqualified reports on the full financial statements and on the consistency of the directors' report with those financial statements. Their report on the full annual financial statements contained no statement under sections 498(2)(a), 498 (2)(b) or 498(3) of the Companies Act 2006.

 **Innes & Partners**
Chartered Certified Accountants

Statement of Financial Activities for the Year Ended 31 Dec 2013



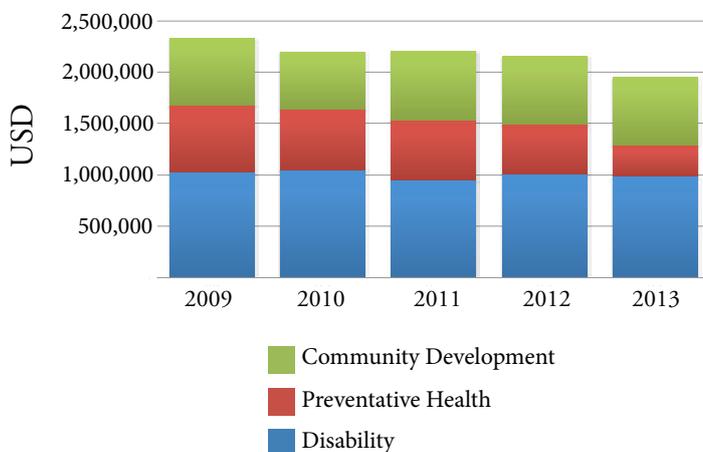
	2013 USD	2012 USD
Incoming Resources		
<i>From generated funds:</i>		
Donations - individuals	25,408	22,912
Bank interest	-	-
<i>From charitable activities:</i>		
Donations - organisations	2,124,929	2,352,293
Donations in Kind	-	-
Sales	26,935	25,387
<i>Other incoming resources:</i>		
Other income	35,323	35,439
Profit/(Loss) on sale of fixed assets	(3,519)	(2,305)
Currency gain/(loss)	18,312	7,195
Total incoming resources	2,227,388	2,440,921
Resources expended		
<i>Charitable Expenditure</i>		
<i>Charitable activities:</i>		
Mainstreaming people with disabilities	971,189	991,397
Preventative health	293,985	482,270
Community development	647,330	645,062
Total charitable activities	1,912,504	2,118,729
<i>Governance costs</i>	33,419	32,788
Total resources expended	1,945,923	2,151,517
Net incoming/(outgoing) resources	281,465	289,404
Balances brought fwd at 1 Jan 2013	982,813	693,409
Balances carried fwd at 31 Dec 2013	1,264,278	982,813

*A full copy of Serve's Financial Statements is available upon request.

Balance Sheet at 31 December 2013

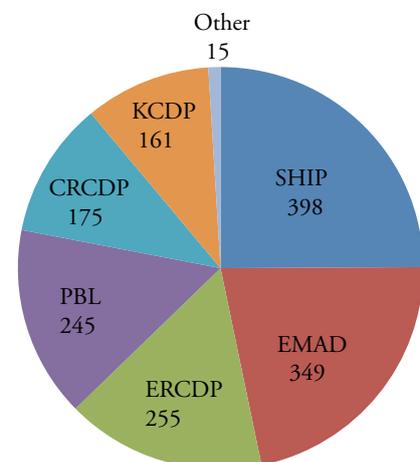
Assets	2013 USD	2012 USD
Fixed Assets:		
Tangible Assets	43,824	81,774
Current Assets:		
Stock	3,497	3,356
Debtors	43,089	139,146
Cash at bank and in hand	1,803,419	1,169,243
	1,850,005	1,311,745
Creditors: amounts falling due within one year	629,551	410,706
Net Current Assets	1,220,454	901,039
Net Assets	1,264,278	982,813
Represented by		
General Fund	339,172	302,674
Designated Assets Fund	6,497	11,930
Other Designated Funds	267,880	220,480
Restricted Funds	613,402	377,886
Restricted Assets Fund	37,327	69,843
	1,264,278	982,813

Expenditure by Activity



Expenditure by Project

Thousand USD, without General or Asset Funds



Funding Partners

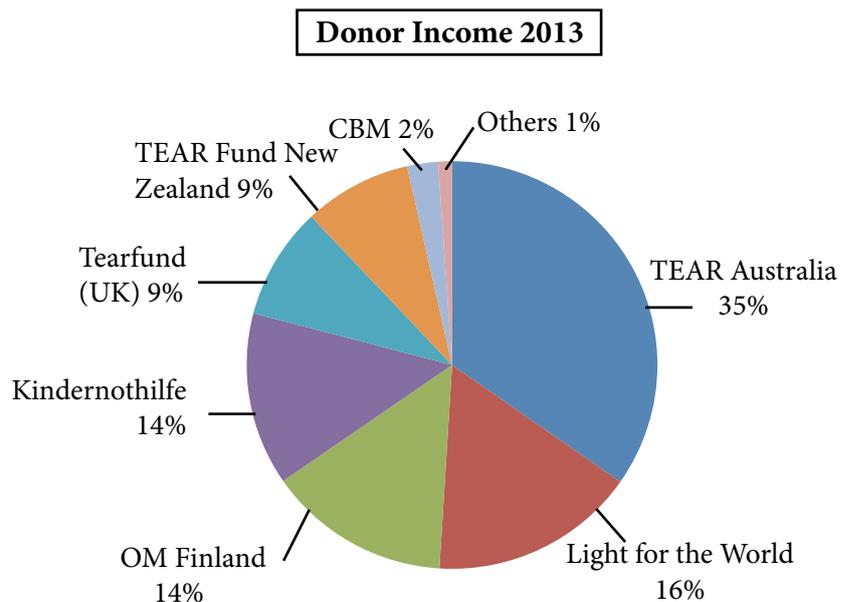


It is the partnerships Serve has with private agency donor organisations, institutional government funders, trusts, foundations, charities and individual donors that helped us achieve our goals and successes. We are grateful to each and every one of them for their support and encouragement to do what we do best, serving Afghanistan.

The following organisations have partnered with our work in 2013:

- CBM
- Kindernothilfe
- Light for the World (NL)
- OM Finland
- TEAR Australia
- TEAR Fund New Zealand
- Tearfund (UK)
- Other trusts and funds

Funding Partner Contributions



Additional Financial Information

Account Details:

Account Name: Serve Afghanistan
Bank Name: HSBC Bank PLC

2 Queens Road
Aberdeen
AB15 4ZT
UK

For USD:

Account Number: 39207152
IBAN: GB02MIDL40051539207152
SWIFT Code: MIDLGB22

For British Pound Sterling:

Account Number: 71167359
UK Sort Code: 400125
SWIFT Code: MIDLGB22

For Euro:

IBAN: GB95MIDL40051570894796
Account Number: 70894796
BIC Code: MIDLGB22



*“Rivers will flow on barren heights
and springs within the valleys.”*

Connect with Us:

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info@serveafghanistan.org

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Kabul, Afghanistan

UK Address:

Serve Afghanistan

9 Anson Close

Marcham

Abingdon

OX13 6QF UK

Registrations:

Afghanistan Ministry of Economy NGO Number: 50

UK Charity Registration Number: 1105086

UK Company Registration Number: 4759091

A company limited by guarantee. Registered in England and Wales.