

# 20 13-14

AUSTRALIAN BUSINESS VOLUNTEERS

# ANNUAL REPORT

STRENGTHENING BUSINESSES AND, THROUGH THEM, COMMUNITIES



**AUSTRALIAN  
BUSINESS VOLUNTEERS**

# About ABV

Australian Business Volunteers (ABV) was established in 1981 when the Australian Government sought to use the business skills and experience of newly retired Australian executives.

Small and medium sized businesses in neighbouring developing countries became our partners. Retired Australian executives agreed to visit these countries and provide practical business advice and guidance. This cost effective form of skills transfer was initially known as the Australian Executive Service Overseas Program (AESOP).

AESOP continued to grow in size and reputation. To reflect its focus on assisting the private sector, AESOP was changed to Australian Business Volunteers (ABV) in 2003. ABV's goal is to contribute to inclusive economic growth and social well-being in Asia and the Pacific through contributions by volunteers who strengthen businesses, government and communities.

ABV's core areas of expertise are business development, marketing and communications, corporate governance, financial reform, information and communications technology (ICT) and organisational development. ABV recruits volunteers who are experts in these fields, typically with a minimum of 10 years' experience. ABV works with its partners in-country to implement a program over two to three years. A range of jointly scoped, short-term, business-focused assignments of up to four months' duration are completed by volunteers to meet specific organisational needs. Over time, follow up assignments continue to build the capacity of host organisations, generating joint participation and ensuring sustainability.

## Mission

To strengthen businesses to contribute to the relief of poverty and well-being of communities.

## Vision

To be the preferred volunteer sending agency in strengthening businesses and their communities.

## Values

Altruism is the driving force behind everything we do. Supporting volunteers to contribute to strong development outcomes.





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*Clockwise from top right: ABV Volunteer Diana Heng on assignment at Tahanan Sta. Luisa in the Philippines. ABV Volunteer Jan Norton and her counterparts from SAS Security in Papua New Guinea. Jim Brill IBM Executive Service Corps participant in China.*

# Report from the Chair and CEO

## CHAIR'S REPORT

This year the Board of Australian Business Volunteers has continued both to set high targets for the strategic direction of ABV and to ensure the internal operating environment meets increasingly robust governance and compliance standards.



ABV has a long history of supporting economies in our region through the provision of skilled volunteers to assist building businesses. The Board is determined that this remains the focus of ABV and we believe there is positive synergy with the new Australian Government focus on economic advancements through its volunteering strategy. To this end we are pleased that ABV has continued to deliver in full its obligations as part of the Australian Volunteers for International Development (AVID) program through our partnership with Scope Global (formerly Austraining International) and we are confident this will continue in the coming years.

Diversification of income is now critical to the success of the not-for-profit sector. ABV's strategic direction recognises this with a focus on the expansion of the Your Enterprise Scheme (YES) and continuing effort to expand our corporate volunteering work. During the year we are pleased to have continued our successful partnership with IBM, developed a new partnership with Schneider Electric and built new partnerships on the ground in Papua New Guinea.

Expansion of this component of ABV's business will provide tangible benefits to the communities in which the programs are developed and to the businesses which send their staff on the programs. Increasing work in this area will ultimately enable ABV to send more of its own volunteers to work in the region on projects that may not otherwise be funded by government.

Ensuring ABV continues to be a good corporate citizen is another priority for the Board. During the year we had several volunteers assist with the Board's compliance program in undertaking internal audits. As a small organisation, being able to draw on the skills of our volunteers greatly assists in keeping compliance costs to a minimum without compromising on the quality and independence of such work.

During 2013–2014 there were a number of changes to the Board with Jonathan Pinshaw stepping down as Chair and Director at the 2013 Annual General Meeting (AGM) and Sarah-Jane Christensen leaving the Board in early 2014. We thank Jonathan and Sarah-Jane for their commitment to ABV over the three years they were directors, particularly their ability to drive ABV through a significant period of change so that we now have a clear strategy for the future. During the period we also welcomed Linda Echentille, Sue Kluss and Ilan Rimer to the Board.

*"Finally, thank you to the more than 200 volunteers who have worked with ABV, either on overseas projects or on the ground in Australia – our volunteers and our focus on business are the point of difference for ABV in the competitive sector of volunteering."*

On behalf of the Board, my thanks also to the dedication of our CEO Sarah O'Connor and her remarkable team who continue to deliver high quality programs to the benefit of so many businesses and communities.

**Fiona Jolly**  
Chair



## CEO'S REPORT

The 2013–14 financial year was another successful one as we continued to work towards our strategic objective of diversification and strengthening existing programs.



Critically, and excitedly, we signed key long-term partnerships with the East New Britain Provincial Government in Papua New Guinea and the Bank of Papua New Guinea. The partnership with the East New Britain Provincial Government signals the opportunity to launch our remodeled small and medium enterprise mentoring and training program, the Your Enterprise Scheme (YES). Our long-time volunteers and members will recall the success of the Young Entrepreneur Scheme as it was formerly called. Thanks to a dedicated working group of YES facilitators, we have reviewed the program to ensure its relevance and robustness. We aim to work with the East New Britain community to run a series of YES programs in coming years. This partnership also represents a terrific example of the model we are working towards, that is, long term partnerships with stakeholders encompassing government, business, local community and volunteers. With all stakeholders contributing to design and delivery, we are best able to support the communities within which we work.

Our second new partnership with the Bank of Papua New Guinea represents another multi-year, institutional strengthening relationship. In coming years we will be working across the Bank to build capacity of staff so they can in turn, as the central bank, support the needs of its clients and wider community.

These partnerships are a result of increased staffing dedicated to new business with a renewed focus on communications. Importantly, this has allowed ABV to play a stronger advocacy role and we have contributed to a range of forums, including submissions to the Australian Government on performance benchmarks for Australian aid and the Inquiry on the role of the private sector in promoting economic growth and reducing poverty in the Indo-Pacific Region. We also contributed to the Australian Council for International Development's (ACFID) submission to the Assessment of Australian aid investments in Papua New Guinea.

Consequently we are being heard, with meetings with the Office of the Australian Foreign Minister, the Honourable Julie Bishop, and with Senator the Honourable Brett Mason, the Parliamentary Secretary to the Foreign Minister. The increased interest is in part a reflection of the close alignment between what we have always done and the Australian Government's priority to support the growth of an inclusive private sector in our region.

We continued to deliver the Government's AVID program in partnership with Scope Global. An enhanced pre-departure briefing is run that reflects ABV's development model. ABV also achieved improved outcomes this financial year, over-delivering on our targets within budget.

To demonstrate our impact, we also reviewed our monitoring and evaluation practices and developed a Monitoring, Evaluation, Review and Improvement (MERI) Framework. The Framework articulates our business model, particularly how multiple short-term projects will demonstrate immediate improved organisational capacity and, over time, sustainable businesses leading ultimately to improved and sustainable economic and social conditions in communities. We will be implementing the new MERI Framework in the 2014–15 financial year.

As I reflect on the achievements of last year, I wish to thank ABV staff and volunteers – for it is their dedication and commitment to ABV that allows us to work towards our mission. I would also like to thank our partners for their support and look forward to continuing our relationships in 2014–15 and future years.

**Sarah O'Connor**  
Chief Executive Officer

# Year in review

7068<sup>1</sup>

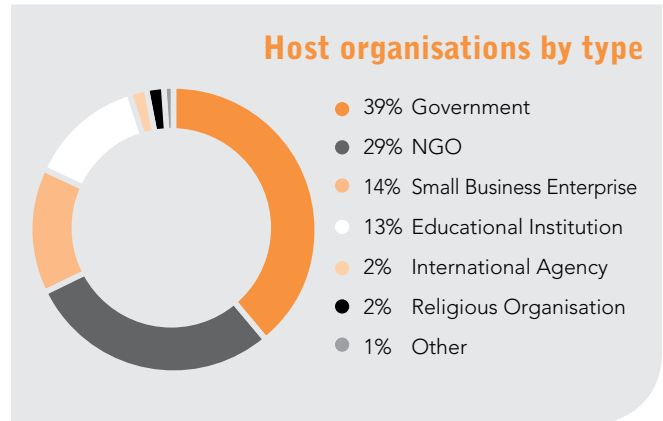
In 2013-14, volunteers spent the equivalent of 27 years on assignments, with a total of 7068 volunteer working days

96%<sup>2</sup>

96% of volunteers were satisfied with their assignment and would recommend ABV to others



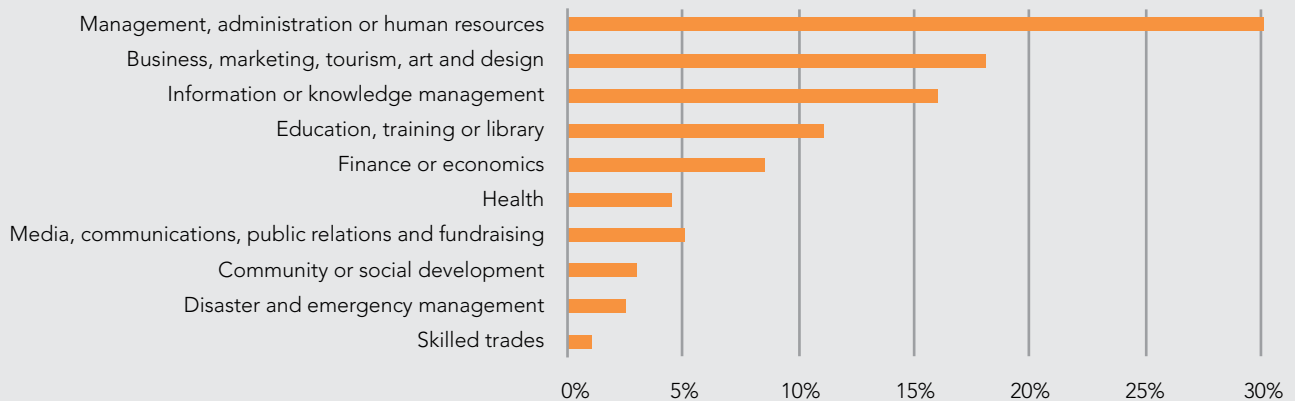
105 ABV registered volunteers  
76 corporate employees completed assignments in 2013–14



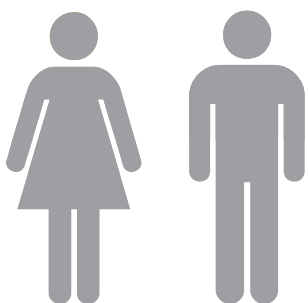
85% of volunteers said they gained new skills, such as language, cultural understanding, communication and presentation skills – illustrating the two-way skills exchange during assignments

85%

## Assignments by skill-sets



## Volunteers by gender

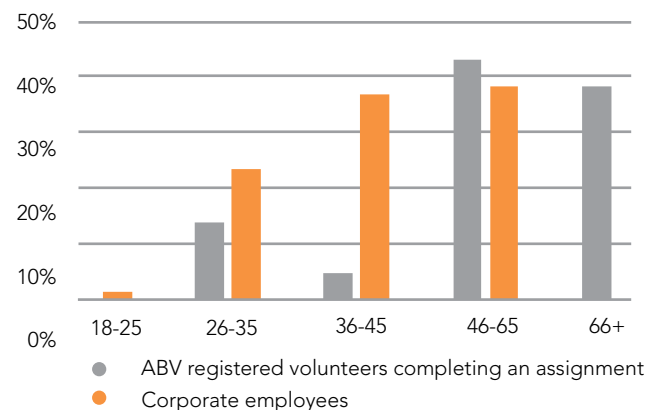


45% 55%

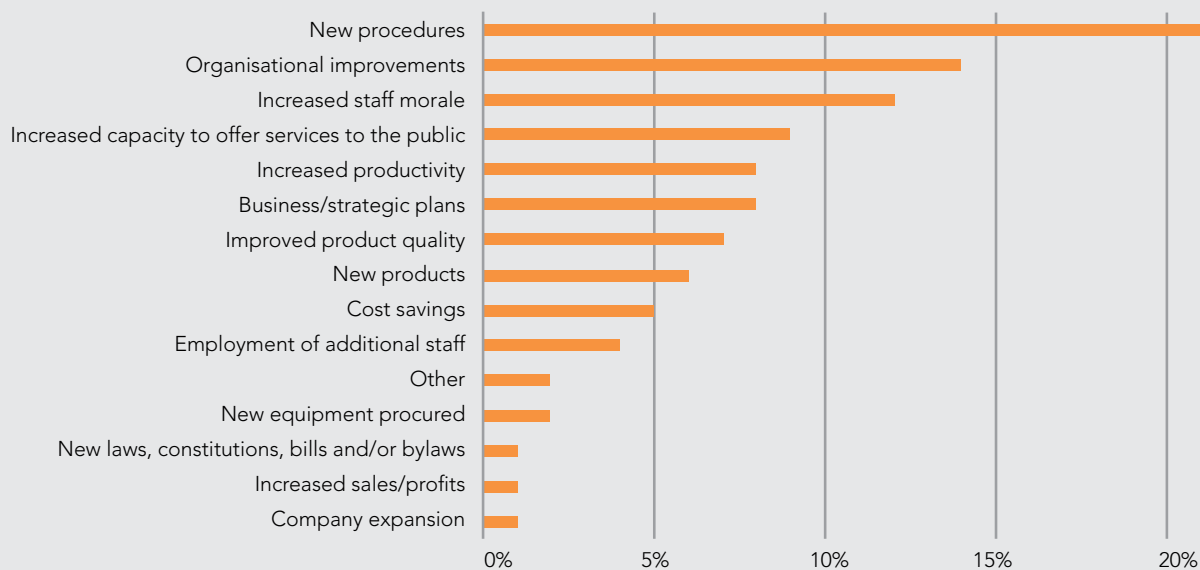


13% of ABV registered volunteers completed multiple assignments in 2013–14

## Volunteers by age

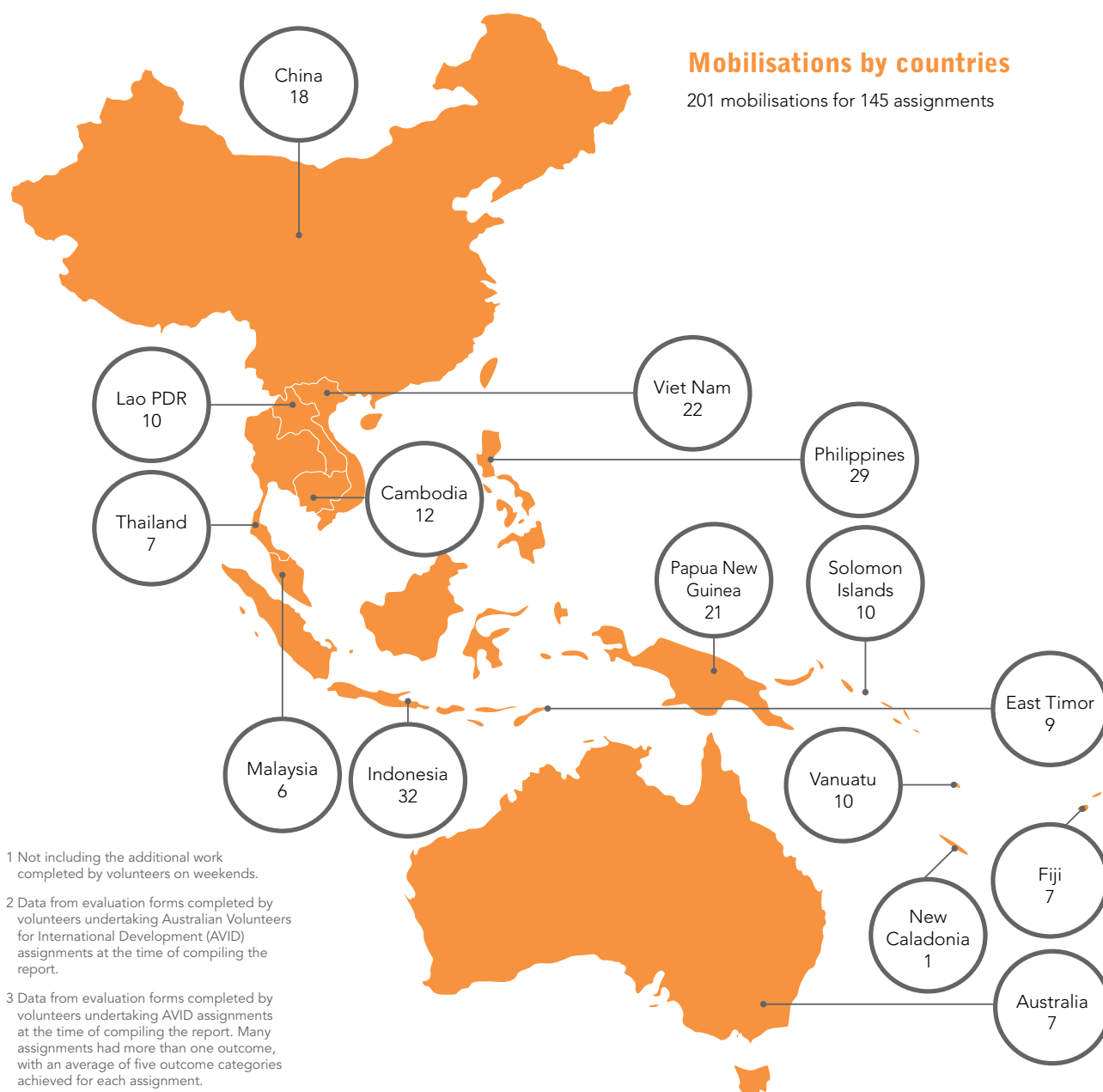


## Outcomes achieved by type during assignments<sup>3</sup>



## Mobilisations by countries

201 mobilisations for 145 assignments



1 Not including the additional work completed by volunteers on weekends.

2 Data from evaluation forms completed by volunteers undertaking Australian Volunteers for International Development (AVID) assignments at the time of compiling the report.

3 Data from evaluation forms completed by volunteers undertaking AVID assignments at the time of compiling the report. Many assignments had more than one outcome, with an average of five outcome categories achieved for each assignment.

## DEVELOPMENT PROGRAMS

ABV's goal is to contribute to inclusive economic growth and social well-being in Asia and the Pacific through volunteers who strengthen enterprises, organisations, institutions and, ultimately, communities. By engaging and collaborating with communities, ABV is able to deliver targeted and sustainable international development programs.

For this reason, ABV is proud to be one of the agencies implementing the Australian Volunteers for International Development (AVID) program, in partnership with Scope Global (formerly Austraining International). The AVID program is an Australian Government initiative. Collaborations with international development stakeholders support

ABV's efforts to influence and deliver sustainable development practices.

This includes partnerships with companies to design and deliver corporate citizenship, employee leadership development or community sustainability programs, such as the IBM Corporate Service Corps and the IBM Smarter Cities Challenge. The 2013–14 financial year saw the deployment of a volunteer supporting the Oil Search Health Foundation partnership, along with new partnerships with the Bank of Papua New Guinea and the East New Britain Provincial Government (Papua New Guinea) that will see volunteers deployed in 2014–15. These partnerships will enable ABV to expand its development program and further fulfil its mission.

### Australian Volunteers for International Development (AVID)

ABV is contracted under the Scope Global Consortium to mobilise short-term business volunteers for the AVID program. The 2013–14 financial year was a positive and productive one for ABV within the AVID program, with 115 volunteers mobilised to 11 countries in South East Asia and the Pacific. In total, volunteers spent 314 months in the field. ABV owes much thanks to several members of our dedicated alumni who remained flexible and committed to embarking on assignments in sometimes short timeframes.

This year saw a concentrated focus on ABV's core strengths as a volunteer organisation. This focus cemented ABV's role as the short-term provider of professional business volunteers.

As a result, there was a 14 percent increase in management, human resources and administration assignments and a five percent increase in finance and accounting assignments. Average assignment length also increased to 2.7 months, reflecting a demand for longer assignments from both volunteers and host organisations.

ABV increased the number of volunteer assignments supporting small businesses and social enterprises to 19 percent of host organisations in this category. Non-government organisations (NGOs) comprised 39 percent, government institutions 20 percent and educational institutions 15 percent.



*ABV Volunteer Trish Hodgson training staff at Craftbeauty in Viet Nam.*





*ABV volunteers at ABV-specific training during the PDB held in March 2014.*

This financial year saw an increase in assignments supporting the business, finance and tourism sectors (see graph below for more details on sectors supported by AVID assignments). This is a reflection of the changing Australian Government focus to private sector development and the merger of AusAID into the Department of Foreign Affairs and Trade (DFAT). Examples of assignments for 2013–14 ranged from business development in the vocational sector in Vanuatu, human resource development at media organisations in Cambodia, website and network design with the Solomon Islands Government, marketing and product development at social enterprises in the Philippines, business curriculum development in Indonesia, financial management training at local NGOs in Timor Leste, and hospitality training at guesthouses in Papua New Guinea.

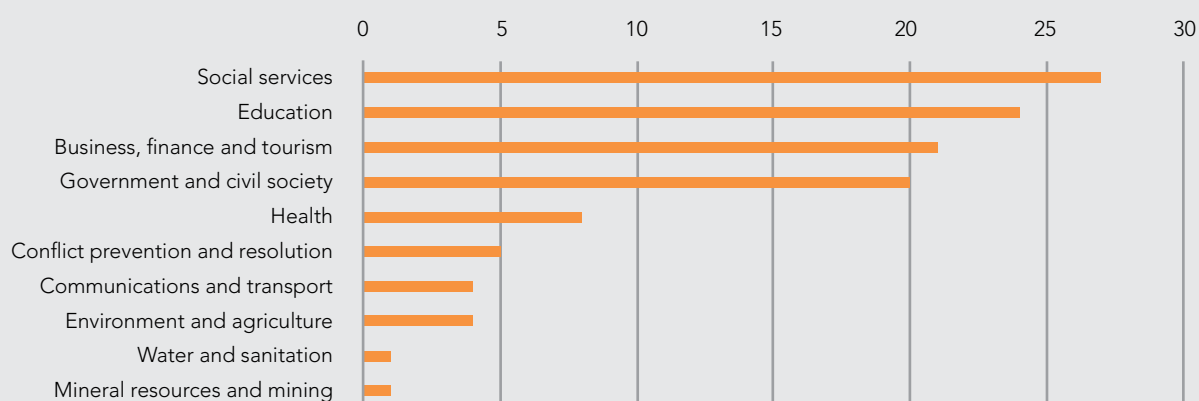
This year has seen enhanced Pre-Departure Briefings (PDB), which included a good balance between

ABV-specific training sessions and the mandatory health, safety and security briefings required of all AVID volunteers. This allowed ABV to engage with volunteers on its short-term capacity building model, and to educate volunteers on ABV and AVID-specific policies and procedures.

The AVID program has moved to advertising new assignments every two months to align with PDB dates and in-country orientations. This has led to ABV volunteers being deployed in cohorts so that they are able to network and support fellow ABV volunteers in the field.

ABV extended opportunities in the Philippines, Solomon Islands and Vanuatu, deploying more volunteers than planned. This was a result of continued engagement with Scope Global, including the training and mentoring of in-country managers in ABV processes.

### Sectors supported by AVID assignments



## FURNITURE PRODUCTION PROCESSES ENHANCED AT DISABILITY COOPERATIVES

In 2014, under the AVID program, ABV mobilised two volunteers to the National Federation of Cooperatives of Persons with Disability (NFCPWD) in the Philippines. The NFCPWD is a coordinating body that oversees 15 cooperatives throughout the country. NFCPWD aims to strengthen the livelihoods and social integration of persons with disabilities by providing employment, support and advocacy for over 1,000 members in the Philippines.

The majority of cooperatives build school furniture for the Government and the NFCPWD requested support in the areas of production management and occupational health and safety (OH&S). The organisation was concerned that both the quality of the products and ability to deliver on time was arbitrary and worried this could affect the Government contract. As the NFCPWD is a large organisation, ABV was able to deploy two volunteers, Peter Dorman and Joe Cheetham, to support the organisation's needs.

In May, Peter travelled to the Philippines to review the cooperatives' production capacity and processes. Some of Peter's recommendations included raising the height of work benches, educating and training staff in production processes, and implementing a new chair design software.

It became apparent to Peter that the cooperatives did not have a great understanding of woodwork principles or practices. "It wasn't a simple matter of rearranging a few processes to improve the production line," said Peter. "There wasn't any form of a production line and the practices were not standard. For example, some workers were using a hammer to insert screws." As a result, Peter developed a booklet about efficient woodwork procedures for the cooperatives to implement.

Peter noticed that the NFCPWD needed assistance in advising the cooperatives, but also in managing the organisation from their head office, as often the communication and guidance provided was not consistent. This led to the development of a strategic plan and practical training.

"One way to achieve better understanding of the situation was to develop a demonstration workshop at the head office and visually show staff the current production processes and the resulting, somewhat crooked products," added Peter. Through this hands-on approach, practices within the production chain became clearer to head office staff allowing them to identify issues and come up with ways to solve them.

In June, Peter was joined by ABV Volunteer, Joe Cheetham, to improve OH&S practices at the cooperatives for persons with disabilities. This proved to be a challenging task, with standards very different from those generally found in Australia. Staff had received very basic local training in OH&S three years prior and as a result a manual had been produced but never implemented. Joe was able to redevelop the manual and train staff in hazard identification and risk management processes, resulting in the identification and management of a wood stain that included lead compounds. Joe considered this assignment as a "great transfer of knowledge" but minimal "transfer of skills", which is sometimes typical for first assignments where capacity building focuses on knowledge.

This was the first time NFCPWD had hosted volunteers at its organisation. Staff from NFCPWD found having volunteers in the workplace a great opportunity for exchanging ideas with "experts". As a result of these two assignments, NFCPWD staff have realised the "relevance of keeping good documentation, developing manuals and putting processes in place." NFCPWD's Director Reynaldo Merida found Joe and Peter "very competent and hardworking" and he was "very pleased with the accomplishments especially their comprehensive output".



ABV Volunteer, Peter Dorman (left) and NFCPWD's Director, Reynaldo Merida (middle), present Rosanna "Angie" Monsalud (right) a certificate.

In 13 percent of cases, volunteers embarked on their second or third assignment for the financial year, with three volunteers completing three assignments and nine volunteers completing two assignments. This is illustrative of ABV's programmatic approach to development, which encourages volunteers to return to an organisation to build on capacity six to 12 months after their previous assignment. It is also a reflection of ABV's dedicated volunteer base who increasingly view volunteering as an important part of their life. In 2014–15, the Australian Government is allowing more flexibility for ABV volunteers to return to their host organisations on follow-up assignments, in order to encourage multiple short-term inputs over an organisation's capacity building cycle.

In the next financial year, the AVID program will focus on DFAT's priority of private sector development with a greater emphasis on assignments supporting economic development. This will result in more support to small businesses and social enterprises, as well as government and educational institutions that focus on private sector growth. As part of the Government-funded volunteer program, ABV has a significant role to play in supporting the Australian Government's aid priorities and promoting economic development in a sustainable and participatory way.

## IBM Corporate Service Corps

ABV has been a not-for-profit implementation partner for IBM's Corporate Service Corps (CSC) since its inception in 2008. The CSC is a leadership development program for IBM employees that simultaneously aims to deliver high-quality problem solving for communities in emerging markets. The program deploys groups of 10 to 15 employees from different countries with a range of skills to an emerging country for four weeks. In small teams, IBM employees work on community-driven projects encompassing business, technology and society.

In 2013–14, ABV facilitated four IBM CSC teams with a total of 48 participants to four countries; China, Indonesia, the Philippines and Viet Nam. In total, the program completed 18 different projects within 16 local organisations, including enterprises and not-for-profit organisations, as well as government and educational institutions.

Examples include innovative solutions and project management training in the health sector with the Vietnamese Government; ICT training at a disability not-for-profit organisation in Indonesia; and training for a national organisation helping youth with their career development in China.

For each of the four CSC teams, ABV provided extensive training and support over three months prior to departure, encompassing cross-cultural awareness and team building activities. All projects completed by the teams were tightly scoped by ABV prior to the teams' arrival, and host organisations were briefed on the skill-sets of the participants. This was in addition to the logistical arrangements, including flights, accommodation and transfers, as well as the support provided to the CSC teams while they were in-country.

## IBM Smarter Cities Challenge

The Smarter Cities Challenge (formerly Executive Service Corps) is an IBM program that contributes the skills and expertise of IBM's top talent to address critical challenges facing cities around the world. Small teams work closely with city leaders for three weeks to deliver recommendations on how to make the city operate smarter, more efficiently and effectively. Over the past three years, 100 cities have been selected to receive pro-bono support. The Smarter Cities Challenge is IBM's largest philanthropic initiative, with contributions valued at over \$50 million to date.

ABV leads all logistical arrangements while the teams are in-country, ensuring that IBM executives are supported throughout their placement. ABV works with the local IBM staff to ensure that the teams have access to senior public officials and key stakeholders in the time required.

In 2013–14, ABV provided extensive support to five Smarter Cities Challenge teams in Foshan (China), Khon Kaen (Thailand), Makati City (the Philippines), Negeri Sembilan (Malaysia) and Gold Coast (Australia). The teams in Foshan and Negeri Sembilan provided strategic planning advice to the City Government, while teams in Khon Kaen and Makati provided advice on traffic management planning, as well as data analytics planning with a university (Khon Kaen). In Queensland, the team worked with the City of Gold Coast to improve disaster management.

## PRO-BONO TEAMS EXCEED EXPECTATIONS IN VIET NAM

In May 2014, ABV mobilised its 11th team of IBM Corporate Service Corps (CSC) to Viet Nam for four weeks. The program location was Bien Hoa City in Dong Nai Province, 32 kilometres east of Ho Chi Minh City. The team consisted of IBM employees from eight countries around the world, offering skill-sets of a highly technical nature, as well as human resource, business and acquisition, consulting and mergers professionals. In addition to their regular job skills, the team also had experience in project management, strategy and development, sales and innovation.

ABV and IBM worked with two local-level Vietnamese government departments for the first time to develop projects utilising the team's specialised skill-sets to best meet the needs of the host organisations. Two teams worked with the Provincial Department of Health (DOH). One of these teams focused on a food safety and hygiene program. Through staff education and system improvements, the team was able to come up with easily-achievable targets to increase efficiencies in DOH reporting systems; introduce measures to increase compliance to legal standards for both food producers and food sellers; and worked with DOH on a program to increase communication and awareness of hygiene standards.



*CSC Dong Nai participants collaborating with senior departmental officials at DOST.*

"It is a unique opportunity to work in a cross-cultural scenario where the area of work is entirely different from our regular jobs and hence calls upon a fair bit of creativity, team work, adaptability and smart thinking," said IBM employee and CSC participant, Ms Veera Dikshit.

The second DOH team focused on an information technology (IT) management training program with a goal to improve community health through increased application of IT, particularly in the management of infectious disease prevention and medical treatment centres.

"We are highly appreciative of these two projects' practical application in the local actual situation. It opened our minds and eyes on how to apply IT to better manage disease prevention and food hygiene and safety in the province," said Mr Bach Thai Binh, Chief, DOH Planning Department.

The second department, the Provincial Department of Science and Technology (DOST), hosted two sub-teams to work on IT information security systems and project management training. According to Mr Nguyen Trung Kien, Deputy Manager of the Center of Application of Science and Technology, the teams not only provided targeted responses to the needs of both projects, but also exceeded expectations.

ABV's decision to place a CSC team within the Vietnamese Government proved to be a good one. The IBM team rose to the challenge of working within a bureaucratic environment, and their Vietnamese counterparts enjoyed the experience of working with pro-bono business experts who were able to offer a corporate perspective. Both parties were very pleased with the outcomes of the projects.

"It was one of the best experiences I have ever had in my life. What I learned is unmatched to other experiences I've had. The friendships I made will be lifetime friendships," said Ms Erin DiManno, IBM employee and CSC participant.



## Partnerships

The 2013–14 financial year was a successful one for the growth of ABV's partnerships program. Building upon past institutional strengthening programs and successes, ABV was delighted to enter into a multi-year partnership with the Bank of Papua New Guinea that commenced in April 2014. The Bank of Papua New Guinea is the central bank and prudential regulator for the country. ABV will be providing institutional strengthening projects across the organisation that will support the Bank's strategic direction. Commencing in 2014–15, the partnership will see a number of volunteers mobilised each financial year.

ABV continued the partnership to support the Oil Search Health Foundation (*featured on page 12*) which commenced last year, with a number of volunteer placements.

mentoring by Australian business experts. The result is not only valuable business know-how and expertise for small business owners and managers, but support and guidance is also provided to implement what is learned in workshops.

ABV has developed a new partnership with Schneider Electric, global specialist in energy management, which will commence in 2014–15. Building on ABV's development model, this will see Schneider Electric employees volunteer their time to undertake short-term assignments in support of educational and vocational training institutions and organisations in the field of access to energy. Initially managed as part of Schneider Electric Teachers, a program launched by the Schneider Electric Foundation in February 2012, it opens the way for current and past employees to contribute to the Foundation's mission by harnessing their expertise in support of local and regional communities.



In March 2014, the Provincial Government of East New Britain in Papua New Guinea (PNG), made an initial agreement to partner with ABV to deliver the YES across the province to support emerging and small businesses. This has been a significant milestone and the first step in the re-establishment of the YES program, initially starting in PNG and then looking to expand to other countries in the Asia-Pacific region. The YES program is a proven comprehensive training and mentoring program in business management for small business owners and managers facilitated by ABV volunteers. The program is unique, in that it couples intensive management training with one-on-one

*CEO Sarah O'Connor (left) with Provincial Administrator Akuila Tubal of East New Britain Provincial Government with the initial agreement documents.*

## PUBLIC-PRIVATE PARTNERSHIPS WORK TOWARDS THE ELIMINATION OF MALARIA IN PNG



The Papua New Guinea Industry Malaria Initiative (PIMI) is a new initiative that enlists the country's major resource sector companies to accelerate implementation of the National Malaria Control Strategy – with the specific goal of achieving malaria elimination in Papua New Guinea by 2050.

ABV Volunteer, Kate Lollback, was placed with the Oil Search Health Foundation to support PIMI in the role of Public-Private Partnerships Specialist, supporting the initiative through six assignments between November 2013 and June 2014.

Kate has worked in international development in the Pacific since 2002. From 2007 to 2010, Kate lived in Papua New Guinea, where her work focused on partnerships for service delivery and health systems strengthening. Kate first volunteered with ABV in June 2013 through the AVID program, where she assisted the Milne Bay Provincial Health Authority to undertake health sector reform activities.

The concept of PIMI is to support major resource operators (energy, mining and agribusiness) in Papua New Guinea to create public-private partnerships (PPPs) with their host provinces to progress malaria control and eventually elimination. In addition to the industry partners, including Oil Search Health Foundation, the PIMI strategy is supported by the Papua New Guinea National

Department of Health and by donors such as the Global Fund and the Australian Government aid program.

"A malaria control program is the best example of a sustainable corporate social investment program for a company operating in a malaria endemic area, with a win-win for the company and community," said Steve Knowles, Project Director, PIMI.

Malaria is one of the critical public health challenges in Papua New Guinea. Each year an average of 1.7 million clinical malaria cases are recorded through the national health information system, with a large proportion of cases not reported. Each year between 600 and 700 people are reported to die from malaria in health facilities<sup>1</sup>. The population considered at risk is increasing due to issues such as drug resistance, inaccessibility of treatment and health services, large movements of populations from non-malaria areas to malaria endemic areas and global warming.

The PIMI was created as an 18-month program (October 2013 to March 2015). The period of October to December 2013 was the project concept phase, where a concept note was developed and accepted by all stakeholders, project team members were recruited and initial consultations commenced. This team will provide the technical support and project management capabilities needed to support implementation activities until the end of March 2015.

With thanks to Kate, in the first two quarters of 2014, good progress had been made against the overall project outcome and related outputs. "This centred on establishing and substantially progressing implementation of three initial PIMI projects with three resource operators in host provinces, in order to accelerate malaria control activities and put in place preliminary PPP arrangements," said Kate. "I'm looking forward to supporting the initiative in the future."



*ABV Volunteer Kate Lollback with Steve Knowles, PIMI Project Director.*

1 Papua New Guinea Department of Health, National Malaria Treatment Policy, 2009, accessed from <http://www.adi.org.au/>

# GOVERNANCE, OPERATIONS AND KEY ACTIVITIES

## Board of directors

A non-executive board governs ABV to ensure accountability and transparency in all its operations. In accordance with the ABV Constitution, the Board meets regularly throughout the year to determine the overall strategic direction and policies of the organisation. The Board employs the Chief Executive Officer who is responsible for the management of the organisation.



*Board Directors: (clockwise from top left) Ilan Rimer, Fiona Jolly, Susan Kluss, Des Walsh, Linda Echentille and Ross Johnston.*

## Chair

- Fiona Jolly

## Directors

- Linda Echentille
- Ross Johnston
- Susan Kluss\*
- Ilan Rimer\*
- Des Walsh

\*Appointed 28 July 2014

## Volunteers and alumni

In 2013–14, ABV had 736 registered volunteers with a broad range of business skill-sets to address challenges faced by community organisations, enterprises and government institutions. Expertise includes business development, financial sector reform, organisational development, corporate governance, ICT, marketing and communications, education, tourism and hospitality, sales and service, arts and trades.

To become a registered ABV volunteer, interested individuals are required to undergo a thorough process. This ensures that volunteers are experienced in a given industry or profession, possess a strong skills

and knowledge base, and have the ability to transfer those skills in a cross-cultural environment. For this reason, the registration process includes an interview with an ABV volunteer alumni.

In February 2014, eight new interviewers from across Australia were trained in the interview process, facilitated by two existing interviewer trainers and mentored by three returned volunteers. The training ensured registration processes were standardised and of a high quality.

At each Pre-Departure Briefing (PDB), returned ABV volunteers shared their experiences as guest speakers with those soon to be deployed. This proved popular for volunteers embarking on their first overseas volunteering experience. Additionally, ABV established an online discussion group using *LinkedIn* to allow alumni volunteers to review and discuss current international development and volunteering topics, and remain connected to other ABV volunteers. A monthly volunteer e-newsletter ensures volunteers remain abreast of upcoming opportunities, as well as the latest news and information to support them in undertaking assignments.

This financial year, ABV was fortunate to have two registered volunteers, Stan Sismey and Gordon Stevens, assist the head office in Canberra with internal audits. Furthermore, a working group was formed consisting of past ABV volunteer facilitators of the YES small business training program. The group reviewed the program design and manuals, in anticipation of YES programs being delivered in the Pacific in the next financial year.



*ABV Volunteer, Barry Coulthurst, was guest speaker at the PDB held in May 2014.*



## MEET ABV VOLUNTEERS, LIZ AND MIKE TAVERNER

Liz and Mike Taverner are long-term ABV volunteers, who have completed assignments both as a team and as individuals over the past 10 years. Between them they have completed 13 assignments and are hoping to be involved in future YES programs.

In the 2013–14 financial year, Liz completed an AVID assignment with a university in Indonesia as an Entrepreneurship Curriculum Advisor. “In working with colleagues at the Universitas Widya Gama Mahakam in Samarinda, Borneo, I realised that what was needed to open the minds of students in the entrepreneurship course was an innovative approach that encouraged experiential learning and teamwork amongst the teaching staff,” said Liz.

Liz’s background includes running her own small wholesale plant nursery business, plant biology research and public sector regulatory experience. Since retirement, she has worked as a consultant in home energy efficiency and small business development. She is passionate about sustainable living and believes that improving financial literacy is important to improving quality of life and reducing poverty in developing countries. Liz has been integral to the ongoing and very successful YES program in the Pacific. She has been a facilitator for seven YES programs and two BizAIDS<sup>4</sup> programs from 2004 onwards.

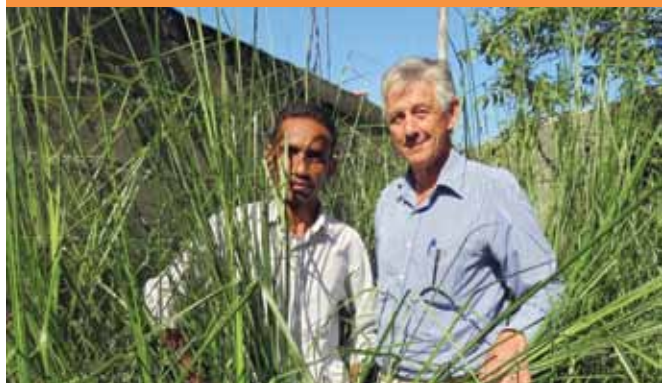
Liz and Mike are both agricultural science graduates, with Mike originally specialising in animal nutrition and Liz on the plant side. Mike joined ABV in 2006. He was involved in the YES and BizAIDS programs as well, and also completed an AVID assignment in Cambodia providing agri-business advice. In February 2014, Mike undertook an AVID assignment with a small



*Liz Taverner with Universitas Widya Gama Mahakam staff (Photo courtesy of Liz Taverner).*

not-for-profit organisation based in Dili, Timor Leste. Fundasaun Ba Desemvolvetu Comunidade Timor Leste was founded in 2002 by a group of concerned individuals to support dry land farmers, as they received less government attention than wet land farmers. By the end of Mike’s assignment the Foundation had managed to link into various international agency and government projects to implement an agreed plan to demonstrate the benefits of vetiver grass and involve communities in stabilising roadsides. “It is a promising start to some community-based bio-engineering being applied to one of Timor Leste’s biggest infrastructure problems,” said Mike. “We got the ball rolling and hopefully the momentum continues.”

Mike’s main area of expertise is business planning, particularly in agribusiness and environmental enterprises. He was first inspired to work in international development when he retired from consulting and discovered a new, slower and more engaged way of sharing his professional and personal experience. When not on assignment or supporting Liz on assignment, Mike works in the travel industry leading adventurous walking tours. His work as a volunteer and tour guide is focused on community-led development. Mike is also an active ABV alumni and has been a regular presenter about his ABV experiences at PDBs.



*Fundasaun Ba Desemvolvetu Comunidade Timor Leste head, Mr Hermenegildo dos Santos, and Mike Taverner in young vetiver grass (Photo courtesy of Mike Taverner).*

<sup>4</sup> The BizAIDS program supports owners and managers of micro enterprises to address business, health and legal issues, in order to mitigate the economic impact of HIV/AIDS and related risks.



## ABV volunteers as at 30 June, 2014:

- 736 registered volunteers
- 70 percent have completed an assignment
- 57 percent of returned volunteers have undertaken multiple assignments

## Membership

ABV members include past volunteers who have completed at least one volunteer assignment. All ABV members demonstrate a personal commitment to the objectives of ABV under the Constitution. As at 30 June 2014, ABV had 380 members.

## Management and staff

In 2013–14, ABV strived for strong organisational performance, with staff working tirelessly to develop effective programs and provide extensive support to volunteers, host organisations and partners. The organisation made improvements in overall efficiencies due to staff retention. Flexible working options for employees saw a small increase in part-time positions. Other minor adjustments in staffing have occurred due to maternity leave, program budgeting and natural staff attrition. In all cases, ABV has been able to attract high-calibre candidates in the recruitment of vacant positions. To support the increasing focus on diversifying partnerships and revenue streams, the partnership team expanded to a team of three and included a renewed focus on communications. As at 30 June 2014, ABV employed 11 full-time and five

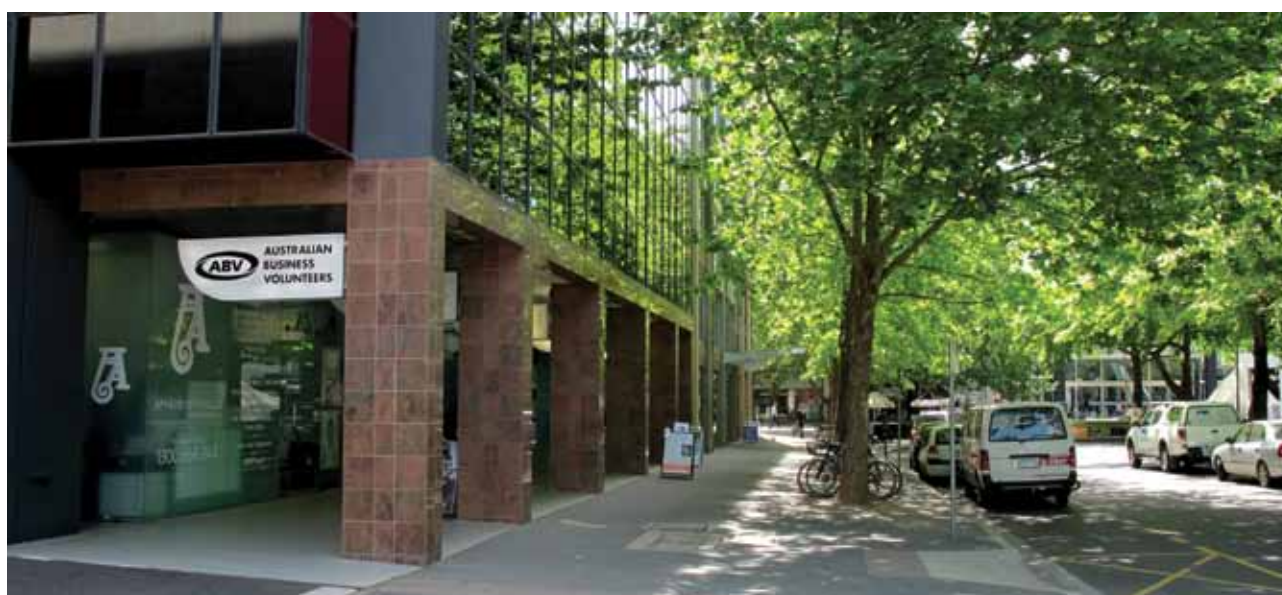
part-time staff in Australia. Of the 16 staff members, 87.5 percent were female.

In November 2013, the ABV office relocated to the centre of Canberra. The modern offices provide more space for meetings and stakeholder engagement. External signage has resulted in an increase of walk-ins from those interested in volunteering.

An experienced and dedicated group of ABV and Scope Global contracted in-country managers and teams across 14 countries have continued to build strong relationships with local communities to prepare and develop assignments, as well as provide support to volunteers. These teams play a vital role in the success of ABV's programs.

## Professional development

Staff professional development consisted of specialised group training in volunteer management with the Mandala Foundation, as well as attendance at industry and academic events, forums and conferences. Simon Watson, Partnerships Program Manager, was awarded a scholarship to undertake the Asialink Leaders program. Asialink is Australia's leading centre for the promotion of public understanding of the countries of Asia and of Australia's role in the region. The Asialink Leaders program brings together outstanding professionals from the corporate, government and community sectors to produce a regional network of leaders with the knowledge, skills and networks to enable them to engage more effectively with the Asia region.



*The ABV office located in the heart of Canberra city, between London Circuit and Garema Place.*



Left to right: ABV Volunteer Daniel Garlic with staff at the Gender Development Association in Lao PDR. ABV Volunteer Ian Oxenford with counterparts from the Institutu Matadalan Integradu in Timor-Leste. IBM Corporate Service Corps team in China with ABV Program Manager, Melanie Kelleher (top left).

## Sector-wide engagement

ABV engaged widely with the international development sector and business community. During the 2013–14 financial year, ABV continued to be represented on the Executive Committee of the Australia Papua New Guinea Business Council and maintained membership of the Australia Fiji Business Council, the Australia Pacific Islands Business Council and Indonesia Australia Business Council. During the 30<sup>th</sup> Australian Papua New Guinea Business Forum held in Cairns in May 2014, ABV featured as a delegate and trade booth exhibitor.

Several submissions were made to Australian Government inquiries and consultations. In February 2014, ABV submitted a consultation paper on performance benchmarks for Australian aid and contributed to the Australian Council for International Development's (ACFID) submission to the Department of Foreign Affairs and Trade (DFAT) on Australian aid investments in Papua New Guinea. In May 2014, ABV made a submission to the Joint Standing Committee on Foreign Affairs, Defence and Trade on the role of the private sector in promoting economic growth and reducing poverty in the Indo-Pacific region. All submissions can be found on the ABV website ([www.abv.org.au](http://www.abv.org.au)). In addition, ABV jointly submitted a paper with Scope Global to DFAT on business engagement and future models within the AVID program.

ABV contributed to ACFID's peer-based working groups on the Pacific, as well as co-convening the Business/NGO partnerships Working Group. ABV also made a presentation at the 2013 CPA Congress in Canberra. Staff attended the Solomon Islands Business Forum, a Corporate Community Impact Summit hosted by United Way and the Macquarie Graduate School of Management CSR Partnership Network event on corporate volunteering among other key industry events.

## Communications

This year ABV enhanced its focus on communications, a key achievement being the re-introduction of ABV's quarterly newsletter *Perspectives* in electronic format. Special editions focused on our work in Papua New Guinea and institutional strengthening. ABV also updated the design and functionality of its website, giving volunteers the opportunity to register online.

## Monitoring and evaluation

All staff were involved in an extensive review of ABV's monitoring, evaluation and reporting practices. The process involved the consideration of ABV's mission, programs and procedures, with the aim of increasing accountability and learning. The revised plan will improve ABV's ability to monitor and evaluate the extent to which it is achieving its objectives. The revised processes will be implemented in the 2014–15 financial year.





## Sector compliance

As a member of ACFID, ABV continues to be a signatory to the ACFID Code of Conduct. All projects undertaken by ABV reflect the standards and practices expected as an ACFID member. Assignments are developed in consultation with host organisations, giving priority to their interests and involving them as much as possible in design, implementation and evaluation.

ABV employs a human rights-based approach, and all programs undertaken are consistent with ABV policies reflecting the principles of non-discrimination, equality and inclusion. These policies also place an emphasis on gender equality, the protection of children, inclusion of people with a disability and the rights of minorities, vulnerable or marginalised groups.

In line with the ACFID Code of Conduct, ABV is committed to maintaining transparency and integrity. ABV has a complaints resolution procedure in place and regularly works in partnership with other non-government organisations. In 2013–14, ABV successfully completed the rigorous compliance self-assessment as part of the Code. The activity enabled ABV to gain a better understanding of programs and practices, along with areas for improvement.

## Internal audits

As part of ABV's internal audit program, two audits were conducted in 2013–14 relating to AVID pre-assignment arrangements and regulatory compliance.



*ABV's trade booth at the 30th Australian Papua New Guinea Business Forum in Cairns.*

# Volunteers and assignments

ABV recognises the importance of its volunteers. It is through them that ABV was able to do its work and achieve its mission in 2013–14.

## AUSTRALIA

Volunteer	Assignment	Host organisation	Program
Ellen Johnson	Disaster Management Planning	Gold Coast City Council	IBM
Melinda Matthews	Disaster Management Planning	Gold Coast City Council	IBM
Melanie Roberts	Disaster Management Planning	Gold Coast City Council	IBM
Stanley Sismey	Pre-assignment Process Audit	Australian Business Volunteers	ABV
Gordon Stevens	Internal Regulatory Compliance Audit	Australian Business Volunteers	ABV
Maja Vukovic	Disaster Management Planning	Gold Coast City Council	IBM
Graham Wright	Disaster Management Planning	Gold Coast City Council	IBM

## CAMBODIA

Volunteer	Assignment	Host organisation	Program
Barry Coulthurst	Risk Assessment and Management Advisor	Cambodian Business Integrated in Rural Development (CBIRD) Microfinance Institution	AVID
Beatrice Duffield	Business Planning and Funding Advisor	Chumkriel Language School	AVID
Brigitte Dufour	Organisational Development Advisor	Ragamuffin Cambodia	AVID
John Field	Finance Management Advisor	Peace and Development Aid Organisation	AVID
Boronia Foley	Human Resources Advisor	Cambodia Centre for Independent Media	AVID
Richard Goldberg	Fundraising Advisor and Mentor	Help Age Cambodia	AVID
John Lalor	Business Development Advisor	Cambodian Mine Action Centre	AVID
Joyce Lillyin	Human Resources and Management Advisor	SAMIC Plc	AVID
Ruby Madan	Social Enterprise Strategy Advisor	Anjali House	AVID
Peter Stanbury	Museum Exhibition and Management Advisor	National Museum of Cambodia	AVID
Virginia Todd	Strategic Management Advisor	Nak Akphivath Sahakum	AVID
Gregory Whitbourne	Recycling Products Manufacturing Advisor	Funky Junk Recycled Community Interest Company	AVID





Volunteer	Assignment	Host organisation	Program
Jim Brill	Strategic Planning	City of Foshan	IBM
Peter Crosman	Strategic Planning	City of Foshan	IBM
David Cuenca	Communications and Academic Training	Shandong Jianzhu University	IBM
Karen Finkbeiner	Strategic Planning	City of Foshan	IBM
Lukas Harcarik	System Optimisation and Organisational Management	Shandong Jiacheng Technology Co. Ltd.	IBM
Suhas Jois	Organisational and Project Management Training	Shandong Zhengyuan Geophysical Information Technology Co. Ltd.	IBM
Julie Nemirovsky	Communications and Academic Training	Shandong Jianzhu University	IBM
Anatoli Olkhovets	Strategic Planning	City of Foshan	IBM
Suresh Othayoth	Curriculum Development	Shandong University	IBM
Gunilla Pettersson	Business Training Development	Youth Business China	IBM
June Prothmann (Liu)	Business Training Development	Youth Business China	IBM
Kathy Purdy	System Optimisation and Organisational Management	Shandong Jiacheng Technology Co. Ltd.	IBM
Siddharth Purohit	Strategic Planning	City of Foshan	IBM
Belinda Reynolds (Williams)	Business Training Development	Youth Business China	IBM
Philippe Sierra	Organisational and Project Management Training	Shandong Zhengyuan Geophysical Information Technology Co. Ltd.	IBM
Elida Sosa	Curriculum Development	Shandong University	IBM
Caroline Seymour Thomas	Strategic Planning	City of Foshan	IBM
Yasunori Tsuchida	System Optimisation and Organisational Management	Shandong Jiacheng Technology Co. Ltd.	IBM



Volunteer	Assignment	Host organisation	Program
Marg Beagley	Policy Analyst Advisor	Fiji Higher Education Commission	AVID
Peter Buckley	Monitoring and Evaluation Advisor	Community Support Network	AVID
Keith Carpenter	Finance Management Advisor	Gold Foundation	AVID
Ken Dusting	Strategic Development Advisor	Soqosoqo Vakamarama Taukei, Cakaudrove	AVID
Howard Jeffery	Office and Information Management Advisor	Fiji Girl Guides Association	AVID
Alan Johns	Strategic Advisor	The Golden Age Home	AVID
Yvonne Pittelkow	Database Development Advisor	Foundation for Rural Integrated Enterprises and Development (FRIEND)	AVID



# INDONESIA

Volunteer	Assignment	Host organisation	Program
Jala Adolphus	International Touring Development Manager	Yayasan Nan Jombang	AVID
Tim Barker	Micro Finance Advisor	Forum Bangun Aceh	AVID
Tim Barker	Organisational Management Advisor	Yayasan Rumah Perempuan	AVID
Alberto Benitez	Business Curriculum Development Training	Universitas Gadjah Mada	IBM
Seth Bravin	ICT Training	Sentra Advokasi Perempuan, Difabel dan Anak	IBM
Roger Brown	ICT Training	Sentra Advokasi Perempuan, Difabel dan Anak	IBM
Claudia Callegari	Business Curriculum Development Training	Universitas Gadjah Mada	IBM
Anne Campbell	Academic Advisor	Universitas Muhammadiyah Makassar	AVID
Gary Evans	Media Management Trainer	Universitas Padjadjaran	AVID
Joe Fay	Health Management Advisor	Yayasan Rama Sesana	AVID
Antonella Festa	IT Roadmap	Universitas Gadjah Mada	IBM
Yuanyuan He	Marketing Strategy Training	Provincial Tourism Office Daerah Istimewa Yogyakarta	IBM
Bob Howarth	Media Communications Trainer	Institute for Peace and Democracy	AVID
Peter Hudson	Fundraising Advisor	Yayasan Pendidikan Dwituna Rawinala	AVID
Jibu J.B. Sarojam	Business Curriculum Development Training	Universitas Gadjah Mada	IBM
Shannon Jones	ICT Training	Sentra Advokasi Perempuan, Difabel dan Anak	IBM
Nicole Katzenschlager	Marketing Strategy Training	Provincial Tourism Office Daerah Istimewa Yogyakarta	IBM
Daniel Kovari	Marketing Strategy Training	Provincial Tourism Office Daerah Istimewa Yogyakarta	IBM
Cecile Leach	Business Development Advisor	Yayasan Focil Indonesia	AVID
Jill Mason	Special Needs Curriculum Development Advisor	Sekolah Alam Medan	AVID
Wendy McKay	School Management Advisor	Pendidikan Anak Usia Dini Taman Bahagia	AVID
Andrew Neeson	Strategic Fundraising Advisor	Indonesia Disabled People's Association East Kalimantan	AVID
Elisa Price	Marketing Strategy Training	Provincial Tourism Office Daerah Istimewa Yogyakarta	IBM
Andrew Ross	Performing Arts Management Advisor	Ministry of Tourism and Creative Economy	AVID
Rosa Santiago Gomez	ICT Training	Sentra Advokasi Perempuan, Difabel dan Anak	IBM
Peter Snelson	Hospitality and Tourism Education Advisor	Yayasan Cahaya Tunas Indonesia	AVID
John Tapper	Business Development Trainer	Lemabaga Pengembangan Masyarakat Pesisir dan Pedalaman	AVID
Liz Taverner	Entrepreneurship Curriculum Advisor	Universitas Widya Gama Mahakam Samarinda	AVID
Jayaram Tazhaikudi Sivaramakrishnan	IT Roadmap	Universitas Gadjah Mada	IBM
Fiona Verity	Corporate Social Responsibility Researcher	Universitas Padjadjaran	AVID
Steven Watkins	Agribusiness Advisor	Organisation for the Coordination of Natural Resource Management Research	AVID
Marianne West	School Monitoring and Evaluation Advisor	Dinas Pendidikan Nasional Kota Kendari - Pengawas Sekolah	AVID

## LAO PDR

Volunteer	Assignment	Host organisation	Program
Donna Phillips Ryan	English Teacher Training and Development of Teaching Resources	Champasak University	AVID
Jane Kennedy	Organisational Management Trainer	Quality of Life Rehabilitation Association	AVID
Donna Phillips Ryan	Academic Communication Training Officer	Champasak University	AVID
David Harrington	Graphic Design Trainer	Souphanouvong University	AVID
Prudence Mooney	Legal Communications Training Officer	Ministry of Industry and Commerce	AVID
Daniel Garlick	Communications Advisor	Gender Development Association	AVID
Richard Goldberg	Funding Development Advisor	Lao Women's Union	AVID
Ruth Coulthurst	Curriculum Development and Training Advisor	Souphanouvong University	AVID
Emi Weir	Business Development Advisor	Lao Disabled Women Development Center	AVID
Robert Hosking	Monitoring and Evaluation Advisor	Lao PDR Ministry of Energy and Mines	AVID

## MALAYSIA

Volunteer	Assignment	Host organisation	Program
Farhana Alarakihiya	Strategic Planning	Negeri Sembilan City Council	IBM
David Medeiros	Strategic Planning	Negeri Sembilan City Council	IBM
Tien Nguyen	Strategic Planning	Negeri Sembilan City Council	IBM
Alberto Rangogni	Strategic Planning	Negeri Sembilan City Council	IBM
Nico Van Ruiten	Strategic Planning	Negeri Sembilan City Council	IBM
Hiroshi Yamamoto	Strategic Planning	Negeri Sembilan City Council	IBM

## NEW CALEDONIA

Volunteer	Assignment	Host organisation	Program
Ian McDonell	Civil Registration and Vital Statistics Legislation	Secretariat of the Pacific Community - New Caledonia	Partnerships



ABV Volunteer Richard Goldberg (centre) with staff from the Lao Women's Union.

# PAPUA NEW GUINEA

Volunteer	Assignment	Host organisation	Program
Tim Barker	Microfinance Project Advisor	Bank of Papua New Guinea	AVID
Michelle Bonnici	Organisational Development Advisor	Goroka Urban Local Level Government	AVID
John Chambers	Property Management Advisor	AAA Zenag Properties	Partnerships
U Chit	Accounting and Financial Management Advisor	Milne Bay Provincial Health Authority	AVID
Peter Corless	Administrative Advisor	Security Assistance Services PNG Limited	AVID
Mary Fathers	Finance and Audit Advisor	Touching the Untouchables	AVID
Susan Forrest	Hospitality Management Advisor	Rubio Plantation Retreat	AVID
Kate Lollback	PNG Industry Malaria Initiative*	Oil Search Health Foundation	Partnerships
Julie Lowe	Financial Management Advisor	VETSEC Limited	AVID
Rick Nehmy	Administrative Advisor	VETSEC Limited	AVID
Jan Norton	Financial Management Advisor	Security Assistance Services PNG Limited	AVID
Doug Robbins	Hospitality Management Advisor	Kavieng Niu Lodge	AVID
Bevan Sharp	Tourism Development Advisor	Milne Bay Tourism Bureau	AVID
Bevan Sharp	Business Development Advisor	Ralum Country Club	AVID
Naomi Stenning	Monitoring and Evaluation Advisor	Milne Bay Provincial Health Authority	AVID
Derk Swieringa	Operations, Management and Finance Trainer	UN Women PNG	AVID

\* Over six assignments

# THE PHILIPPINES

Volunteer	Assignment	Host organisation	Program
Ryan Begley	Smarter Cities Transportation	Makati City Government	IBM
John Cartwright	Production Process Advisor	Gifts and Graces Fair Trade Foundation, Inc.	AVID
Joe Cheetham	Occupational Health and Safety Advisor	National Federation of Cooperatives of Persons with Disability	AVID
Scott Collins	Project/Database Management and Marketing	Department of Education Philippines	IBM
Tony Critchley	Marketing and Promotions Advisor	Central Bicol State University of Agriculture	AVID
Peter Dorman	Production Management Advisor	National Federation of Cooperatives of Persons with Disability	AVID
Nathaniel Dy	Smarter Cities Transportation	Makati City Government	IBM
Anurag Garg	Process Analysis and Review	Makati City Government	IBM
Thiago Guimaraes Moraes	Project/Database Management and Marketing	Department of Education Philippines	IBM
Dawn Harris	Traffic Management Training Improvements	Metropolitan Manila Development Authority	IBM
Diana Heng	Product Marketing Advisor	Tahanan Sta. Luisa, Inc.	AVID
Robert Hill	Marketing and Business Development Trainer	Bahay Tuluyan	AVID
Trish Hodgson	Handicraft Product Improvement Advisor	Tahanan Sta. Luisa, Inc.	AVID
Mamnoon Jamil	Smarter Cities Transportation	Makati City Government	IBM



Mustafa Kaya	Process Analysis and Review	Makati City Government	IBM
Garry Kennedy	Entrepreneurship Development Advisor	Central Bicol State University of Agriculture	AVID
Sameer Keskar	Database Management and Organisational Development	Metropolitan Manila Development Authority	IBM
Wesley Kowalski	Smarter Cities Transportation	Makati City Government	IBM
Pierrine Mangnus	Database Management and Organisational Development	Metropolitan Manila Development Authority	IBM
Vijaya Matt	Project/Database Management and Marketing	Department of Education Philippines	IBM
Barry McPhee	Organisational Review and Planning Advisor	Bethsaida Community Based Rehabilitation	AVID
Brian Mell	Smarter Cities Transportation	Makati City Government	IBM
Miagros Orozco Martin	Database Management and Organisational Development	Metropolitan Manila Development Authority	IBM
Andrea Sculco	Process Analysis and Review	Makati City Government	IBM
Valeria Signoris	Traffic Management Training Improvements	Metropolitan Manila Development Authority	IBM
Lisa Smith	Smarter Cities Transportation	Makati City Government	IBM
Dante Tagle	Social Enterprise Advisor	Gelacio I. Yason Foundation Family Farm School, Inc.	AVID
Yuji Uchiyama	Traffic Management Training Improvements	Metropolitan Manila Development Authority	IBM
Andrew Whittaker	Marketing and Promotion Specialist	Simbag sa Pag-Asenso Inc.	AVID

## SOLOMON ISLANDS

Volunteer	Assignment	Host organisation	Program
Peter Charlton	Business Process Improvement Trainer	Solomon Islands Water Authority	AVID
Wendy Flahive	Women Counsellors' Advisor	Noro Safe House	AVID
Anthony Green	Furniture Production Advisor	Hatanga Hardwoods Ltd.	AVID
Sally Heukers	Sales and Marketing Advisor	Star Print and Publishing Company Limited	AVID
Stephanie Perrott	Women Counsellors' Trainer	Christian Care Centre	AVID
Nicole Plant	Real Estate Business Advisor	Premiere Real Estate Property Management and Developers Limited	AVID
Noven Purnell-Webb	IT and Website Advisor	National Parliament of Solomon Islands	AVID
Chris Raddatz	Finance and Assets Advisor	YWCA of the Solomon Islands	AVID
Rona Taylor	Production and Product Development Advisor	Kokonut Pacific Solomon Islands Ltd	AVID

# THAILAND

Volunteer	Assignment	Host organisation	Program
John Sargent	Enterprise Development and Microfinance Technical Advisor	International Labour Organisation Regional Office for Asia and the Pacific	AVID
Robert Zabel	Strategic Planning	Khon Kaen City	IBM
Vinod Menon	Strategic Planning	Khon Kaen City	IBM
Geraint Thomason	Strategic Planning	Khon Kaen City	IBM
Gregory Kelaart-Courtney	Strategic Planning	Khon Kaen City	IBM
Hance Huston III	Strategic Planning	Khon Kaen City	IBM
Steven Watkins	Enterprise Development and Microfinance Advisor	International Labour Organisation Regional Office for Asia and the Pacific	AVID

# TIMOR LESTE

Volunteer	Assignment	Host organisation	Program
Barry Brown	Financial Management Advisor	Empreza Di'ak	AVID
Julie Lowe	Financial Management Advisor	Women and Children's Legal Aid	AVID
Julie Lowe	Financial Management Advisor	Judicial System Monitoring Programme	AVID
Michael Taverner	Strategic Planning Advisor	Fundasaun Ba Desemvolvetu Comunidade Timor-Leste	AVID
Ian Oxenford	Organisational Management Advisor	Institutu Matadalan Integradu	AVID
Derarca O'Mahony	Strategic Management Advisor	Igreza Protestant Iha Timor Lorosa	AVID
Chris Hollonds	Small Business Advisor in Construction	Ahisaun Disabilities Foundation	AVID
Frances Carter	Finance Management Advisor	Community Housing Limited Industries	AVID
Mary Fathers	Accounting Advisor	Empreza Di'ak	AVID

# VANUATU

Volunteer	Assignment	Host organisation	Program
Barrie Hawkins	Project Management Advisor	Vanuatu Christian Council	AVID
Brian Heatherich	Information and Risk Management Advisor	Vanuatu Department of Customs and Inland Revenue	AVID
Chris Hinds	Media Trainer	Transparency Vanuatu	AVID
Nancy Lane	Communications Rebranding Advisor	Vanuatu Qualifications Authority	AVID
Jennifer Marshallsea	Contract Management Advisor	Vanuatu Public Works Department	AVID
John Randall	Business Development Advisor	Vanuatu Rural Development and Training Centres' Association	AVID
John Randall	Business Development Advisor	Vanuatu Rural Development and Training Centres' Association	AVID
Bevan Sharp	Tourism Business Development Officer	Malampa Tourism Office	AVID
John Thompson	Website Development Advisor	Ministry of Justice and Community Services	AVID
Paulette Tyhuis	Database Development Advisor	Vanuatu Qualifications Authority	AVID

<b>Volunteer</b>	<b>Assignment</b>	<b>Host organisation</b>	<b>Program</b>
Anita Afford	Gender Development Advisor	Culture Identity and Resource Use Management	AVID
Debra Bakker	Business Development Advisor	Deafcraft5Colors	AVID
Bhadresh Dhokiya	IT Management Training	Department of Health of Dong Nai Province	IBM
Veera Dikshit	Health Promotion	Department of Health of Dong Nai Province	IBM
Erin DiManno	Health Promotion	Department of Health of Dong Nai Province	IBM
Beatrice Duffield	Business Strategy Development Advisor	Center for Research and Education of the Deaf and Hard of Hearing	AVID
Andrew Finegan	Museum Management Advisor	Hoi An Centre for Heritage Management and Preservation	AVID
Giles Freeman	Website Advisor	Advancement of Community Empowerment and Partnership	AVID
Alistair Henchman	Tourism Planner	Center for Community Health and Development	AVID
Alistair Henchman	Cultural Heritage Program Development Advisor	Hoi An Centre for Heritage Management and Preservation	AVID
Robert Hill	Business Development Advisor	Green Innovation and Communication Co. Ltd	AVID
Trish Hodgson	Design and Development Trainer	Craftbeauty	AVID
Alena Kozubova	Innovative Solutions and Project Management	Department of Science and Technology	IBM
Julienne McKay	Health Communications Officer	Marie Stopes International in Viet Nam	AVID
Radek Ondovcak	IT Information Security Solutions	Department of Science and Technology	IBM
Zulima Posada Montes	IT Management Training	Department of Health of Dong Nai Province	IBM
Thomas Simpson	IT Information Security Solutions	Department of Science and Technology	IBM
Simone Somma	Health Promotion	Department of Health of Dong Nai Province	IBM
Gillian Stainforth	International Sales & Marketing Manager	TOHE Joint Stock Company	AVID
Kelly Teal	Innovative Solutions and Project Management	Department of Science and Technology	IBM
Vinod Valecha	Innovative Solutions and Project Management	Department of Science and Technology	IBM
Maria Ward	IT Information Security Solutions	Department of Science and Technology	IBM

# Financial statements

# 04

**MOORE STEPHENS**  
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## INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEE OF AESOP FOUNDATION  
(ABN 89 008 612 431)

### Report on the Financial Report

We have audited the accompanying financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation (the trust), which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ending 30 June 2014, notes comprising a summary of significant accounting policies and other explanatory information, and the trustee company's directors' declaration.

#### *Trustee's Responsibility for the Financial Report*

The trustee is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the trust deed and for such internal control as the trustee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the trustees, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### *Independence*

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

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*Auditor's Opinion*

In our opinion the financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation gives a true and fair view of the trust's financial position as at 30 June 2014 and of its performance for the year ended on that date in accordance with Australian Accounting Standards and the trust deed.

A handwritten signature in black ink, appearing to read "Selina Stanford". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

Selina Stanford  
Director

Dated: 13 October 2014

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**INDEPENDENT AUDITOR'S REPORT  
ON THE CODE OF CONDUCT SUMMARY FINANCIAL REPORT  
TO THE TRUSTEES OF AESOP FOUNDATION  
(ABN 89 008 612 431)**

The accompanying Code of Conduct summary financial report, which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and table of cash movements for designated purposes for the year then ended and related notes, is derived from the audited financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation (the trust), for the year ended 30 June 2014. We expressed an unmodified audit opinion on that financial report in our report dated 13 October 2014.

The Code of Conduct summary financial report does not contain all the disclosures required by Australian Accounting Standards. Reading the Code of Conduct summary financial report, therefore, is not a substitute for reading the audited financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation.

*Management's Responsibility for the Code of Conduct Summary Financial Report*

Management is responsible for the preparation of the Code of Conduct summary financial report on the basis described in Note 1, which is to comply with the reporting guidelines as set out in the ACFID Code of Conduct.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the Code of Conduct summary financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

*Auditor's Opinion*

In our opinion, the Code of Conduct summary financial report derived from the audited financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation for the year ended 30 June 2014 is consistent, in all material respects, with that audited financial report, and is in accordance with the reporting guidelines as set out in the ACFID Code of Conduct.



Selina Stanford  
Director

Dated: 23 October 2014

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## CODE OF CONDUCT SUMMARY FINANCIAL REPORT

Australian Business Volunteers Limited as Trustee for AESOP Foundation  
ABN 89 008 612 431

STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2014

	2014 \$	2013 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	1,031,799	863,747
Trade and other receivables	560,250	603,116
Other assets	42,298	92,394
<b>TOTAL CURRENT ASSETS</b>	<b>1,634,347</b>	<b>1,559,257</b>
<b>NON CURRENT ASSETS</b>		
Property, Plant and equipment	42,731	65,252
Intangibles	-	-
<b>TOTAL NON CURRENT ASSETS</b>	<b>42,731</b>	<b>65,252</b>
<b>TOTAL ASSETS</b>	<b>1,677,078</b>	<b>1,624,509</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	298,062	155,800
Unearned revenue	372,574	700,068
Provisions	63,023	57,101
<b>TOTAL CURRENT LIABILITIES</b>	<b>733,659</b>	<b>912,969</b>
<b>NON CURRENT LIABILITIES</b>		
Provisions	37,071	25,515
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>37,071</b>	<b>25,515</b>
<b>TOTAL LIABILITIES</b>	<b>770,730</b>	<b>938,484</b>
<b>NET ASSETS</b>	<b>906,348</b>	<b>686,025</b>
<b>EQUITY</b>		
Settlement capital	10	10
Retained earnings	906,338	686,015
<b>TOTAL EQUITY</b>	<b>906,348</b>	<b>686,025</b>

At the end of the financial year, the Trust had no balance in the following categories: Inventories, Assets held for sale, Other financial assets (current or non-current), Non-current trade and other receivables, Investment property, Other non current assets, Borrowings (current or non-current), Current tax liabilities, Other financial liabilities (current or non-current), Current provisions, Other liabilities (current or non-current), Reserves.

# CODE OF CONDUCT SUMMARY FINANCIAL REPORT

Australian Business Volunteers Limited as Trustee for AESOP Foundation  
ABN 89 008 612 431

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
<b>REVENUE</b>		
Donations and gifts		
Non-monetary	37,918	73,146
Donations and gifts - Australian Business Volunteers Ltd	<u>47,319</u>	<u>13,167</u>
	85,237	86,313
Grants		
AusAID (AVID)	2,762,434	2,612,146
Other	<u>1,063,208</u>	<u>1,036,815</u>
	3,825,642	3,648,961
Other Income		
Investment income (interest received)	7,503	6,853
Other income	60,045	232,802
Unrealised gain on foreign exchange	<u>-</u>	<u>68,972</u>
	67,548	308,627
<b>TOTAL REVENUE</b>	<u><u>3,978,427</u></u>	<u><u>4,043,901</u></u>
<b>EXPENDITURE</b>		
<b>International Aid and Development Program Expenditure</b>		
International programs		
Funds to International programs (AVID)	1,520,652	1,446,508
Other program expenses	<u>500,331</u>	<u>608,697</u>
	2,020,983	2,055,205
Accountability and administration		
Administrative expenses	458,799	388,685
Employee expenses	<u>1,240,404</u>	<u>1,177,680</u>
	1,699,203	1,566,365
Non-monetary expenditure	37,918	73,146
<b>Total International Aid and Development Program Expenditure</b>	<u>3,758,104</u>	<u>3,694,716</u>
<b>TOTAL EXPENDITURE</b>	<u><u>3,758,104</u></u>	<u><u>3,694,716</u></u>
<b>Surplus/(Deficit) for the period</b>	<u><u>220,323</u></u>	<u><u>349,185</u></u>
Other Comprehensive income	-	-
<b>Total comprehensive income (loss)</b>	<u><u>220,323</u></u>	<u><u>349,185</u></u>

During the financial year ended 30 June 2014, there were no amounts received or incurred by the Trust for the following categories: Bequests and Legacies, Grants (Other Australian), Revenue or expenses for International Political or Religious Programs, International programs (Program support costs and Community Education), Fundraising costs (Public costs or Government, multilateral and private) and Domestic programs expenditure.



## CODE OF CONDUCT SUMMARY FINANCIAL REPORT

Australian Business Volunteers Limited as Trustee for AESOP Foundation

ABN 89 008 612 431

STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2014

	Retained Earnings	Settlement Capital	Total
	\$	\$	\$
<b>Balance for 1 July 2012</b>	<u>336,830</u>	<u>10</u>	<u>336,840</u>
Net surplus/ (deficit) for the year	349,185	-	349,185
Other comprehensive income	-	-	-
Total comprehensive income for the year	<u>349,185</u>	<u>-</u>	<u>349,185</u>
<b>Balance as at 30 June 2013</b>	<u>686,015</u>	<u>10</u>	<u>686,025</u>
Net surplus/ (deficit) for the year	220,323	-	220,323
Other comprehensive income	-	-	-
Total comprehensive income for the year	<u>220,323</u>	<u>-</u>	<u>220,323</u>
<b>Balance as at 30 June 2014</b>	<u>906,338</u>	<u>10</u>	<u>906,348</u>

During the financial year ended 30 June 2014, there were no adjustments or changes in Equity, other than the surplus for the year.

TABLE OF CASH MOVEMENTS FOR DESIGNATED PURPOSES  
FOR THE YEAR ENDED 30 JUNE 2014

	Cash available at the beginning of the year	Cash raised during the year	Cash disbursed during the year	Cash available at the end of the year
	\$	\$	\$	\$
AVID funding of overseas volunteer program	634,974	2,384,022	(2,682,910)	336,086
Total for other purposes	<u>228,773</u>	<u>1,107,417</u>	<u>(640,477)</u>	<u>695,713</u>
Total	<u>863,747</u>	<u>3,491,439</u>	<u>(3,323,387)</u>	<u>1,031,799</u>

## CODE OF CONDUCT SUMMARY FINANCIAL REPORT

Australian Business Volunteers Limited as Trustee for AESOP Foundation  
ABN 89 008 612 431

### NOTES TO THE SUMMARY FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014

#### Note 1: Summary of significant accounting policies

##### (a) Basis of Preparation

The summary financial report is a special purpose financial report that has been prepared in accordance and to comply with the reporting guidelines as set out in the ACFID Code of Conduct.

The summary financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

##### (b) Financial Statements

A full set of financial statements for Australian Business Volunteers Limited as trustee for AESOP Foundation will be available on the Australian Business Volunteers website after the annual general meeting.

#### Note 2: Fundraising activities

Income is derived from Grants, Interest and International Development Programs sponsored by Corporates as part of their Community Social Responsibility commitments, including provision of fee-for-service project management, leadership programs and training. No direct fundraising activities have been undertaken in the current year.

## About this report

This Annual Report is a summary of organisational performance during the 2013–14 financial year. Australian Business Volunteers (ABV) is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory, ABV is committed and fully adheres to the ACFID Code of Conduct, conducting its work with transparency, accountability and integrity.

ABV has prepared this report in reference to the guidelines outlined in the Code. The report reflects ABV's commitment to high standards of financial reporting, management and ethical practice. ABV is committed to open and accountable governance and encourages feedback. To provide feedback or to lodge a complaint against the organisation, please email [info@abv.org.au](mailto:info@abv.org.au). The Complaints Handling Policy can be found on the ABV website. If the complainant is not satisfied with the response and believes the organisation has breached the ACFID Code of Conduct, the individual can lodge a complaint with the ACFID Code of Conduct Committee at [code@acfid.asn.au](mailto:code@acfid.asn.au). Information about how to make a complaint can be found at [www.acfid.asn.au](http://www.acfid.asn.au).

The 2013–14 Annual Report and past annual reports, along with audited financial reports, can be accessed via the ABV website at [www.abv.org.au](http://www.abv.org.au). Hard copies of these reports are also available upon request from ABV.

## Credits

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Strengthening businesses and, through them, communities

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ACFID  
MEMBER