



AUSTRALIAN BUSINESS VOLUNTEERS

Strengthening businesses and, through them, communities

**ANNUAL REPORT
2016-2017**

ABOUT ABV

Working across Asia and the Pacific, Australian Business Volunteers (ABV) delivers development projects implemented by experienced business-skilled volunteers. ABV's origins go back to 1981 as a partnership between the Australian Government and the then Confederation of Australian Industry to establish what was then called the Australian Executive Service Overseas Program (AESOP).

ABV is unique among international development organisations in that its focus has always been on strengthening the private sector, with a vision of alleviating poverty through inclusive economic growth. With long-term experience implementing capacity building programs using different models, ABV collaborates with its partners to create effective development projects which are customised, needs-based, and community driven.

While a proportion of ABV's activities have been funded through the Australian Government's Australian Volunteers for International Development program, increasingly ABV partners with corporates, institutions and other donors. A major reason for this is that ABV's focus on inclusive economic growth and private sector development means ABV is able to design development projects which can deliver shared value for donors and communities.

VISION

To alleviate poverty by using business expertise to drive inclusive economic growth and well-being.

MISSION

Strengthen business and institutions to enable a strong and vibrant private sector.

VALUES

ABV's core value is altruism which is underpinned by the following principles:

- We build capacity by transferring skills and knowledge
- We work with integrity, delivering what we promise and demonstrating impact
- We are collaborative and respectful in our approach, drawing on the cross-section of local community, business and government to develop targeted and sustainable solutions





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Top Fiona Carr (R) with Tony Vigil, her counterpart during her AVID assignment with the Papua New Guinea Cocoa Board
Bottom Ric Jay (R) with counterpart Geachleang Seng during his AVID assignment with SHE Investments in Cambodia



CHAIR'S REPORT

Mark Epper

Times are a-changing at ABV. Reflecting on the past year while writing my first ABV chair's report, I am pleased to say that ABV is currently in a great space and healthy state. Sure, our world is different to 12 months ago, but we are well positioned to make ABV stronger. How have we achieved this?

Simply through the dedication and hard work of the ABV staff, and the continued support we get from our partners and volunteers. Thank you all. I also appreciate the extra burden the Board has encountered during the past year.

So what's changed?

- Our last volunteers are currently in the field under the existing AVID arrangements. As you are aware ABV was not successful in the tender for the management of the Australian Volunteer Program (AVP) which commences effectively from 1 January 2018. But we understand that there may be opportunities for ABV to continue supporting AVP with our volunteers and we look forward to exploring this.
- The diversification of ABV's activities continues and we are currently working with a number of partners on some exciting opportunities in South East Asia, PNG and the Pacific. These opportunities will involve our volunteers and support our mission of strengthening businesses, and through them, communities in the region. I was fortunate to visit Port Moresby in early August 2017 and I saw and met first hand several of our current and future partners in PNG. I was very impressed by the high esteem they hold for ABV.
- In May, after 5 years as CEO and many more as a volunteer and Board member, Sarah O'Connor tendered her resignation which was effective 31 August 2017. Sarah made a significant contribution to ABV and her drive and leadership was invaluable in some difficult and challenging times. We wish Sarah all the best.

- The Board undertook an exhaustive search for a new CEO and we are delighted to welcome Liz Mackinlay to that position. Liz has only been on board for several weeks and has already impressed with her enthusiasm, industry knowledge and leadership. The Board and staff are looking forward to working with Liz as we reposition the organisation and build on the foundations already in place.
- Finally, there has been some changes to the Board. Fiona Jolly, previous Chair, stood down at last year's AGM after 3 years as Chair and another 3 on the Board. Long serving director Ilan Rimer resigned during the year. Fiona and Ilan made significant contributions and sacrificed much time and energy serving ABV. Thank you.
- The Board resources were strengthened by Elly Patterson's election last AGM and Elly's contribution is already most welcome. Other hard working directors, Fran Healey, Sue Kluss and John Field continue to serve ABV diligently.
- The Board is confident that these changes will be advantageous to ABV and we look forward to working with Liz and the great team she has inherited, our business partners, and our volunteers, to positively impact the future for all ABV stakeholders, particularly the communities we serve.

I commend the annual report to you. It is a great snapshot of our achievements in the last year.

The diversification of ABV's activities continues and we are currently working with a number of partners on some exciting opportunities in South East Asia, PNG and the Pacific.



OUTGOING CEO'S REPORT

Sarah O'Connor

Having departed as CEO in August 2017 I feel privileged to have been a part of the ABV story over the past decade. Our work is as relevant today as it was when we began as AESOP in 1981. I have thoroughly enjoyed this role, but perhaps most of all I have enjoyed meeting small business owners who have told me how our volunteers have given them the courage and wherewithal to grow and generate income to support their families.

Over recent years the ABV team has worked hard to diversify our programs so that we can operate independently of government and with a voice to advocate on behalf of the communities we work with. We have generated some new and exciting partnerships that are now coming to fruition. The renewal of our SME mentoring program, YES, has been a highlight for me and to see it evolve shows just how applicable ABV's mentoring model is to a range of development scenarios. By moving towards long-term partnerships underpinned by strong program design, ABV has become a solid international development organisation whereby the community is put first and sustainable impact is our primary goal. We have always known that our work is important but we can now demonstrate it with our Monitoring, Evaluation, Reporting and Improvement framework guiding our approach.

With the stewardship of the ABV Board led by Chair Mark Epper, I have every confidence that ABV will continue to go from strength to strength. I have worked with an amazing team of people who share the commitment to ABV's purpose and I thank all of them for their professionalism and tenacity in often challenging circumstances. Finally thank you to all our volunteers, who are our "IP" and make ABV what we are today.



INCOMING CEO'S REPORT

Liz Mackinlay

I would like to thank Sarah O'Connor for leading ABV over the last five years, including the 2016-17 financial year. Having come on board in October 2017 the development of this annual report has been a useful means for me to be introduced to ABV's activities. As readers will learn 2016-17 was a most eventful year with ABV delivering a large number of projects, developing new models and establishing several new partnerships.

As I have met with our stakeholders and led strategic planning workshops it has been obvious how much opportunity there is for ABV to grow and diversify. For 35 years ABV has been delivering impactful business-focused development projects, yet it is only recently, with the Sustainable Development Goals' emphasis on involving the private sector, that the wider international development community has caught up.

There is now widespread acknowledgement that businesses, and in particular corporates should, and indeed need to be involved in international development efforts. It is clear that 2016-17 was a busy and challenging year for the organisation, but I see ABV as being very well placed to play a leading role in this new paradigm. It is an exciting time to be starting out with ABV, and I look forward to exploring new opportunities with our stakeholders and the broader Australian business community.

ABV'S MONITORING EVALUATION REPORTING AND IMPROVEMENT FRAMEWORK, AND THIS ANNUAL REPORT

This annual report is structured around the four outcomes of ABV's Monitoring Evaluation Reporting and Improvement (MERI) framework.

MERI articulates ABV's commitment to long-term impact and change in the communities in which the organisation works, and to learning and being more accountable to donors and partners. The MERI framework, which can be viewed opposite, is based on four pillars which set out four clear outcomes, which if achieved indicate that ABV's projects and programs are contributing to its mission.

These four outcomes are:

- Improved socio-economic conditions
- Strong volunteer integration
- Community-driven partnerships
- Strong organisational capacity

Particular focus is given to the 'Improved socio-economic conditions' pillar, because this pillar sets out ABV's theory of change.



Mollie Bain (back row 3rd from left) with participants in her marketing training program during her AVID assignment in Alotau

THE ABV 'MERI' FRAMEWORK

MISSION:

STRENGTHEN BUSINESSES AND INSTITUTIONS TO ENABLE A STRONG AND VIBRANT PRIVATE SECTOR

VISION:

TO ALLEVIATE POVERTY BY USING BUSINESS EXPERTISE TO DRIVE INCLUSIVE ECONOMIC GROWTH AND WELL-BEING



*INFOGRAPHICS OVER PAGE RELATE TO OUTCOME 1: IMPROVED SOCIO-ECONOMIC CONDITIONS

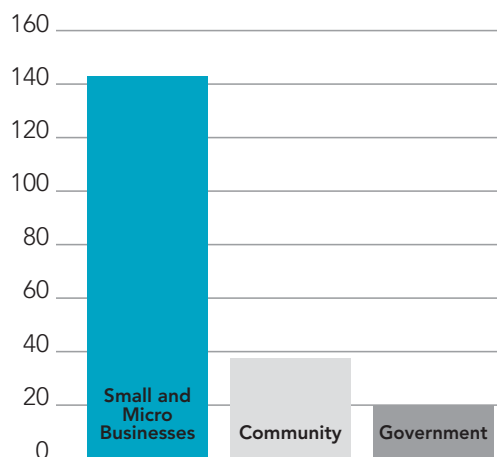
MERI OUTCOME 1

IMPROVED SOCIO-ECONOMIC CONDITIONS

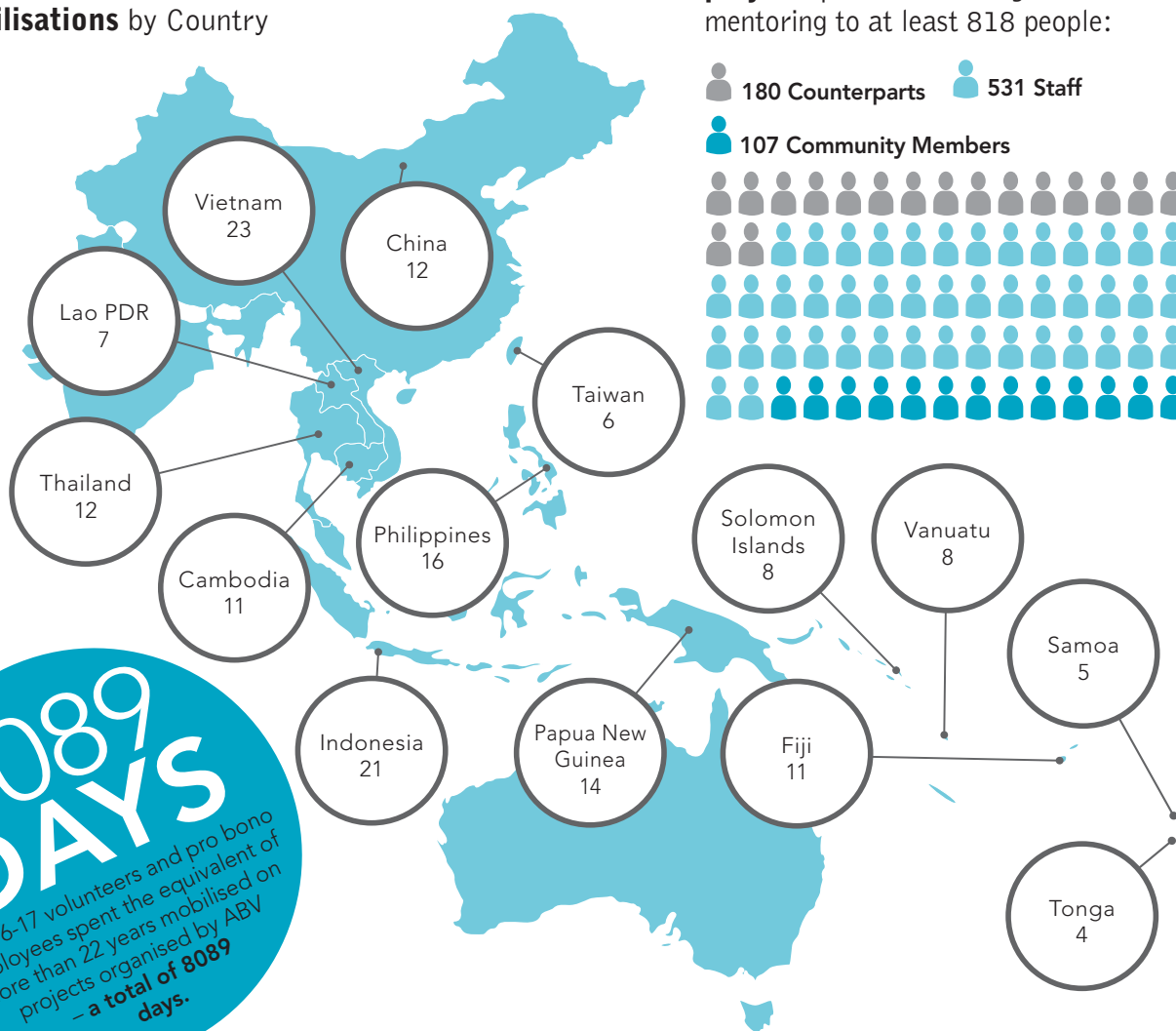
A FOUNDATIONAL ACTIVITIES

Ethical people-centred development projects and programs with business, government and community organisations are developed and promoted.

Number and type of organisations which received training and mentoring



Mobilisations by Country



8089 DAYS

In 2016-17 volunteers and pro bono employees spent the equivalent of more than 22 years mobilised on projects organised by ABV – a total of 8089 days.

B IMMEDIATE INDIVIDUAL OUTPUTS

Organisations have improved business and organisational skills.



24%

of projects resulted in improved accounting



38%

of projects resulted in new products



74%

of projects resulted in adopting new procedures



45%

of projects resulted in a business strategic plan



48%

of projects improved product quality

C INTERMEDIATE ORGANISATIONAL OUTCOMES

Organisations have implemented sustainable business and organisational practices in their communities.



38%

of projects increased productivity



14%

of projects resulted in the employment of additional staff



20%

of all projects created cost savings

Host organisations' views
on likelihood that outcomes
will be sustained



● 65% Highly and Very Likely
● 35% Likely



41%

of host organisations reported increased staff morale



53%

of projects increased the capacity of organisations to offer services

D LONGER-TERM COMMUNITY OUTCOMES

Communities have improved and sustainable economic and social conditions

EXAMPLES: These are some of the longer-term community outcomes to which ABV volunteers contributed, which were identified in 2016-17.

CASE STUDY
page 11



Around 500 marginalised and at-risk Vietnamese young people receive quality hospitality and life skills training at Vietnamese social enterprise 'Know One Teach One' (KOTO). The great majority are employed.

"Now before graduation most of them are snapped up by five star hotels and restaurants" – Jimmy Pham, KOTO founder.

Nine disadvantaged young people in Bogor have a meaningful livelihood running a social enterprise (SOLA) and help a children's charity stay afloat.

"The volunteer and the IBM team we hosted made a big impact on our social enterprise."

"We felt like we went to university, a three years business degree in three months!" – Abe, SOLA Manager





A grocery shop owner in Rabaul, Papua New Guinea can send his children to university.

"I wouldn't have been able to pay their fees if it weren't for the business training program"
– Ruai Tuam.

"We've been able to sell a lot more... Before the YES I was struggling, my business was not expanding, and so it was a really good thing to do."

CASE STUDY
page 13



A Port Moresby woman goes from sleeping on her brother's floor to paying off her own home.

"I've been empowered to a new level in person and business."



A family running a noodle business, along with 18,000 other rural Cambodians, accesses business loans. 79% of loan recipients are women.

"Without the ABV volunteers we might not have completed the business strategy"

– SAMIC General Manager

MERI OUTCOME 1

IMPROVED SOCIO-ECONOMIC CONDITIONS

In alignment with ABV's Monitoring Evaluation Reporting and Improvement (MERI) framework, in 2016-17 ABV developed and promoted ethical people-centred development projects and programs with business, government and community organisations.

AVID PROGRAM: FOUNDATIONAL ACTIVITIES, AND MERI OUTCOMES

In 2016-17 ABV worked in consortium with both Scope Global and AVI to deliver a component of the Australian Volunteers for International Development (AVID) program, an Australian Government initiative. In total ABV mobilised 70 Australian volunteers in 10 countries in Southeast Asia and the Pacific.

Assignment activities ranged from providing corporate governance advice to the Copra Millers of Fiji Ltd, to business development advice to the Cambodian Women's Resource Centre, and to business strategy advice to the Jakarta-based Association for Women In Small Business.

According to reports returned to ABV, at least 99 counterparts, 251 staff and 98 other community members were trained as a result of AVID assignments.

Common immediate outputs included:

- a business or strategic plan - 42% of assignments
- new products - 39% of assignments, and
- product quality improvements - 47% of assignments.

Around 80% of host organisations said the volunteer placed with them was good to excellent at transferring skills.

The most common organisational outcomes included:

- an increased capacity to offer services - 53% of host organisations
- increased staff morale - 47% of host organisations
- increased productivity - 35% of host organisations

100% of host organisations believed that assignment outcomes were likely, or very/highly likely to be sustained.

This financial year ABV staff visited several host organisations in Papua New Guinea and Indonesia to assess the longer-term community outcomes of AVID assignments delivered by ABV.

During these visits ABV observed communities with improved and sustainable economic and social conditions and spoke with organisations and community members who acknowledged the volunteers' contributions to these changes. Some community outcomes observed included:

- Thirty locals from the Milne Bay islands benefiting from the growing cruise tourism sector by making and selling mother-of-pearl jewellery with skills learned from Australian volunteers
- A group of nine disadvantaged young people from Bogor with a livelihood and contributing to the running of a not-for-profit with skills learned from an Australian volunteer.



Australian volunteer Bea Duffield (L) with small business owners she mentored at the Tonga Chamber of Commerce during her AVID assignment

VOLUNTEERS ARE CENTRAL TO VIETNAMESE SOCIAL ENTERPRISE'S SUCCESS

"Who we are today is because of the wonderful spirit of the volunteers that come and add to KOTO" says Jimmy Pham, the Australian-Vietnamese founder of the Vietnamese social enterprise 'Know One Teach One' (KOTO).

Since the early 2000s KOTO has hosted 14 short-term volunteers on assignments developed by Australian Business Volunteers (ABV) and 16 long-term volunteers on assignments through the Australian Volunteers for International Development (AVID) program and its predecessor volunteer programs. "I'm so grateful looking back at the people who have come and cared for KOTO and our mission, and given some great advice," he says.

Jimmy Pham launched KOTO in 1999 as a humble sandwich shop near the Temple of Literature in Hanoi as a way of providing skills and employment to a small group of disadvantaged young people. Today, KOTO is a world renowned and award winning social enterprise with restaurants in Ho Chi Minh and Hanoi, which provides a 24-month intensive training program in life skills, English language and hospitality for highly marginalised and at-risk young people. As well as having served the President of the United States, KOTO has appeared widely in the international media, including CNN, BBC, Forbes, PBS and The Australian.

There are usually two student intakes each year in each city and to date around 500 young people have entered the program. "17 years ago when I knocked on the door of hotels or restaurants and said 'my first class has graduated and could you hire them?' they basically laughed in my face and said 'don't be ridiculous – they steal, they lie, they cheat'", says Jimmy. "Now before graduation most of them are snapped up by five star hotels and restaurants."

KOTO is now viewed as a leading social enterprise in the region and a model to emulate, but according to Jimmy this was not always the case. These days social enterprises are widely seen as a powerful means of bringing about inclusive development. Back in the early 2000s however KOTO was somewhat of an outlier. "At the time social enterprise was a dirty word", says Jimmy "everyone was following the typical NGO way". "You were either an NGO or a business", and KOTO was neither.

He says that Vance Gledhill, a volunteer who helped develop a business plan, played an important role in setting KOTO's direction in this sometimes difficult environment. Jimmy says that Vance told the KOTO team to forget about concerns that KOTO did not fit the typical NGO model. He advised KOTO to really focus on developing its brand, and combining it with a strong mission, vision and values. "That has worked really well for us and has basically continued to this day" says Jimmy.

Vance's assignment was typical of the assignments developed by ABV in that it was directed at building the core capacities of the organisation. Other assignments focused on topics such as marketing strategies, program development and human resources management. To use Jimmy's words the assignments were "short and sweet", and "very deep dive." Longer-term assignments tended to focus on technical or vocational training in kitchen, office, and front of house skills.

Jimmy's strong view is that KOTO has been successful due to the commitment of many people including volunteers.

"It's a partnership."

The Australian Volunteers for International Development (AVID) program is an Australian Government initiative. All assignments referenced in this article were developed either by Australian Business Volunteers, Scope Global or Australian Volunteers International. Scope Global and Australian Volunteers International are delivery partners of the AVID program.



KOTO founder Jimmy Pham with KOTO trainees

**Australian
Volunteers**
FOR INTERNATIONAL
DEVELOPMENT

SMALL BUSINESS PARTNERSHIP PROGRAMS: FOUNDATIONAL ACTIVITIES, AND MERI OUTCOMES

In alignment with ABV's mission all of the partnership-based development projects which ABV undertook in 2016-17 focused on strengthening small business.

YES PROGRAMS

ABV delivered four Your Enterprise Scheme business training and mentoring programs in 2016-17. Each YES took place over four weeks and was delivered by two highly experienced business volunteers.

Munda, Solomon Islands: This YES had 18 participants from 16 Western Province tourism and hospitality businesses. Participants reported significant increases in their knowledge of business skills with more than half reporting increased skills in seven or more of the YES curriculum learning areas. Feedback from participants indicates that the YES should lead to long-term outcomes, with comments including "we learnt new ideas about how to manage and plan things in the next five years," and "the workshop has helped to get our business to a new level."

Apia, Samoa: This YES had 20 registered participants from 18 businesses, while a further seven participants benefited from mentoring visits. Businesses ranged from garages to clothing boutiques and to bakeries. Many participants were particularly interested in having an overall health check of their operations or in many cases – just to have a reconfirmation that they were doing the right thing for their businesses' future.

Arawa, Bougainville, Papua New Guinea: A women-only YES, 15 locals with a variety of businesses took part in this program. A key focus of this YES was accurate bookkeeping, providing these businesses with accurate accounts of expenses and profits. Participants were positive about the likelihood of longer-term outcomes with all participants confident that they could expand their businesses with their now accurately estimated profit margins.

Suva, Fiji: Nine participants took part in this program, with each receiving a minimum of four mentoring sessions. Participants reported significant increases in their knowledge of business skills such as SWOT, business planning, cash-flow and financial statements.

This financial year ABV also evaluated the impact of previous YES programs on PNG communities, organising in-person interviews with participants in two 2015 YES programs in Port Moresby and East New Britain. Using a 'most significant change' methodology ABV was able to identify long term outcomes as well as participants who had benefited the most from the program. In East New Britain it was Ruai Tuam. He credits skills learnt during the YES for turning his grocery business around, and being able to send his children to university. In Port Moresby it was Janet Yagur. She is adamant that the YES has had a profound impact on her life, as her real estate business has more than doubled and she is been able to purchase a home for herself and her son.



Rae Smart (2nd from left) with participants in the YES for women in Bougainville Papua New Guinea

WITH ABV'S YES PROGRAM JANET YAGUR'S BUSINESS GOES FROM STRENGTH TO STRENGTH

With family problems, and after losing her job as a real estate valuer Janet Yagur and her son were sleeping on her brother's living room floor.

"In Papua New Guinea family is very important, and if you don't have that then you don't have much support and have low status," says Janet. "I'm a professional woman, but because of family problems I lost a lot."

Although she had been laid off Janet had several contacts in the banking sector who knew she did her job very well. After a year with little income Janet started doing some freelance valuations work, and soon her tasks were building up.

"I got to be quite busy, so that I didn't have time for my son," says Janet. "Even so, I didn't think of myself as running a business, more like working for bread and butter. I was spending nearly everything I earned."

In late 2015 Janet attended the 'YES (Your Enterprise Scheme) for Women' program in Port Moresby, which ABV ran in partnership with the PNG Women's Chamber of Commerce and Industry. YES is an ABV model which sees two business volunteers mentoring and training groups of 15-20 small business owners in business basics over a month.

Nearly two years later Janet is adamant that the YES program has had profound impact on her operations and her life. "I've been empowered to a new level in person and business." For Janet confidence in herself and her ability to run a business was one of the most important things she got from the program. "I've always worked under people," she says. "The two business volunteers Sharon and Bea encouraged me to have confidence in my views, and speak up. I'm shy and reserved, and they really helped me come out of my shell."

Another important new skill was book-keeping. According to Janet "before, I was making money, but I never had any records of what I was doing. This program opened my eyes. I realised I can save, I can invest, instead of just living on a daily basis." Other important take-outs included an understanding of the importance of marketing, and time management.

"I've been empowered to a new level in person and business."



Janet Yagur

Following what she learned during the YES Janet bought proper book keeping software. With this information Janet was able to get a loan and move out of her brother's house. She was also able to take on an employee. These actions not only improved her efficiency, but have relieved pressures on Janet's time. "Having someone else to help me means I have more time for my son".

In just under two years Janet's operation has, in her words, "gone from strength to strength". She has more than doubled her income, and her earnings are so strong that she plans to pay off her new house within the year, and buy a larger one.

"I never thought that after doing the YES, things would be better for me and my son and even those around us," says Janet. "I am lucky that I made it out of my situation. I think my story and my business are encouraging for other women as well. I meet girls and women say 'if I can do it, you can do it.'"

"I really appreciate what ABV and the women's chamber have done for me. Because of the YES I have stepped up, stepped out and am stepping forward."

NEWCREST SMALL BUSINESS PROJECT

The first activity ABV delivered in partnership with Newcrest was a double assignment by ABV volunteers Nick Gorshenin and Shane Wise who conducted a scoping project associated with the corporation's Gosowong gold operation on the Indonesian island of Halmahera. During a busy six week period Nick and Shane engaged with the mine's CSR team, with many community leaders, university lecturers and other stakeholders, while also visiting local and regional markets and ports and government offices. The resulting report will provide the basis for future potential ABV assignments in the area.

PANAUST SMALL BUSINESS PROJECT

In November 2016 two long-time ABV volunteers; Christina Raddatz and Anthony Sim spent three weeks in the Frieda River region of PNG on a scoping double assignment. In this mountainous and remote area in the north-west of the country PanAust is currently in the pre-development phase of the Frieda River Copper-Gold Project. The result was a report on the prospects for small business development in the communities within the project area. If and when the project goes ahead, this report will be a valuable tool for ABV and PanAust in the design of a long-term community development plan.

CERTIFICATE IV BUSINESS PROGRAM WITH AUSTRALIA-PACIFIC TECHNICAL COLLEGE

ABV and Australia-Pacific Technical College (APTC) commenced a partnership to jointly implement a Certificate IV in New Small Business for Fijian women. The project saw five ABV volunteers partnering with the APTC trainer to mentor participants in the Cert. IV program. APTC has also asked ABV to provide additional volunteer mentors for trade graduates participating in a Cert IV in New Small Business to take place in the Solomon Islands in 2018.

"APTC has also asked ABV to provide additional volunteer mentors for trade graduates participating in a Cert IV in New Small Business to take place in the Solomon Islands in 2018."

INSTITUTIONAL STRENGTHENING PARTNERSHIP PROGRAMS: FOUNDATIONAL ACTIVITIES AND MERI OUTCOMES.

In line with ABV's mission the organisation worked to strengthen institutions to enable a strong and vibrant private sector in 2016-17.

BANK OF PAPUA NEW GUINEA PROGRAM

A single volunteer was placed on assignment under ABV's partnership with the Bank of PNG this financial year. This volunteer was placed with a Bank program called the Centre for Excellence in Financial Inclusion (CEFI), the national entity designed to coordinate and monitor all financial inclusion initiatives in Papua New Guinea. The assignment focused on developing CEFI's capacity to manage donor priorities. Staff have indicated that workshops on grant application writing have been particularly beneficial. A follow up assignment is scheduled for next financial year.

ABV also undertook a monitoring visit to assess the long-term organisational outcomes of seven previous ABV assignments with the bank. Through in-depth interviews with Bank staff ABV was able to identify important long-term changes in human resources, communications and records management as a result of ABV's assignments. In the words of one manager, "the Bank's vision is to be a contemporary bank, and the changes that the volunteers have contributed to...are driving the Bank to live up to what is happening globally."

DEPARTMENT OF FINANCE OF PAPUA NEW GUINEA GOVERNMENT PROGRAM

This financial year ABV delivered two assignments as part of an institutional strengthening program with the PNG Department of Finance. These assignments resulted in major reports and recommendations to the department which would revamp the department's organisational management, communications and reporting practices.

CORPORATE PRO BONO PROGRAMS: FOUNDATIONAL ACTIVITIES, AND MERI OUTCOMES

In 2016-17 ABV implemented several IBM Corporate Service Corps (CSC) projects and a Health Corps project, continuing a partnership with IBM that has existed since 2008. In addition ABV implemented a corporate pro bono program partnering with the Bank of the Philippine Islands.

BANK OF THE PHILIPPINE ISLANDS

In late 2016 regular ABV volunteers Earl Dacanay, Mark Greenshields, Matt Stone and Dante Tagle spent a busy several weeks at three local agricultural co-ops in the Philippines province of Negros Occidental assisting Bank of the Philippine Island (BPI) employees to conduct capacity building activities. Measured against the evaluation framework designed by ABV the program was a resounding success and has the potential to generate genuine long-term outcomes. BPI employees reported high levels of satisfaction, and BPI employees contributed to changes in co-op strategy, finances and management which have real potential to generate a measurable increase in agricultural production and yields over the next few years.

CORPORATE SERVICE CORPS

The CSC program helps communities around the world solve critical problems while providing IBM employees unique leadership development opportunities. By sending groups of 10 - 15 individuals from different countries for community-based assignments in emerging markets, the program has helped over 140,000 people since its inception.

In 2016-17 ABV supported 61 IBM employees deployed on five CSC teams to Bangkok – Thailand, Binh Duong – Vietnam, Bogor – Indonesia, Fuzhou - China, and Quezon City – Philippines. These teams completed 17 varied projects, from assisting the International Organisation for Migration to develop an app for domestic workers, to advising the Fujian Youth Volunteer Association on strategic planning, to helping the Philippines Statistical Authority with system architecture design.

Of those client organisations which reported, all advised that project objectives had been fully achieved, and around 90% believed that recommendations provided by the IBM employees were likely or highly likely to be implemented. Common outputs and outcomes of hosting CSC teams were reported as a business or strategic plan, improved product quality, and an increased capacity to offer services.

HEALTH CORPS

IBM Health Corps is a new program which partners with health organizations across the world, contributing the time and expertise of teams of IBMers for three weeks on site. In late 2016 ABV assisted with the implementation of a Health Corps project which saw six IBMers placed with the Centers for Disease Control, Taiwan.



IBM CSC China team 36 in Fuzhou

MERI OUTCOME 2

STRONG VOLUNTEER INTERGRATION¹

In alignment with ABV's Monitoring Evaluation Reporting and Improvement (MERI) framework, in 2016-17 ABV recruited and mentored an engaged community of volunteers with core business skills.

FOUNDATIONAL ACTIVITIES

VOLUNTEERS WITH CORE BUSINESS SKILLS RECRUITED AND MENTORED

At the end of the financial year ABV had a total of 430 registered volunteers. Reflective of ABV's strategy of recruiting volunteers with core business skills and experience, the most common occupations of ABV's volunteers were 'Business Administration Managers, Chief Executives, General Managers and Legislators'. All new volunteers underwent a registration process which included interviews, background checks and discussions with host organisations. ABV's volunteers were mentored through online training, pre-departure briefings, ongoing engagement with project managers during assignments, and via post-assignment de-briefs.

AN ENGAGED VOLUNTEER COMMUNITY

Reflecting the enthusiasm of ABV's volunteers as well as ABV's strategy of engaging the volunteer community 68% of assignments were carried out by volunteers who had previously undertaken an assignment with ABV. With 69% of volunteers extremely or very satisfied with their volunteering experience and 97% of volunteers

expressing an interest in volunteering again, there is a clear desire amongst the volunteer community to stay engaged.

ABV maintained close engagement with the volunteer community via a steady flow of content relevant to international volunteering through its social media channels, monthly volunteer newsletter and quarterly *Perspectives* magazine.

MERI OUTCOMES

ABV's volunteers have been successful in building capacity and active in the business growth of the organisations with which they worked in a culturally sensitive manner. All ABV registered volunteers who went on assignment in 2016-17 were required to undertake online cultural training, and their ability to undertake capacity building in culturally sensitive ways was continuously assessed during assignment and via post-assignment de-briefs.

Volunteers were also integral in promoting learning and informing the design and delivery of programs. ABV would like to thank:

- Robert Hill, Hal Judge, Jen Murray, Jan Norton, Colin O'Brien, Viti Simmons and Bea Duffield who were integral to the development of ABV's new YES StartUp curriculum.
- Hal Judge who provided assistance setting up ABV's new online resource.
- Alistair Henchman who assisted ABV with an audit of our Partnerships Contract processes.
- Marge Beagley, Peter Charlton, Louise Cummins, Ngaire Douglas, Robert Hill, Sheila Howell, Derarca O'Mahony, Pauline McCarthy, Karen Medica, Matt Stone, Judy Tier, Sharon Valentine, Steve Vandborg and David Gregory who between them undertook around 40 interviews of new volunteers.
- Mandy Hughes who assisted with video production.
- The many other volunteers who provided ad hoc support and advice to ABV on a variety of program design activities and represented us at networking events.



ABV volunteer Anthony Sim (third from right) with Sokomin men at community visit as part of the ABV-PanAust partnership

68



% of assignments were carried out by volunteers who had previously undertaken an assignment

¹ The information in this section relates to ABV's registered volunteers rather than corporate employees on pro bono programs implemented by ABV.

MERI OUTCOME 3

COMMUNITY-DRIVEN PARTNERSHIPS

In alignment with ABV's Monitoring Evaluation Reporting and Improvement (MERI) framework, in 2016-17 ABV established and nurtured partnerships with organisations in Australia, and internationally who share ABV's mission and values.

FOUNDATIONAL ACTIVITIES, AND MERI OUTCOMES

To ensure alignment with ABV's mission and values ABV has a due diligence process for all potential partners from the private sector. ABV ensured that all new partnerships were community-driven by working closely with business, government and communities to determine local priorities and design projects. The medium term objective of all new partnerships was the improvement of business and organisational practices with the long-term goal of measured community impact.

PARTNERSHIPS ESTABLISHED IN 2016-17

ABEAM

ABV and ABeam signed an agreement to provide design and implementation support to ABeam's Leadership Program through an Immersion Program. The Immersion Program will see 16 ABeam corporate volunteers divided into four teams of four people each. These teams will engage with and support Hip Khanh Tea, a social enterprise in Vietnam, to strengthen their business.

AUSTRALIA-PACIFIC TECHNICAL COLLEGE

ABV and Australia-Pacific Technical College (APTC) commenced a partnership to jointly implement a Certificate IV in New Small Business for Fijian women.

BANK OF THE PHILIPPINE ISLANDS

The Bank of the Philippine Islands (BPI) contracted ABV to assist in the delivery of its 2016 Social Immersion Laboratory program (SoIL) in the Philippines province of Negros Occidental.

BANK SOUTH PACIFIC

ABV partnered with Bank South Pacific to deliver a YES program for nine of the Bank's clients in Suva in February 2017.



Sofifi fish markets, one of the many Halmahera markets visited by Nick Gorshenin and Shane Wise as part of ABV's partnership with Newcrest

ABV ensured that all new partnerships were community-driven by working closely with business, government and communities to determine local priorities and design projects.



The launch of PacificRISE which ABV helped deliver in partnership with project management company Coffey

COFFEY - PACIFIC RISE

In January 2017 the Australian Government launched an innovative pilot program to improve economic development in the Pacific region - Pacific Readiness for Investment in Social Enterprise. ABV is proud to be partnering with international development management experts Coffey to deliver this initiative on behalf of the Australian Government.

IIX

ABV partnered with IIX to identify and make investment-ready social enterprises in Pacific island nations. IIX, one of Asia's leading social impact investment firms decided to work with ABV due to ABV's extensive experience and networks in the Pacific.

NEWCREST

In 2016-17 ABV commenced a partnership with PT Nusa Halmahera Minerals (NHM), an Indonesian company majority owned by ASX-listed miner Newcrest. A scoping double assignment by two ABV volunteers focused around the miner's operations in Halmahera resulted in a report which will provide the basis for future potential ABV assignments in the area.

PANAUST

In 2016-17 ABV began working with Brisbane-headquartered copper and gold producer, PanAust. PanAust is currently in the pre-development phase of the Frieda River Copper-Gold Project in north-western PNG. A scoping double assignment by two ABV volunteers in the region produced a report which will be a valuable tool for ABV and PanAust in the design of a long-term community development plan in the region.

MEMBERSHIPS

Because of the 'Shared Value' concept's close alignment with ABV's mission and model, in 2016-17 ABV joined the Australia-based Shared Value Forum. After several years' absence ABV also re-engaged with the International Forum for Volunteering in Development.

ABV also maintained its memberships of the Australia-Indonesia Business Council, and the Australian Council for International Development. In addition, ABV further strengthened its relationships with the Australia-Pacific Islands Business Council, the Australia-Papua New Guinea Business Council, and the Australia-Fiji Business Council by renewing memoranda of understanding with these organisations, as well as maintaining membership.

MERI OUTCOME 4

STRONG ORGANISATIONAL CAPACITY

In alignment with ABV's Monitoring Evaluation Reporting and Improvement framework, in 2016-17 ABV worked as an efficient, innovative and engaged team supported by ethical policies, practices and processes to implement ABV's strategic direction.

FOUNDATIONAL ACTIVITIES AND MERI OUTCOMES

ETHICAL POLICIES, PRACTICES AND PROCESSES

In 2016-17 a non-executive board governed ABV in accordance with ABV's constitution to ensure accountability and transparency in all its operations. ABV had a full suite of policies on matters including child protection, gender, disability, sustainability and human rights among many others. As a member of Australian Council for International Development (ACFID), ABV continued to be a signatory to the ACFID Code of Conduct. All projects undertaken by ABV reflected the standards and practices expected of ACFID members.

AN EFFICIENT, INNOVATIVE AND ENGAGED TEAM

ABV's team includes the chair, board directors and membership, as well as employees.

CHAIR

- Mark Epper

DIRECTORS

- John Field
- Susan Kluss
- Frances Healy
- Elly Patterson
- Ilan Rimer

In accordance with the ABV constitution, the board met regularly throughout the year to determine the overall strategic direction and policies of the organisation.

MEMBERSHIP

As of 30 June 2017 ABV had 393 members. The vast majority of ABV members were previous volunteers who have completed at least one assignment. ABV members received regular updates regarding ABV activities, were invited to participate in the Annual General Meeting, and have demonstrated a commitment to the objectives of ABV under its constitution.



Behind the scenes during Sarah O'Connor's interview by 'Business PNG' about ABV on EMTV

EMPLOYEES

Under the direction of the CEO, ABV's employees implemented its strategic direction efficiently and innovatively, successfully navigating strategic changes including new partnerships, changed funding arrangements, and the execution of the MERI framework. To do so, ABV was supported by an executive team and organisational structure that focused on corporate affairs, business development, international services and public affairs.

ORGANISATIONAL PERFORMANCE

ABV is overwhelmingly meeting the expectations of key stakeholders, for example:

- 100% of host organisations said they would recommend ABV to other organisations
- 71% of host organisations viewed ABV volunteers' ability to transfer skills to staff as excellent or very good
- 92% of volunteers viewed the level of support provided by ABV during their assignments as adequate.

TABLE OF ALL VOLUNTEERS AND ASSIGNMENTS

CAMBODIA

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Bevan Sharp	Marketing Development Advisor	Lotus Silk	AVID
Cecil Benjamin	Financial Management Advisor	Live & Learn Environmental Education Cambodia	AVID
Ellen Tirant	Business Management and Marketing Advisor	Dorsu	AVID
Garry Kennedy	Business Development Advisor Follow Up	SRSI	AVID
Gillian Hinsbey	Business Development Advisor	Lotus Silk	AVID
Henry Bayly-Stark	Organisational Development Advisor	Live & Learn Environmental Education Cambodia	AVID
James Wilson	Operations & Management Advisor	SHE Investments	AVID
Kaylene Benson	Business Development Officer	The Women's Resource Centre	AVID
Peter Charlton	Supply Chain Management Advisor	ATEC Biodigesters International	AVID
Richard Jay	Communications Advisor	SHE Investments	AVID
Russell Lewis	Strategic Planning Advisor	Cambodian Volunteers for Community Development	AVID



Gill Hinsbey (R) with weavers during her AVID business development assignment with Lotus Silk in Cambodia



VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Alan Shawket	Strategic Planning Development	Fujian Youth Volunteer Association	IBM
Alice Coly Leherpeur	Fund Raising Strategy Development	Fujian Province Tongren Disability-Aid Volunteer Service Centre	IBM
Anirban Mitra	Fuzhou Gulou District Guangai Social Work Service Centre Social Enterprise Support Advisory	Fuzhou Gulou District Guangai Social Work Service Centre	IBM
Arsalan Suhail	Strategic Planning Development	Fujian Youth Volunteer Association	IBM
Bibhash Das	Fund Raising Strategy Development	Fujian Province Tongren Disability-Aid Volunteer Service Centre	IBM
Eliza Brown	Fuzhou Gulou District Guangai Social Work Service Centre Social Enterprise Support Advisory	Fuzhou Gulou District Guangai Social Work Service Centre	IBM
Eric Rowe	Fuzhou Gulou District Guangai Social Work Service Centre Social Enterprise Support Advisory	Fuzhou Gulou District Guangai Social Work Service Centre	IBM
Grazielle Codogno	Strategic Planning Development	Fujian Youth Volunteer Association	IBM
Jerome Candiff	Fuzhou Gulou District Guangai Social Work Service Centre Social Enterprise Support Advisory	Fuzhou Gulou District Guangai Social Work Service Centre	IBM
Magaly Mejia Llamas	Fund Raising Strategy Development	Fujian Province Tongren Disability-Aid Volunteer Service Centre	IBM
Mark Creveling	Strategic Planning Development	Fujian Youth Volunteer Association	IBM
Shreya Sircar	Fund Raising Strategy Development	Fujian Province Tongren Disability-Aid Volunteer Service Centre	IBM



VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Alan Norton	Knowledge Management Advisor	Pacific Disability Forum	AVID
Anna Campbell	Sustainable Tourism Certification Advisor	Walks & Trails Fiji Ltd	AVID
Gillian Hinsbey	Small Business Mentor	The Australia-Pacific Technical College	Partnership
Gordon Stevens	Organisational Governance Advisor	Fiji Swimming Association	AVID
Heinz Matti	Database Advisor	SPBD Microfinance Ltd Fiji	AVID
Janice Norton	YES BSP	Bank South Pacific	Partnership
Kerry Wills	Organisational Sustainability Advisor	Fiji Community Development Program	AVID
Mary Fathers	MYOB Trainer	Ramakrishna Mission, Fiji	AVID
Peter Corless	Corporate Governance Advisor	Copra Millers of Fiji Ltd	AVID
Richard Jay	Small Business Mentor	The Australia-Pacific Technical College	Partnership
Shirley Gaunt	YES BSP	Bank South Pacific	Partnership



INDONESIA

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Anup Babu	Data Warehouse Advisory	Institut Pertanian Bogor	IBM
Bert-Jan Werkman	Data Integration Advisory	Institut Pertanian Bogor	IBM
Beryl (Anne) Phillips	Business Strategy Mentor	Asosiasi Pendamping Perempuan Usaha Kecil	AVID
Beryl (Anne) Phillips	Training Development Advisor	Lembaga Profesi Teknik dan Manajemen	AVID
Bevan Sharp	Monitoring and Evaluation Advisor	CV Java Choice of Organics	AVID
Bharat Purohit	Data Warehouse Advisory	Institut Pertanian Bogor	IBM
Coral Grimberg	Data Warehouse Advisory	Institut Pertanian Bogor	IBM
Filipe Hailer Razzo	Program Management Advisory	Yayasan Cipta Mandiri - SOLA Kreatif Media	IBM
Gang Liang	Data Warehouse Advisory	Institut Pertanian Bogor	IBM
John Beaton	Multi Media Developer	CV Java Choice of Organics	AVID
John Cartwright	Social Enterprise Business Planner	Yayasan Peduli Kemanusiaan Bali	AVID
Johnson Liu	Data Integration Advisory	Institut Pertanian Bogor	IBM
Liane Arno	Organisational Management Advisor	CV Java Choice of Organics	AVID
Mario De Meo	Program Management Advisory	Yayasan Cipta Mandiri - SOLA Kreatif Media	IBM
Nick Gorshenin	Gosowong Scoping Study	Newcrest Mining	Partnership
Ramadevi Bylapudi	Program Management Advisory	Yayasan Cipta Mandiri - SOLA Kreatif Media	IBM
Ritsuko Yagi	Program Management Advisory	Yayasan Cipta Mandiri - SOLA Kreatif Media	IBM
Roseline Deleu	Marketing Advisor	Yayasan Cipta Mandiri - SOLA Kreatif Media	AVID
Shane Wise	Gosowong Scoping Study	Newcrest Mining	Partnership
Suresh Rao	Database Management Advisor	Yayasan Pusat Pemberdayaan Penyandang Disabilitas Indonesia Bali	AVID
Ying Wu	Data Integration Advisory	Institut Pertanian Bogor	IBM



LAO PDR

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Bevan Sharp	Tourism Development Advisor	Champasak Destination Management Network	AVID
Dixean Walker	Human Resources Advisor	Lao Disabled Women Development Center	AVID
Jennifer Ross	Project Development and Management Advisor	Lao Business Women's Association	AVID
Joanne Patroni	Communications and External Relations Advisor	The Promotion of Family Health Association of Lao PDR	AVID
Robert Hosking	Project Assessment Advisor (Mining)	Lao PDR Ministry of Energy and Mines	AVID
Robyn Edwards	Monitoring and Evaluation Advisor	Gender Development Association	AVID
Susan McCuaig	Product Design and Development Advisor	Lao Disabled Women Development Center	AVID



PHILIPPINES

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Aimee Minns	Social Media Data Advisory	Philippines Statistical Authority	IBM
Anne McNeill	System Architecture Design Advisory	Philippines Statistical Authority	IBM
Bulent Ekuklu	IT Services Management Adviosry	Advanced Science and Technology Institute	IBM
Catherine Turnbull	System Architecture Design Advisory	Philippines Statistical Authority	IBM
Constance Grosselin	Barangay Disaster Risk Reduction Database Advisory	Department of the Interior and Local Government	IBM
Daisaku Koizumi	IT Services Management Adviosry	Advanced Science and Technology Institute	IBM
Dante Tagle	BPI Social Immersion Program Mentor	Bank of the Philippine Islands	Partnership
Earl Dacanay	BPI Social Immersion Program Mentor	Bank of the Philippine Islands	Partnership
Emilio Alberti	Barangay Disaster Risk Reduction Database Advisory	Department of the Interior and Local Government	IBM
Giampiero Iacomini	Barangay Disaster Risk Reduction Database Advisory	Department of the Interior and Local Government	IBM
Julian Champion	System Architecture Design Advisory	Philippines Statistical Authority	IBM
Mark Greenshields	BPI Social Immersion Program Mentor	Bank of the Philippine Islands	Partnership
Matthew Stone	BPI Social Immersion Program Mentor	Bank of the Philippine Islands	Partnership
Sandra Leticia Jlmenez Huesca	Social Media Data Advisory	Philippines Statistical Authority	IBM
Satyam Jakkula	IT Services Management Adviosry	Advanced Science and Technology Institute	IBM
Vishal Lavti	Social Media Data Advisory	Philippines Statistical Authority	IBM



PNG

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Anthony Sim	Landowner Scoping Study	PanAust	Partnership
Bevan Sharp	Hospitality Advisor	Kavieng Transit Haus	AVID
Christina Raddatz	Landowner Scoping Study	PanAust	Partnership
Deborah Anderson	Communications & Report Advisor Follow Up	PNG Department of Finance	Partnership
Fiona Carr	Policy Advisor	Cocoa Board of PNG	AVID
Gregory Curtis	IT Advisor	Kokopo - Vunamami Urban Local Level Government	AVID
Janice Norton	YES Bougainville	Arawa Women's Training Centre	Partnership
Mina Podbereski	Stakeholder Management Advisor	Bank of Papua New Guinea	Partnership
Mollie Bain	Marketing Trainer	Alotau Waterfront Lodge	AVID
Rae Smart	YES Bougainville	Arawa Women's Training Centre	Partnership
Roseline Deleu	Organisational Management Advisor	PNG Department of Finance	Partnership
Susan McCuaig	Creative Design (Handicraft) Trainer	Alotau Waterfront Lodge	AVID
Susan McCuaig	Creative Design Trainer (Handicraft)	Alotau Waterfront Lodge	AVID
Timothy Barker	Financial Systems Advisor	HELP Resources	AVID



SAMOA

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Allan Kindt	YES Apia	Small Business Enterprise Centre	Partnership
Domenico Figliomeni	Corporate Planning Advisor	Samoa Institute of Directors	AVID
Jennifer Murray	YES Apia	Small Business Enterprise Centre	Partnership
Kenneth Dusting	Organisational Management Advisor	Samoa Cancer Society	AVID
Peter Merrett	Strategic Planning and M&E Advisor	Samoa Umbrella for Non-Government Organisations Inc	AVID



SOLOMON ISLANDS

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Geraldine Pasqual	Sales and Marketing Advisor	Western Province Tourism Association	AVID
Peter Corless	External Audit Advisor	Baoro & Associates	AVID
Peter Langoulant	YES Munda	Agnes Gateway Hotel	Partnership
Philip Taylor-Bartels	Business and Organisational Development Mentor	Solomon Islands Red Cross - Special Development Centre	AVID
Philip Tremethick	YES Munda	Agnes Gateway Hotel	Partnership
Robert Laird	Marketing Development Advisor	Kokonut Pacific Solomon Islands Ltd	AVID
Rona Taylor	Production Advisor	Kokonut Pacific Solomon Islands Ltd	AVID
Victor Nieto	Accounts Trainer	BJS Agencies Limited	AVID



TAIWAN

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Chris Hammond	Health Corps Taiwan	Centers for Disease Control	IBM
John Piccone	Health Corps Taiwan	Centers for Disease Control	IBM
Leanne Haselden	Health Corps Taiwan	Centers for Disease Control	IBM
Roslyn Hickson	Health Corps Taiwan	Centers for Disease Control	IBM
Saleem Hussain	Health Corps Taiwan	Centers for Disease Control	IBM
Sathyanarayanan Venkatraman	Health Corps Taiwan	Centers for Disease Control	IBM



THAILAND

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Alejandra Patricia Chaparro Jaurez	Sector Development for Digital Content	Department of International Trade Promotion	IBM
Hammad Hassan Shahid	Sector Development for Digital Content	Department of International Trade Promotion	IBM
Hanae Timoulali	Sector Development for Digital Content	Department of International Trade Promotion	IBM
Helvio De Castro Machado Homem	Domestic Workers' Web and Mobile Application	International Organisation for Migration Thailand	IBM
Jason G. Yakencheck	Data Analytics Training	Department of International Trade Promotion	IBM
Marcelo Wendling	Data Analytics Training	Department of International Trade Promotion	IBM
Na Ding	Data Analytics Training	Department of International Trade Promotion	IBM
Nivedita Malhotra	Sector Development for Digital Content	Department of International Trade Promotion	IBM
Pinaki Chakladar	Data Analytics Training	Department of International Trade Promotion	IBM
Shivani Kathuria	Domestic Workers' Web and Mobile Application	International Organisation for Migration Thailand	IBM
Umit Bektas	Domestic Workers' Web and Mobile Application	International Organisation for Migration Thailand	IBM
Valentina Ramzi	Domestic Workers' Web and Mobile Application	International Organisation for Migration Thailand	IBM



TONGA

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Beatrice Duffield	Business Clinic Setup Advisor	Tonga Business Enterprise Centre	AVID
Garry Kennedy	Agricultural & Horticultural Production Advisor	PHAMA Tonga	AVID
Philip Tremethick	Small Business Development Advisor	Nishi Trading Company Limited	AVID
Sharon Valentine	Small Business Opportunity Advisor	Tonga Business Enterprise Centre	AVID



VANUATU

VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Aian Fleming	Export Production Advisor	Lapita Cafe	AVID
Alicia Rackett	Marketing and Communications Advisor	Department of Industry	AVID
Christopher Johns	Website Designer	National Disaster Management Office	AVID
Christopher Johns	Web Developer	Supreme Court of Vanuatu	AVID
Christopher Johns	Website development and designer	Vanuatu Police Force	AVID
Mervyn (Allan) Cann	Small Medium Enterprise Policy Advisor	Department of Industry	AVID
Peter Newhouse	Disaster Risk Management Advisor	Anglican Church of Melanesia in Vanuatu	AVID
Trish Hodgson	Graphic Arts Specialist	Department of Energy	AVID

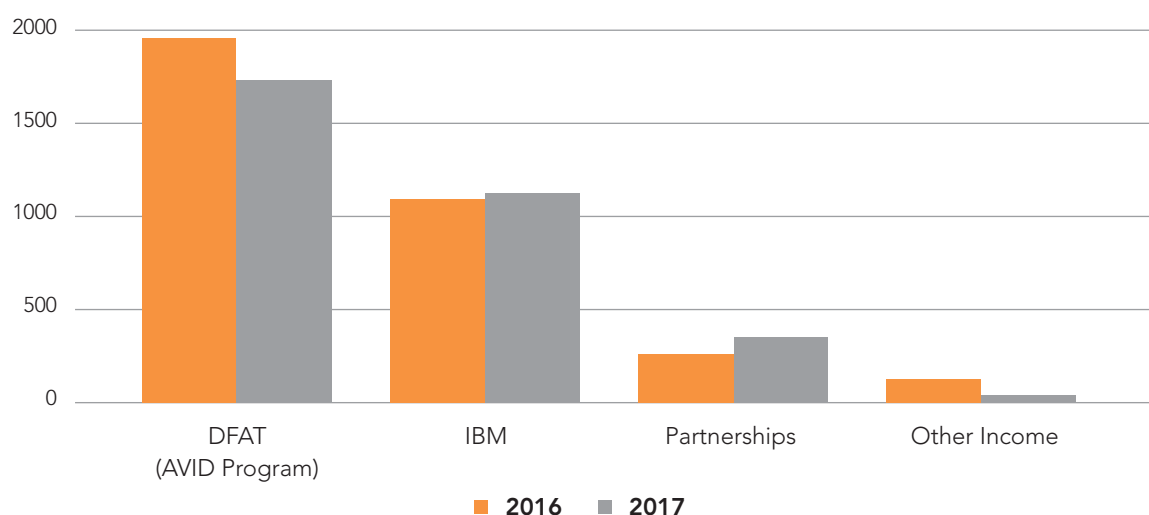
VOLUNTEER	ASSIGNMENT/PROJECT NAME	HOST ORGANISATION	TYPE
Ana Paola Hentze Veerkamp	IT System Development Strategy	Binh Duong Department of Science and Technology	IBM
Christopher Hinds	Digital Content Development Advisor	Reach	AVID
Claudio Brandani	Data Management System Roadmap Development	Binh Duong Department of Information and Communications	IBM
Corey Stubbs	Data Management System Roadmap Development	Binh Duong Department of Information and Communications	IBM
Darcie Piechowski	Data Management System Roadmap Development	Binh Duong Department of Information and Communications	IBM
Elizabeth Hickey	E-learning Strategic Plan Development	Thu Dau Mot University	IBM
Fernanda Magalhaes	Data Management System Roadmap Development	Binh Duong Department of Information and Communications	IBM
John Odgers	Marketing Advisor	Zo Project	AVID
John Sargent	Business Advisor	Centre for Women and Development, Vietnam Women's Union	AVID
Kevin Robb	IT System Development Strategy	Binh Duong Department of Science and Technology	IBM
Liane Arno	Hospitality Management Advisor	Center for Community Health and Development	AVID
Liane Arno	Eco-tourism Development Advisor	Center for Community Health and Development	AVID
Lizett Robles	Sales Capacity Building	Binh Duong Department of Science and Technology	IBM
Matthew Stone	Marketing and Sales Advisor	Ori Foundation	AVID
Oswaldo Pardo	IT System Development Strategy	Binh Duong Department of Science and Technology	IBM
Peter Mostachetti	E-learning Strategic Plan Development	Thu Dau Mot University	IBM
Robert Eadie	Marketing and Branding Advisor	Centre for Indigenous Knowledge Research and Development	AVID
Rui Cunha	E-learning Strategic Plan Development	Thu Dau Mot University	IBM
Teboho Motaung	Sales Capacity Building	Binh Duong Department of Science and Technology	IBM
Tommi Vihermaa	Sales Capacity Building	Binh Duong Department of Science and Technology	IBM
Viti Simmons	Business Management Advisor	Reach	AVID
William Wood	Macro-economic Policy Advisor	Da Nang Institute for Socio-Economic Development	AVID
Yoshiko Mikami	IT System Development Strategy	Binh Duong Department of Science and Technology	IBM

FINANCIAL REPORT

Australian Business Volunteers Limited (as Trustee for the AESOP Foundation) recorded an operating loss of \$53,181 for the 2016 -17 financial year.

Total revenue for the year declined by 5.3% to \$3,198,328 of which 54% was received from the Department of Foreign Affairs and Trade (DFAT) under the Australian Volunteers for International Development (AVID) program. A further 35% of revenue was received from IBM to deliver programs under their Corporate Service Corps and Health Corps programs. The remaining revenue was derived from our other domestic and international partners (11%).

Source of revenue (\$'000)



-5.2%  **Decrease in Net Assets**

-5.3%  **Decrease in Revenue**

$$\text{CURRENT RATIO}^* = \frac{\text{CURRENT ASSETS}}{\text{CURRENT LIABILITIES}} = \frac{1,352,052}{402,680} = \mathbf{3.4} \text{ (2016=3.9)}$$

* The current ratio is a measure of a company's liquidity and a ratio greater than 1.0 indicates that a company can meet its short term obligations.

Australian Business Volunteers Limited as Trustee for the AESOP Foundation

ABN 89 008 612 431

DIRECTORS' DECLARATION

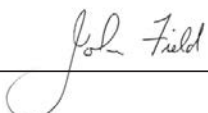
In accordance with a resolution of the directors of Australian Business Volunteers Limited, the Trustee Company for the AESOP Foundation, the Directors declare that:

1. The financial statements and notes present fairly the Trust's financial position as at 30 June 2017 and its performance for the year ended on that date in accordance with Australian Accounting Standards and the requirements of the Australian Charities and Not-for-profits Commission Act 2012; and
2. In the directors' opinion, there are reasonable grounds to believe that the Trust will be able to pay its debts as and when they become due and payable.

For and on behalf of the board of Australian Business Volunteers Limited

Director:  _____

Mark Epper
31 October 2017

Director:  _____

John Field
31 October 2017



**INDEPENDENT AUDITOR'S REPORT ON THE CODE OF CONDUCT SUMMARY FINANCIAL REPORT
TO THE TRUSTEES OF THE 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 2017, 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 2017. We expressed an unmodified audit opinion on that financial report in our report dated 31 October 2017.

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.

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 2017 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.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Code of Conduct Summary Financial Report* section of our report. We are independent of the AESOP Foundation in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the "Code") that are relevant to our audit of the summary financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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 Responsibilities for the Audit of the Code of Conduct Summary Financial Report

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.

A further description of our responsibilities for the audit of the financial report is located at The Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_files/ar3.pdf. This description forms part of our auditor's report.

Selina Stanford

Audit Director

sstanford@synergygroup.net.au

0438 664 110

31 October 2017

SYNERGY GROUP AUDIT PTY LTD

▶ (02) 6260 7477 ▶ synergygroup.net.au ▶ ABN 45 104 227 063 ▶ Authorised Audit Company No. 301280

▶ PO Box 4789 Kingston ACT 2600 ▶ Ground Floor, 15 National Circuit, Barton ACT 2600

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 2017

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	766,682	621,636
Trade and other receivables	543,961	736,949
Other assets	41,409	17,533
TOTAL CURRENT ASSETS	1,352,052	1,376,118
NON CURRENT ASSETS		
Property, Plant and equipment	21,928	24,419
TOTAL NON CURRENT ASSETS	21,928	24,419
TOTAL ASSETS	1,373,980	1,400,537
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	80,532	110,871
Unearned revenue	184,928	127,016
Provisions	137,220	119,319
TOTAL CURRENT LIABILITIES	402,680	357,206
NON CURRENT LIABILITIES		
Provisions	5,954	24,804
TOTAL NON CURRENT LIABILITIES	5,954	24,804
TOTAL LIABILITIES	408,634	382,010
NET ASSETS	965,346	1,018,527
EQUITY		
Settlement capital	10	10
Retained earnings	965,336	1,018,517
TOTAL EQUITY	965,346	1,018,527

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, Intangibles, Other non-current assets, Borrowings (current or non-current), Current tax liabilities, Other financial liabilities (current or non-current), Other liabilities (current or non-current) and Reserves (general or restricted).

The accompanying notes form part of this financial report.

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 2017**

	2017 \$	2016 \$
REVENUE		
Donations and gifts		
Non-monetary	11,832	50,094
Monetary	-	24,949
	<u>11,832</u>	<u>75,043</u>
Grants		
Department of Foreign Affairs and Trade	1,725,011	1,945,674
Other overseas	<u>1,442,139</u>	<u>1,161,835</u>
	3,167,150	3,107,509
Other Income		
Investment income (interest received)	4,831	6,814
Other income	41,739	185,354
Unrealised (loss) / gain on foreign exchange	<u>(27,224)</u>	<u>2,700</u>
	19,346	194,867
TOTAL REVENUE	<u><u>3,198,328</u></u>	<u><u>3,377,419</u></u>
EXPENDITURE		
International Aid and Development Program Expenditure		
International programs		
Funds to International programs (AVID)	1,059,448	1,091,291
Program support costs	<u>383,974</u>	<u>556,727</u>
	1,443,422	1,648,018
Accountability and administration		
Administrative expenses	419,593	313,809
Employee expenses	<u>1,376,662</u>	<u>1,301,966</u>
	1,796,255	1,615,775
Non-monetary expenditure	11,832	50,094
Total International Aid and Development Program Expenditure	<u>3,251,509</u>	<u>3,313,887</u>
TOTAL EXPENDITURE	<u><u>3,251,509</u></u>	<u><u>3,313,887</u></u>
Surplus / (Deficit) for the period	<u><u>(53,181)</u></u>	<u><u>63,532</u></u>
Other Comprehensive income	-	-
Total comprehensive (loss) income	<u><u>(53,181)</u></u>	<u><u>63,532</u></u>

During the financial year ended 30 June 2017, there were no amounts received or incurred by the Trust for the following categories: Bequests and Legacies, Grants (Other Australian), Income or Expenditure for Commercial Activities, International Political or Religious Adherence Promotion Programs, International Programs (Community Education), Fundraising costs (Public costs or Government, multilateral and private) and Domestic programs expenditure.

The accompanying notes form part of this financial report.

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 2017

	Retained Earnings \$	Settlement Capital \$	Total \$
Balance for 1 July 2015	<u>954,985</u>	<u>10</u>	<u>954,995</u>
Net surplus/ (deficit) for the year	63,532	-	63,532
Other comprehensive income	-	-	-
Total comprehensive income for the year	<u>63,532</u>	<u>-</u>	<u>63,532</u>
Balance for 1 July 2016	<u>1,018,517</u>	<u>10</u>	<u>1,018,527</u>
Net surplus/ (deficit) for the year	(53,181)	-	(53,181)
Other comprehensive income	-	-	-
Total comprehensive income for the year	<u>(53,181)</u>	<u>-</u>	<u>(53,181)</u>
Balance as at 30 June 2017	<u>965,336</u>	<u>10</u>	<u>965,346</u>

During the financial year ended 30 June 2017, there were no adjustments or changes in equity other than the surplus/ (deficit) for the year.

TABLE OF CASH MOVEMENTS FOR DESIGNATED PURPOSES
FOR THE YEAR ENDED 30 JUNE 2017

	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	59,565	1,747,417	(1,759,039)	47,943
Total for other purposes	<u>562,071</u>	<u>1,902,313</u>	<u>(1,745,645)</u>	<u>718,739</u>
Total	<u>621,636</u>	<u>3,649,730</u>	<u>(3,504,684)</u>	<u>766,682</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 2017

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 2016-17 financial year. The non-financial data in this annual report relevant to outputs, and intermediate and long-term outcomes comes from various reports completed by volunteers, host-organisations and in-country managers, as well as in-country visits by ABV staff. The reports are Skills Exchange Reports (90% received), Volunteer Final Reports (75% received) and In-Country Manager Reports (43% received).

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. 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. Information about how to make a complaint can be found at www.acfid.asn.au.

The 2016-17 annual report and past annual reports, along with audited financial reports, can be accessed via the ABV website at www.abv.org.au. Hard copies of these reports are also available upon request from ABV.

CREDITS

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Photos kindly supplied by ABV volunteers, CSC participants, staff, host-organisations, and in-country managers.

This report is printed using Sovereign Silk papers. Sovereign Silk is FSC certified by Hankuk paper who also carry the ISO 14001 EMS accreditation. Manufactured with elemental chlorine free pulps. Full 'cradle to grave' LCA completed according to international standards.





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