

Australian Business Volunteers

Annual Report
2017/18



AUSTRALIAN
BUSINESS VOLUNTEERS



Development isn't just about providing communities with medicine, plumbing and schooling. At its core, it's about providing people with the skills and resources to thrive.

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Message from the Chair

Mark Epper



2017-18 has been a transformative year for ABV.

After the Department of Foreign Affairs and Trade's funding reform, the team have put themselves wholly to the task of creating new opportunities to continue delivering economic development across the region.

They have become part of a new model of charity with sustainable and diversified funding, a strong commitment to outcomes not solely outputs whilst using efficient processes and collaborative approaches.

At the core to this, they have worked incredibly hard to ensure ABV remains competitive across stakeholders in a non-grant environment. It is much to undertake, and to do so in one year has been a great success.

As a Board, it has been wonderful to witness the team come together so strongly and start seeing the benefits this will reap for the communities we work with. We are incredibly proud of what the team have made possible with a new business model and the support of our corporate partners.

With effective and innovative co-designed programs in the works, we are looking forward to the impact these have in the coming year and to see the groundwork laid to allow for ongoing transformations in people's lives.

I would like to formally thank each and everyone of ABV's team and supporters for coming together and working tirelessly to make this happen. I also would like to acknowledge the leadership ABV's CEO Liz Mackinlay has provided, and the assistance I have received from my fellow Board members.

Mark Epper

Message from the CEO

Liz Mackinlay



My first year with ABV as CEO has been a challenge of solving a new business model and strategy for an organisation with wonderful volunteers, brand history and loyalty from a diverse spectrum of stakeholders including our supportive Board, past volunteers, our members and our supporters. The challenge we've faced, and I believe met, is how to deliver quality outcomes for communities across Australia and Asia Pacific through leveraging business talent and resources, without government funding. I'm delighted we've found the partnerships and processes to do this!

The importance of inclusive economic development that emerged in the 1980s continues to be of utmost importance to families and communities across our region. The challenge set to the international development community here in Australia in 2014 by the then Foreign Minister, the Honourable Julie Bishop MP, for our sector to partner with the private sector and corporate Australia to deliver on Australia's foreign aid agenda holds true in 2018. As a sector, we need to find increasingly innovative ways to partner with corporates and businesses to deliver social outcomes, and this includes leveraging the vast experience of business people in all sectors. This is the pathway to a thriving 21st century Asia Pacific region.

It's been a great privilege to come from a strong aid and development background, to work with the business talent from the professionals who donate their time, to the experts on our team who drive this work forward and to the corporate partners who donate time, talents and resources to create impact at a community level, and all focussed on outcomes for communities. Bringing the two cultures together of corporate know-how and charity-experience has been a passion of mine, across the mining sector, development professionals through to corporate to community relationships and so the journey ABV has embraced, and not only in the services and partnerships we offer but also in the operations of our organisation itself, is fantastic.

If nothing else from this year, I'm incredibly proud of being part of a team that walks the talk of strengthening businesses and through them, communities. Our values are collaboration, trust and empowerment. We deliver our work, and through the many changes of this year which have been a significant pivot in our journey, we continue to ensure these are the foundations of the team we work with and how we work with our partners to bring community programs to life. Importantly, we would not have achieved any of this transformation without the incredible passion from the business owners and entrepreneurs we work with. It's their ideas and energy that bring about the impact that ABV supports.

Thank you for this special year and I'm excited to take our renewed organisation forward into 2019 to keep bringing about positive change for the communities we serve.

Liz Mackinlay

Our 35 years of impact

Where our corporate supporters come
from and the industries they represent.



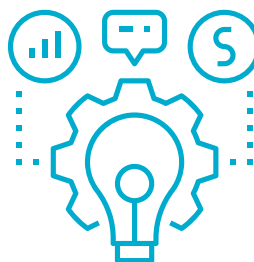
34

Countries from India to Fiji.
Includes: Cambodia, Vietnam,
Laos, Thailand , Philippines,
Taiwan, Indonesia, PNG, Fiji,
Vanuatu, Samoa, Solomon
Islands, Australia.



10,000

business professionals
volunteering their time.



5000+

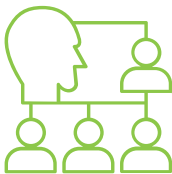
development projects building
business capacity, livelihoods and
communities across the region.



IT and Business
Solutions



Management
Consulting



Airlines and
transport



Mining



Banking



Our values



Integrity

We will not compromise on our integrity at any stage in our work or our partnerships.



Impact

Our community impact forms the foundation of all our work with community growth, creativity and innovation above all else.



Responsive

We will be as agile, responsive and innovative as we need to achieve this in fast changing environments and suited to local needs.



Hope

Our work is underpinned by a dream and vision for better lives for those we serve. Our hope is what brings this dream to life.

ABV's theory of change

Empowering others to help themselves.
The outer interventions lead to the central theme being realised.

Principles

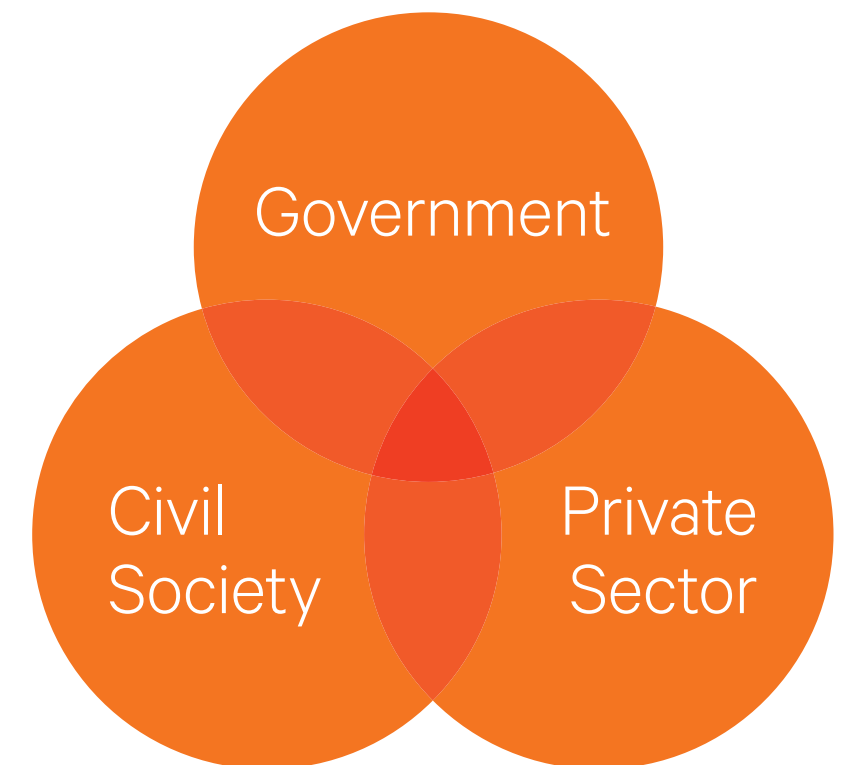
- Collaboration
- Partnership
- Evidence & impact
- Inclusion
- Community-focus

Programs

- Pro bono services
- Skilled volunteering
- Corporate social responsibility (CSR)
- Capability building

Approach

- Consultative
- Expert team
- Agile project management
- Leverage expertise
- Senior business professionals
- Young people
- Women in business
- Digital literacy



Services and value propositions



New Models for Corporate-Community Engagement

Liz Mackinlay, Chief Executive Officer and Company Secretary

Liz has over 20 years' experience in the not-for-profit sector, with extensive senior executive experience internationally and in Australia. She has held roles with a variety of NFP's including with World Vision International as Global Vice President of Strategy, with World Vision Australia as Director of Indigenous development, with Australian Doctors International as CEO, International Red Cross Society in Cambodia as a gender specialist as well as serving on a number of NFP Boards in Australia. Liz has a passion for community development and community mobilisation, and for developing effective and efficient organisations to facilitate this. She is a specialist in gender equity and reducing violence against women and children and is committed to children's rights to care, participation and protection. Liz is currently the CEO of Australian Business Volunteers and is Chair of the Board of North Sydney Women's Benevolent Association.



Co-design

Jane Bateson, International Program and Partnership Specialist

ABV is unique in working at the intersection of business and development. With each program we carefully co-design capacity development and institutional strengthening initiatives with the partners and communities we serve.

I'm incredibly passionate about the appreciative enquiry and strength-based approach we take to ensure each-and-every program builds on the real strengths and capacity of organisations. We also apply participatory methods that allow for a transformative experience for all involved, and in my experience, lasting change in people's lives.

Far from a one-size fits all model, no two ABV programs are ever alike. To be honest, this has allowed us to support a broad spectrum of disciplines including health, education, banking, private sector development and business, agriculture and women's empowerment.



Extractive Companies

Nora Duggan, Chief Partnership Officer

From my experience, CEOs of mining companies hold a very strong focus on building a social licence in the communities they operate. This is exactly what we do, supporting them and their teams to get it right the first time! This doesn't mean providing a one-size fits all development model. Nor does it involve providing an expert assessment for a top down solution.

What we rely on is meaningful collaboration with the local communities and their businesses. I'm always impressed by ABV's commitment to co-design each and every program we provide and have in-country staff building trusted relationships with business managers and government bodies. It's these efforts and foundations that allow our programs to have impact that not only lasts but offers meaning and real significance to the communities themselves.



Corporate Volunteering

Naomi Toole, International Program and Partnership Specialist

Corporate volunteering is not just about the community gaining access to corporate skills. It is about an exchange of perspectives and world views. It provides the opportunity for corporate professionals to immerse themselves in someone else's reality. To see the world from their perspective and sit with their motivations, their struggles and their pressures for an intensive time. This can be a transforming experience for both parties to give back and to gain insight at the same time.

Whether this be for Japan headquartered consulting firm, ABeam, IBM, NAB, or the Bank of Philippines, at the core our corporate skilled volunteering programs leverage corporate expertise for community impact by applying co-design principles. ABeam's volunteers were middle managers with limited to no experience working abroad. After partnering with a local team company in Vietnam they provided lasting support to further the livelihood opportunities for the ethnic minority in the region.

Our program impact relies on pre-departure leadership training, coaching and immersive experiences that offer deep input. We also offer sequential inputs to allow for learning among volunteers and uptake of the building blocks within the social enterprise themselves.



Digital Economy

Dr Luke Bearup, Associate

This relates to the broad application of internet-based digital technologies to global production and trade. As internet and cell phone penetration deepens, a range of challenges and opportunities present themselves for developing countries. These relate to the challenges of the digital divide, but also to the creation of new markets for small players with new access to global value chains.

ABV provides unique advice on business development, program design and community development among various blockchain, crypto and tokenomic start-ups. Many start-ups, some huge and some small, have run initial coin offerings based on little more than an exciting idea and some underlying tech innovation.

Such groups often lack in capacity, staffing and business knowledge, let alone community development skills. ABV offers consultations on business development and community development strategy, and access to highly skilled business professionals to bridge this gap and guide the positive impact of the digital economy in developing countries.

Codesigned program tackles domestic violence in Australia



“It gave me an opportunity to get involved in and contribute to a part of our community I haven’t had exposure to before.”

Geoff Briggs, NAB participant



With a vision to funnel corporate skills and resources to complex social issues, NAB co-designed a volunteering program to achieve just this.

In 2018, NAB took their social responsibility to the next level with ABV's Corporate Skilled Volunteering Program.

They came with a commitment to support social enterprise, Two Good Co., and its efforts to deliver healthy nutritious meals to domestic violence shelters across Australia.

NAB and Two Good Co. worked with ABV over an intensive period to co-design a volunteering program that would funnel NAB's corporate expertise for maximum social impact.

This involved a number of workshops across the enterprise and NAB's wider talent management, CSR and social innovation teams. Through this ABV identified what the Two Good Co. most needed for their business development and the skills and contribution NAB employees could then bring.

Bringing social impact and corporate cultures together is challenging, but it sure does bring about hearty results.

Along with social impact, the program was designed to develop the strategic capability of NAB employees by putting them in new agile contexts and resolve complex business problems.

The end product was a two-week immersion of NAB experts that took senior leaders and department heads to work intensively with Two Good Co's CEO on the product chain, business strategy and measurement models.

In sum, an expert team left NAB's financial services and stepped into the shoes of a social enterprise.

Far beyond packing of meals or painting of fences, NAB's team worked collaboratively with Two Good Co. to co-design a strategy and plan to extend the enterprises service to rural and remote Australia.

NAB's team was put in a start-up business environment that challenged them to be agile, strategic and resourceful. Bringing social impact and corporate cultures together is challenging, but it sure does bring about hearty results.

The team threw themselves into the challenge and provided a three-year business plan and impact measurement tool for Two Good Co. Critical support allowing CEO Founder Rob Caslick and his team to now deliver 20,000 new meals to domestic violence shelters across Australia.

ABV worked collaboratively with both parties throughout to ensure a seamless experience. ABV's expert team designed the program, managed participant induction and debriefs, provided hands on guidance and facilitation throughout, and importantly, evaluation of social impact.

The program was transformative for all involved, receiving a notable 71 Net Promoter Score with participants reporting new leadership skills, high level strategic capability and improved social awareness.



A few minutes into talking with volunteer David Gregory, he admits something that I had already started to guess.

"I'm not very good at doing travel for travel's sake." I've asked him about his first deployment to the border of Thailand and Burma in 2013, and he's gone straight into the political and cultural context of the country.

"Burma is such an incredible place with 134 cultures. The problem is it faces economic challenges with productivity levels and knowledge transfer. Many of these countries were exploited for many years."

After a fairly detailed diagnosis, I ask David where his passion for economics and industry development has come from. "I largely have a public service background across industry development.

"In the 1980's I was an Australian representative for UN agencies in Rome for three and half years working on the World Bank's trade relations, mostly in beef and dairy and international trade laws."

David then went on to complete his postgraduate in business and focussed on Australian enterprise development for exports from the late 1990's with initiatives going into the tens of millions.

After completing this work, he wasn't ready to hand his hat in. "A person who worked for me was working at AusAid at the time and she said this is something you would be interested in."

"I liked the idea of using my skills to support others. As it turned out, it certainly was a learning experience for me as well."

After working on the Burma border at a large refugee camp where David supported the business and marketing development of local social enterprises,

he went on to support a report guiding Australian and NZ trade agreement on how exports could be improved across Cambodia, PNG and Burma.

From there he worked in Vanuatu on the international markets and value chains of a local food product business and has been deployed for new projects across the region ever since.

"I thoroughly enjoy the stories, to get down to the community level and be learning all the time. The different cultures and challenges each country face are fascinating.

"It's about trying to work out how the whole place works."

"I had a lot of experience in development from my time in Rome, but that was at a very high level. When it comes to these programs, skill transfer is quite a special skill."

David goes on to share the learning curve he's had in each, discovering what he would do differently next time.

"Each of the project had their challenges. It's really about seeing what you can do when you are there.

"The way ABV works is with short deployments compared to the year some other organisations provide. I actually think the three month program is an advantage.

"You have to develop really quickly and get across what's needed and how things tick. You can achieve a lot."

Still in contact with the business management he's worked with, guided and helped support, I ask him to think about the challenges he faced. "I've only got good things to say about the programs I've worked on."

"Getting access to the decision makers can be hard and that can be very important to having the impact you need. But in many cases I feel I've possibly learnt more than them."

Professionals making a difference



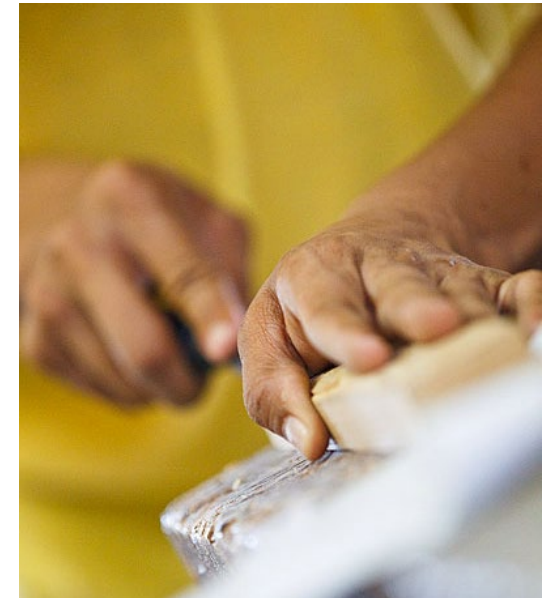
"You have to develop really quickly and get across what's needed and how things tick. You can achieve a lot."

David Gregory

A unique resource: ABV's skilled business professionals

- Advanced Analytics Consultant
- Market Development & Insights Advisor
- Advisory Architect
- Application Architect
- Architect
- Business Analytics & Strategy Consultant
- Business Banking Executive
- Business Development Executive
- Business Intelligence Analyst & Developer
- CEO
- Chief Agronomist
- Chief Economist
- Communications Specialist
- Customer Relationship Manager
- Digital Product Manager
- Director
- Education Manager
- Engagement and Business Operations Manager
- Federal Financial Consolidation Manager
- Global Leadership Development Program Manager
- Global Program Manager
- General Manager
- Head of Business Markets
- Head of Corporate
- Head of Diversified Industries & Technology
- Head of Finance, Digital & Strategy
- Head of Mobile Banking
- Head of Product Management
- Head of Transformation
- HR Strategy Advisor
- Information Development Design and Architecture
- Infrastructure Lead
- International Business Analyst
- IT Architect
- Iteration Manager
- Lecturer
- Managing Consultant
- Market Insights, Manager, Major Market
- People Manager
- Program Director
- Recruitment Global Account Manager
- Relationship Manager
- Research Scientist
- Senior Architect
- Senior Consultant
- Senior HR Business Partner
- Senior IT Architect
- Senior Risk Consultant
- Service Delivery Account Management Manager
- Software Designer
- Software Developer
- Software Engineer
- Strategy Consultant
- Supply Chain Manager
- Teacher
- Transition Manager

Over the years ABV has sought to recruit and mentor an engaged community of volunteers with exceptional business skills. ABV now boasts a registry of several hundred experienced skilled business professionals, the majority being business people and corporate professionals. With the international development community's increased focus on small business and the private sector, ABV considers this volunteer registry to be our distinguishing asset, and a key strength.



Meet our Board of Directors



Mark Epper

Chair

Mark has spent 27 years as an audit partner with KPMG, and has served on the Board of KPMG and its Remuneration Committee for several years. In addition to his deep financial expertise Mark has a broad base of industry experience and extensive experience with ASX Top 200 companies. He has worked in Australia and internationally, particularly China and Philippines, as Partner-in-Charge of the NSW China Practice and lead partner on KPMG's quality review programme in Australia, China and Manila. Mark holds a Bachelor of Commerce in Accounting, is a member of the Institute of Chartered Accountants in Australia and New Zealand and a graduate of the Australian Institute of Company Directors



John Field

Chair, Finance Committee

John currently is the key Advisor to a start-up Twosquarepegs looking to match mature experts to growing businesses. John has had an extensive management career spanning both the private and public sector and both large and small organisations. This has included Manager Development Capacity for the National Australia Bank Investment Division, General Manager Information Technology for Linfox, General Manager for Computer Power's Software Division, General Manager Policy and Services Division, Victorian Government Department of Industry and Technology, General Manager Australian Artificial Intelligence Institute and General Manager Australia, Agentis International. John has also consulted and contracted widely in the transport planning and general management areas. John has completed four ABV assignments in the Philippines, Vanuatu, Lao and Cambodia. John holds a Masters of International and Community Development from Deakin, Masters of Science jointly earned from Harvard and MIT and a Bachelor of Engineering (Hons) from Monash University.



Frances Healy

Chair, Governance Committee

Fran's career spans over 35 years in both State and Commonwealth governments and the not-for-profit sector. Fran was CEO for Greening Australia (Tasmania) for seven years. Other positions have included as Communication Manager for Tasmania's National Parks and Wildlife, Senior Policy Analyst in the Department of Premier and Cabinet and Business Development and Communication Manager in the of CSIRO Division of Marine Research. Fran has been Chair of Volunteering Tasmania and a Director on the Board of Volunteering Australia. She is a member of the Tasmanian Resource Management and Planning Tribunal and has been a member of the Tasmanian Natural Resource Management Council, Tasmanian Marine Farming Planning Review Panel and the Tasmanian Product Safety Committee (2005-2007). She has a Bachelor of Science with a double major in Zoology / Botany, a Diploma of Education and a Diploma of Company Directors. Fran has been a volunteer on five ABV assignments.



Louisa Minney

Louisa has over 25 years' management consulting experience. As Director of her own business, AidLogic, Louisa provides advisory and consultative services aimed specifically at increasing the benefit and impact of development assistance. Louisa is currently working with the Asian Development Bank (ADB), the Asia Pacific Economic Cooperation (APEC), and Fairtrade Australia and New Zealand developing initiatives that increase economic participation and employment opportunities, with an emphasis on the economic empowerment of women. She is also the National Secretary of the United Nations Association of Australia. Concurrent to her civilian career, Louisa serves in the Australian Army as an Officer in the Australian Army Reserve, and is a Subject Matter Expert on diversity and inclusion, and Women, Peace and Security to Vice Chief of the Defence Group and the Peace Operations Training Centre.

She was a nominated participant in the 2020 Australia Summit and has recently been recognised as a Distinguished Alumni of her alma mater, Flinders University.



Elly Patterson

Elly Patterson is Engagement Director at the Australia-Indonesia Centre. Prior to this Elly was the Director of Partnerships and Communications with Asialink for 3 years and has previously worked for 15 years in senior Asia-engaged roles for multinational companies as well as operating her own tourism marketing company. Elly speaks Japanese and basic Bahasa Indonesia. In addition, Elly has held various board positions (GAICD) and is currently enrolled in a Masters of Business Analytics (Data). Having grown up in Jakarta and Bandung as a child, Elly has a strong interest in developing prosperous cultural and economic partnerships between Indonesia and Australia.



Sue Kluss

(retired from ABV Board in August 2018)

After obtaining her Degrees majoring in law and economics, Sue began her legal career as a solicitor in 1980 with the Legal Aid Commission of NSW, where she defended people charged with criminal offences in the Children's, Local, District and Supreme courts for 9 years. She became a barrister in 1990 and currently practices at Maurice Byers Chambers in Sydney. Her trial and appellate practice now also takes her to many major country centres and she has extensive experience in the District Court, the Court of Criminal Appeal, the Police Integrity Commission, Independent Commission against Corruption, the Crime Commission, Administrative Decisions Tribunal and the NSW Parole Board. Sue has also volunteered on various projects with Fr Chris Riley since 1994 and was appointed to the board of Youth off the Streets- Overseas Relief Fund in 2003. She is a graduate of the Australian Institute of Company Directors.

What keeps us going



Jane Bateson

International Program and Partnership Specialist

"For me, the personal and professional satisfaction is knowing that ABV's tailored capacity development programs lead to real change in people's lives."

Cate Giovanelli

Volunteer Engagement Manager

"In my work, it's about getting the right people to programs in often challenging and remote areas. Supporting all our volunteers in their journey and sharing their amazing work and impact they're all having is what keeps me going."

Thutego Shubo

Project Officer

"The feeling of being intertwined and connected to those who benefit from our projects in all the different locations inspires me every day. It's knowing that my work not only brings about personal fulfilment, but also brings about a lot of satisfaction to the project beneficiaries wherever they are."

A special thanks to our partners:

Business Link Pacific Mentoring program

AVID wrap up

IBM

Bank of PNG

And our wonderful team of pro bono lawyers at Sparke Helmore Lawyers.

Australian Business Volunteers

Engaging with community through unlocking local skills, passion and experiences – through leveraging businesses skills and resources.

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BUSINESS VOLUNTEERS**