

# ANNUAL REPORT 2022



Australian Business Volunteers

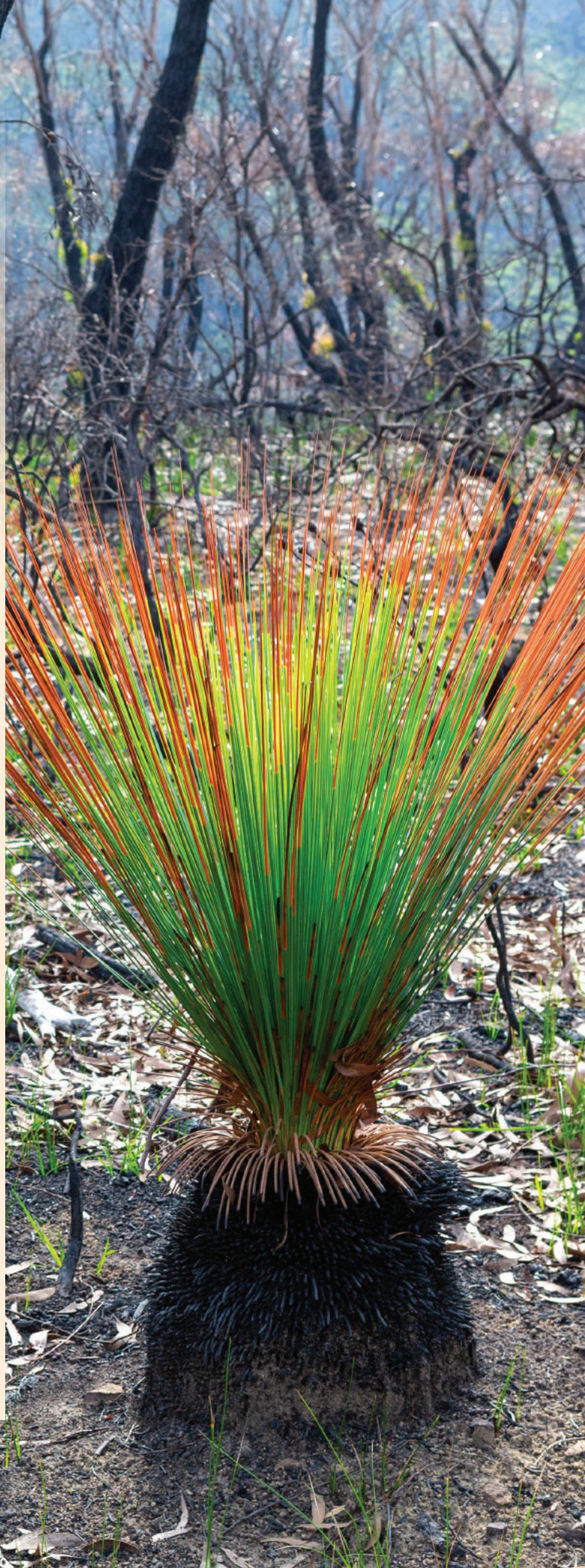


## ACKNOWLEDGEMENT

Australian Business Volunteers proudly acknowledge the First Peoples of Australia and their ongoing strength in practising the world's oldest living culture. We acknowledge the Traditional Owners of the lands and waters on which we live and work.

Our work and this report were created by people living on Darug, Dharawal, Gadigal, Gayamaygal, Gunaikurnai, Guringai, Quandamooka, Wadawurrung, Whadjuk Nyoongar and Wurundjeri Woi-wurrung Country.

As a team, we pay our respects to Elders past, present and emerging and acknowledge the sovereignty of the Aboriginal and Torres Strait Islander peoples. Australian Business Volunteers supports the reforms called for in the Uluru Statement from the Heart. We are deeply grateful for the privilege of listening to and supporting First Nations Peoples' priorities, culture and wishes. We are committed to collaboration that furthers self-determination and creates a better future for all.



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## CEO Introduction ANNUAL REPORT 2022

### LIZ MACKINLAY CHIEF EXECUTIVE OFFICER

The world around us has changed, and ABV like every other organisation in the world, has had to change to adapt to our new environments, here in Australia and across the Pacific where we work. The key for ABV is adaptation – whether through supporting communities in disaster affected communities as they adapt and learn and grow strong again despite the myriad of disasters affecting them, or whether its working with small businesses across the Pacific that are continuing to aim high, to grow businesses that can support their families, themselves, and their communities.

Our corporate partnerships, and increasingly our partnerships with governments and other funding partners not only provide ABV the resources to support communities and businesses in the pathways they decide; these partnerships are about co-creating programs and pathways that are about much more than individual communities and groups. Our partnerships strengthen communities and everything ABV does is to continue to be the “In-between” broker that can walk alongside communities and businesses, providing expert capacity building, advice, support, even sometimes just arms and legs to get an idea going, whilst always making sure we’re achieving outcomes and measuring the impact our work is having.

Working with women like Loise Kondiak in Papua New Guinea, who came to ABV’s Apeketon Business Hub with an idea to start a business has been a privilege. Through mentoring, supporting, and exploring the opportunities of the local market, ABV were able to support Loise to take her business idea, pivot to the local conditions, to the point where she now has a local mini-bus, five staff and a turnover that sustains her family and provides education opportunities for her children. Loise continues to work with ABV in progressing her next set of business opportunities. This is the pragmatic support ABV provides throughout the Pacific

In Australia, our strength is taking that pragmatic, results focused business advice and mentoring, and providing it as an unencumbered support to communities recovering from disasters as they adapt and grow. ABV can walk alongside communities without the restrictions of adhering to a defined program and so we can be supportive and helpful for communities at every step on their journey to build back better. We support and empower communities to have a voice; to direct their own rebuild and for ABV, that’s truly community led resilience and adaptation.

An area I’m pleased to be able to report is the ongoing growth of our volunteer register. As the world changed, so did the ways in which people were able to volunteer, and indeed the time many had to volunteer changed. ABV has been able to adapt to the changing needs of our volunteers and we’ve been able to provide a host of different ways to volunteer that have allowed Skilled Business Professionals to continue to volunteer with us, and we’re ever grateful for the continuing growth of our volunteer pool. Their commitment and dedication, both our longstanding volunteers and those new to ABV, is a wonderful strength of our organisation.

The future for ABV is an exciting time. Our dedicated and ever-growing group of Skilled Business Professionals who donate their time continue to amaze us with their generosity of time, expertise and their innovative thinking that we welcome into program design, execution and improvement. Our staff of expert community development professionals continually rise to the challenge of designing and implementing programs that adapt to the ever-changing world that our communities and businesses exist within. I’m excited to see the opportunities ABV can be part of as we head into our 50th decade, providing the support and encouragement that allows businesses to strengthen their communities.

Liz



# THE ABV DIFFERENCE

*Bringing business volunteering to create real social change*

## ABV's Work in the Pacific

Monitor & Review Business Well-being Outcomes & Development Over Time

Tailored Capacity Building & Mentoring for SMEs

Robust & Measurable



Nauru Private Sector Development Roadmap

PNG Lihir Apeketon Business Hub

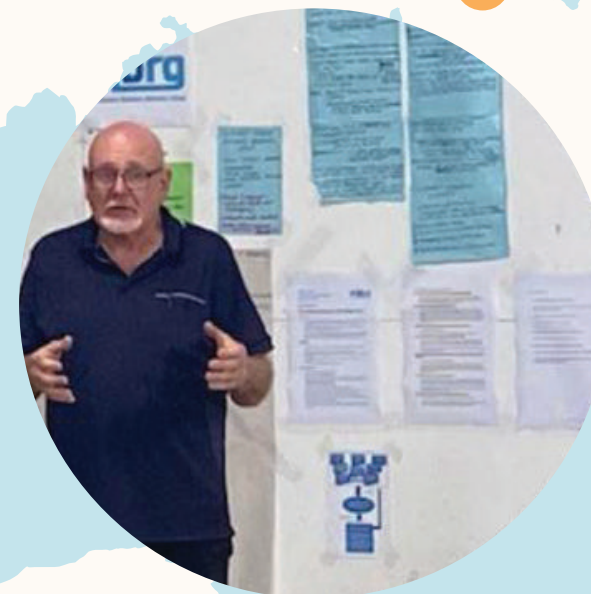
SME Support & Business Mentoring

## ABV's Work in Australia

Support Community Adaption & Resilience Plans

Tailored Flexible Adaptive Programs

Community & Business Economic Resilience Planning



Walk Alongside Community



Monitoring for Community Well-Being & Sustainable Outcomes Over Time





## THE ABV DIFFERENCE

### *Bringing business volunteering to create real social change*

Painting a fence or picking up litter can help communities in need, but bringing a business professional with a lifetime of experience to help solve the most intransigent and thorny problems can be a real game changer. Driven by altruism to help their fellow Australians and our Pacific family, our Skilled Business Professionals are passionate about making a difference. Using tried and tested methodologies, they bring robust and measurable outcomes that bring pragmatic and tangible benefits to both communities and the businesses that serve them.

Business Volunteering offers a unique opportunity to bring real change to suffering communities. That's what Australian Business Volunteers does better than any other not for profit in Australia, because we understand business and we have a business-like methodology written into our DNA.

Developed through 40 years in the field, ABV's framework for supporting disaster affected communities encompasses international disaster recovery theory and practice, world-class business volunteer management, business continuity planning and resilience, trauma-informed engagement, and place-based planning approaches. We walk alongside communities, authentically supporting their priorities, building programs that leverage our business Volunteers skills and knowledge. We guarantee outcomes both for the communities that we work with, and the Micro, Small, and Medium Enterprises (MSME's) that serve them.

Our delivery model involves a combination of key stakeholders; corporate partners who contribute financial support and leadership; skilled volunteers from corporate partnerships, ABV's skilled business professionals who donate their time to support the projects; and the not-for-profit or community organisations that require skilled support.

Companies such as Newcrest and NAB have already seen the benefits from forming partnerships with communities, NFPs and specialist skilled providers. Leading the way, these corporates have developed innovative and ground breaking corporate social responsibility (CSR) programs, to engage in partnerships that address real social problems.

ABV's approach to skilled volunteering leverages the resources and innovation of the private sector combined with our specialist knowledge and practice to create new solutions to some of society's most pressing issues. In doing so, we create a more prosperous environment in which to operate, making business more sustainable and resilient. This is why our programs are designed to deliver the 'triple benefit'.

- *Providing community partners with pro bono support and business insights that significantly strengthen their business, community social capital, & the capacity to achieve impact.*
- *Developing participants' (corporate volunteers') professional effectiveness and leadership capabilities by providing real-life situations that take them outside their comfort zone to learn, practice and develop a variety of skills.*
- *Harnessing the talents of employees to demonstrate their social impact whilst gaining insight into the realities of operating social enterprises and NFPs. The experience can be truly transformative for participants which can translate into improved employee retention, engagement and performance.*

With co-designed corporate programs crafted to be strongly aligned with each corporate partner's leadership and development framework, organisations see tangible benefits in recruiting and retaining key personnel. Over the past three years, ABV's skilled volunteering program has been consistently given a Net Promoter Score of above 90 by participating employees. 100% of participants believe the experience offered important, unique learning/development opportunities which will assist them professionally, with the top three leadership skills/strategic capabilities being collaboration, self-awareness & new knowledge/experience. Enabling professionals to employ their skills for good is a powerful motivator, contributing to attracting and retaining talent and opening advancement pathways.

Now more than ever, business leaders know that corporate social responsibility is essential to a growing and successful organisation, one that recruits and retains the best talent and that its customers and shareholders know is supporting the communities they operate in. That's why Australian Business Volunteers should be their partner of choice – we know business and we deliver real outcomes for communities both in Australia and overseas.



## OUR PARTNERS



National Australia Bank



Resilience NSW



Arup



Disaster Relief Australia



Newcrest Mining Limited



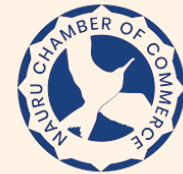
Australian Catholic University



BSP Financial Group Pty.



First Nations Foundation


Centre for Humanitarian  
Leadership Deakin University


Nauru Chamber of Commerce



Qld Rural Fire Service



Girls on Fire



New South Wales

### Bega Valley

Cobargo Bushfire Resilience Centre Inc  
Cobargo Community Development Corporation Ltd  
Cobargo Green Recovery Group  
Cobargo Preschool Inc  
Cobargo Quaama Business Recovery Group Inc  
Kiah Hall Community Committee  
Little Yuin Aboriginal Preschool  
Lower Towamba Recovery Group INC  
Pambula Rotary Club *Bega Valley*  
Wonboyn Lake Ratepayers Assn *Bega Valley*

### Eurobodalla

Mulahda Gumara  
Nerrigundah Agriculture Bureau Inc

### Snowy Valleys

Batlow Rotary Club  
Batlow Tumut Rail Trail Committee  
Beyond the Frontline  
Enterprise Batlow Community Associations  
Reidsdale Community Association Inc Queanbeyan–Palarang  
Resilience Hub  
The Apple Thief Cidery

### Queanbeyan–Palarang

Reidsdale Community Association Inc

### Victoria

#### East Gippsland

3HCR Omeo Shire Community Access Radio Inc.  
Benambra Neighbourhood House  
Community Centre Swifts Creek  
Mallacoota and District Recovery Association Inc (MADRA)  
Mallacoota Community Health, Infrastructure  
and Resilience Fund (CHIRF)  
Mallacoota Wilderness Collective  
Orbost & District Chamber of Commerce & Industry  
Swifts Creek Bush Nursing Centre

#### Towong

Berringa Peninsula Community Network (BPCN)  
Bethanga General Store and Art Precinct  
Corryong Neighbourhood House  
Mitta Valley Inc  
Tallangatta Country Women's Association  
Thowgla Community Resilience Committee  
Walwa Community Recovery Committee  
Walwa Community Garage

## CHAIR'S REPORT

### LOUISA MINNEY



Over the last few years, ABV like many not for profits has been challenged by the Covid black swan event and its aftermath. This had a profound impact on ABV through domestic and international travel limitations, program challenges due to geopolitical instability, a squeeze on talent, different pressures affecting staff and volunteers, and rising costs all of which have challenged our traditional ways of working.

ABV has met these challenges head on and after a steady and carefully guided phase of transition, has emerged stronger and more relevant than before. One striking example is the extension of an approach ABV has traditionally deployed overseas, to support bushfire affected communities in NSW and Victoria. This Community Led framework draws on a blend of volunteer skilled business professionals along with ABV's expert staff who work together in the community to co-design programs that achieve the community's business and economic outcomes, fulfil their ethical commitments, and meet their objectives. With a focus on meeting challenges that small businesses, not-for-profits, or staff within a corporate are experiencing, ABV encompasses international disaster recovery theory and practice, world-class business volunteer management, business continuity planning and resilience, trauma-informed engagement, and place-based planning approaches to make its difference.

ABV continues to support the communities overseas where it has worked for over 40 years with important programs making a difference in PNG, Nauru as well as in Vanuatu, Fiji, Samoa, Solomon Islands, Tonga and the Cook Islands. Following ABV's successful transition through these challenging times, it is now entering an exciting phase of consolidation. For ABV this will mean examining our achievements and carefully expanding them across new markets.

All of this could not have been achieved without the team of exceptional fellow directors both past and present whose experience and knowledge has been a great source of support. The Board and staff thank Mark Epper, former Chair, who retired during the financial year. His steady stewardship ensured ABV has a sustainable future. Together with our outstanding CEO, Ms Liz Mackinlay and our skilled and experienced staff, we have successfully positioned ABV's future to strengthen businesses and institutions to enable a strong and vibrant privates sector.

To our volunteers and communities – thank you for your tremendous support and willingness to work with us on new approaches in a complex and challenging environment. I have great pleasure in presenting these highlights of our achievements in 2021 and 2022, and I look forward to ABV's future working to strengthen communities through business.



ABV is registered with the Australian Charities and Not-for-profits Commission (ACNC).  
ABV is a member of the AIBC, Australia PNG Business Council



# SUSTAINABLE DEVELOPMENT GOALS

## HOW DO WE MEASURE UP?

The United Nations Sustainable Development Goals (SDG) provide a framework for development efforts for communities, organisations and nations around the world. ABV is committed to measuring our work against the SDGs as the most effective way of measuring our outcomes and impact for the communities we serve.







# VOLUNTEER SHOWCASE

*“Volunteering is most effective when the volunteers and the people they are working with learn from each other, creating experiences and memories that are lasting for all. The beauty of volunteering is that it is based in altruism. It’s the focus on the other and not ourselves that defines the value of volunteering. That’s what our volunteers bring to their work both across the Pacific and in Australia.” Liz Mackinlay, CEO ABV*

ABV volunteers make a huge positive difference for communities, whether here in Australia or overseas. In 2021/22 ABV volunteers have always been willing to roll up their sleeves to help, whether providing SME support and mentoring across the Pacific, or working on Disaster Resilience and Recovery programs here in Australia.

In Australia, volunteers have been vital in helping communities rebuild after devastating natural disasters. Sometime down the track, after the emergency services have done their jobs, the polties have vanished, and the media have moved on to the next disaster, the local community is left to repair itself. It is at these times that the knowledge and experience of skilled business professionals comes to the fore.

ABV CEO Liz Mackinlay believes that effective volunteering requires a two-way exchange.

Whether monitoring business owner well-being and SME profitability over time, or bringing business skills that can help with planning and coordination after natural disasters, volunteers bring with them an abundance of patience and empathy and cultural sensitivity. They have a strong awareness of the diverse issues that communities face.



## VOLUNTEER: Dee Murdoch

*Grant Management and Project Planning Mentor volunteer on Behalf of ABV for Cobargo Green Recovery Program*

Deborah (Dee) Murdoch initially volunteered with BlazeAid in Cobargo in early 2020 and then went on to accept a volunteering role in 2021 as the Grant Management and Project Planning Mentor volunteering on behalf of ABV with the Cobargo Green Recovery Inc to help them manage the allocation of funds, the prioritisation of projects and the implementation of work.

Dee admits to an active passion to help bushfire-affected communities and acknowledges that as a volunteer the benefits greatly outweigh the effort.

*“Often the focus is initially on what we want to achieve for other people,” says Dee. “But the greatest achievement is the personal growth we achieve for ourselves.”*

While Dee brings a wealth of skills and experience accumulated during a career as an environmental consultant, her contributions to the recovery process were not as she expected.

“I was embraced by the community for doing so little. During a meeting in the Cobargo pub with the Green Recovery Group Inc an alternative way to record the group’s meeting minutes was suggested, and this to me appeared to be more appreciated than \$100K on the table. Never underestimate what you can contribute,” Dee says.

As to her most used skills? “Holding my breath, being silent; they needed someone to talk to, not someone to talk to them. Lots of drinking tea, and maybe 10 minutes talking about the project. I was expecting to be more active, but what the community needed was a listener rather than talker.”



## VOLUNTEER: Maddy Barton

*Grant Writing volunteer for Cobargo Preschool*

Madeleine (Maddie) Barton caught the volunteer bug at Australian Catholic University where she is a Senior Research Grants Officer. ACU partnered with ABV to assist Cobargo community groups with the daunting task of navigating and preparing grant applications for government funds. Maddie then joined ABV in a second tranche of grant writing, this time for the Cobargo Preschool.

As an experienced grant writer Maddie was comfortable with the skills she was bringing.

*“My day-to-day work involves supporting academics in developing and writing their research grants, so I’m pretty au fait with interpreting grant guidelines and requirements,” Maddie says.*

The Cobargo preschool had hoped for a new bathroom - until Maddie encouraged locals to think bigger. They built a wish list and asked for it all.

“When I found out that Cobargo Preschool had been successful with their application, I jumped up and down – they received the full amount requested - definitely one of the grants I’m most proud of working on,” she says. “I’ve loved getting to know the community members we’re helping – their stories are always inspiring, and their hearts are very big.”

Maddie’s final words of advice for aspiring volunteers are to “Do It! Even if you don’t think that your skills are directly transferrable to volunteering, ABV will work with you to identify how you can help in the best way – it might just be listening to people, or providing project management guidance, or untangling sticky situations. There’s always a way to help.”



## COMMUNITY RADIO VOLUNTEERS HIT THE AIRWAVES

3HCR has a successful history of community broadcast radio for the Omeo area. 3HCR is an established community radio station servicing the needs of the community for Omeo and the immediate surrounding areas.

The station is run by an incorporated body with a volunteer committee and a small number of volunteers to manage and operate the station. In the past they have been a larger group which had been dwindling as volunteers aged and moved away, and in recent times the involvement of the community has waned, meaning the station has fallen almost silent. Although it remained financially viable, it only broadcasted music, with a small number of enthusiastic committee members.

Realising that community radio plays an important role in emergency response and preparedness, ABV agreed to assist the committee to revitalise the station.

The station has an important role in the community; providing information and entertainment, and opportunities to volunteers to experience radio broadcasting and acquire new skills. Importantly, it provides an opportunity to learn about radio for younger people, and in times of emergency to provide an additional community service. The true value of 3HCR to the community lies in its local content.

ABV quickly identified that the operational element was 3HCR's greatest hurdle. There were no

active presenters, no technical support, and no organisational or business management in place. Despite this there was great potential for growth. The vibrant local community, which had recently undergone a strong tree change movement from Melbourne in particular, allowed an opportunity to bring in a number of qualified and interested volunteers.

Given the brief of increasing community involvement in 3HCR, ABV helped appoint 3HCR committee positions and operational roles including programming, rostering, volunteer management encompassing recruitment and training, and fundraising by securing a business mentor for each of these positions and roles.



### VOLUNTEER: *Julienne McKay*

I have volunteered a number of times with ABV over many years but prior to this assignment, all my ABV assignments were overseas, in the Pacific and in Southeast Asia. My role here is to help the client identify prospective sources of grant funding and to assist in preparing grant applications.

The assignment involves helping the client to re-establish a fully functioning community radio station. If this is successful, it will have a significant impact on the communities served by the radio station – helping to disseminate local information as well as building community ties through regular, informed and entertaining radio programs and the potential for community members to participate in the running of the radio station.

For me, this assignment represents exposure to a new area of activity – I knew very little about community radio prior to beginning this assignment. I am very fortunate to be working with two other volunteers who have a great deal of experience in community radio, one on the technical side and the other with programming. I am also very fortunate to be working with an ABV Program Manager who is very familiar with the community in which the radio station is located, and its key players in terms of accessing grant funding.



### VOLUNTEER: *Neville Blyth*

This is my first assignment with ABV. I do, however, do a lot of other volunteering work, including technical support and presenting for another community radio station and as a technical assessor for the National Association of Testing Authorities (NATA).

My focus has been on assessing the technical needs and capabilities of Omeo Shire Community Access Radio Inc, broadcasting as 3HCR. From this, the team and I are hopeful of assisting the station's team to expand and develop their service.

By improving 3HCR's services, the assignment should help assist and engage the community – bringing people and groups together, helping businesses and promoting civic cohesion.

This assignment, and my volunteering contributions more broadly provide avenues and opportunity for my own learning and skill development. I have a strong technical interest and very much value the opportunity to solve problems and assist communities, industries and society.



### VOLUNTEER: *Rhod McDonald*

I have volunteered with ABV before in Indonesia (working at a vocational college in Makassar mentoring them on their IT systems and developing a web site), twice on Lihir in PNG (organising training courses, mentoring start-ups and small business), and in Cobargo, NSW (developing sponsor business case for Bushfire Resilience Centre)

At Omeo Radio I've been developing a business plan, vision document and media release to encourage volunteer involvement in 3HCR. Next will be participating in the further steps: new volunteer info session, and mentoring volunteers in areas such as programming.

As it grows, the community will benefit from an active community radio presence by increasing community involvement on local activities, provide volunteering opportunities, opportunities for youth training and development, and be a resource in emergencies.

In my volunteering experiences, I've really enjoyed meeting new people and learning from them, including from different cultures in the case of being overseas, and developing new skills.





# NAB SKILLED VOLUNTEERING PROGRAM KICKS GOALS

NAB and ABV first came together in 2017 to co-design a model for skilled volunteering that would motivate, reward and engage employees across the NAB business, whilst creating social impact for not-for-profits and social enterprises in Australia.

NAB also wanted to inspire its 30,000+ colleagues to volunteer their time and skills to support the important work of not-for-profits with visions that align to the company's work around natural disasters.

*"Our people get an incredible experience and not just a feel-good experience. It actually helps them develop new skills and new capabilities themselves ...To bring that experience back to their daily working life where they become better practitioners in their own job. They need to work in teams that they've never worked with before and in environments that they've never encountered before"*

**Laura Cochrane,**  
Head Of Strategic Giving, NAB.

The result after five years of refinement and practical implementation is NAB's Skilled Volunteering program - a six phase Community Strategy Challenge that assists key community partners to solve a strategic business challenge through a facilitated project team of NAB employees donating their time.

NAB leaders and volunteers found it to be an exceptionally rewarding experience, here are some of their comments:



**Madeleine McDonald**  
Associate Director, Group Strategy.

*"Being able to work in a really interesting sector with so many challenges and so many opportunities it's been a really nice way to change up my thinking and change the way I approach a problem or a challenge"*



**Julian Liston**  
Associate Director, Corporate Communications.

*"Obviously being able to engage in work with people from across NAB was a great outcome to build my network across the bank but also be exposed to those different skills"*



**Fawhad Nazari**  
Senior Associate FCO learning.

*"I joined a ABV to support the Cobargo redevelopment after they've been affected by some pretty serious bushfires ...(it offered) a perfect chance for me to apply the skills I have to something that's really meaningful but I really believe in as well"*

*"Taking that leap and getting involved is a really positive experience because you get to explore the rest of the world and what the rest of the people in your community actually face in their everyday lives"*



**Ariel Golvan**  
Graduate, Risk.

*"Getting this opportunity to work on strategy as a grad is just really unique and offers me a lot personally"*



**Spencer Haymes**  
Graduate, Business and Private Bank.

*"It's told me a lot about different communication styles and leadership styles"*

# COCONUTS, FISH AND FINANCIAL MANAGEMENT

Throughout 2022, two of ABV's experienced SBPs, Liane Arno and Matt Stone have supported the implementation of the Nauru Private Sector Development Roadmap in partnership with the Nauru Chamber of Commerce (NCC), a project funded by the Australian High Commission in Nauru and New Zealand Ministry of Foreign Affairs and Trade. Liane and Matt's work focuses on providing business support to local businesses through the newly established NCC Business Hub.

The NCC's newly appointed Business Hub Manager, Jennifer Harris, in conjunction with the NCC Board and our SBPs Liane & Matt, identified 13 key business sectors in Nauru. They also identified that the workshops should be aimed at building critical financial management skills, narrowed down to break-even, pricing and cashflow. To date, 16 uniquely designed workshops have been developed for local Nauruan businesses using current pricing data.

One of the identified business sectors was Catering, and to make their workshop more relevant, the working example chosen for the break-even exercise was the delicious dish of coconut fish, comprised of raw tuna cubes, marinated in a lightly spiced coconut milk, with onions and dried coconut, served cold on a bed of rice - a local delicacy and the national dish!

The workshops are kept small to maintain COVID-safe social distancing and maximise engagement. At the time of the Catering workshop, the six business participants sold their coconut fish for \$5 a serve.



**VOLUNTEER:**  
**Liane Arno**



**VOLUNTEER:**  
**Matt Stone**

The training was well received, delivered via a blended format with Liane and Matt joining online and Jennifer supporting facilitation in Nauru, with participants gaining valuable insights through the workshop exercises using the example of the Nauruan national dish to look at break-even and profit margins in particular.

After showing participants how to improve their profit by either increasing prices or reducing overheads, follow-up coaching sessions with our SBPs were arranged and participants departed with plenty to think about, and clear steps to improve their profit margins.

A couple of weeks later, Liane and Matt arrived in Nauru and when traveling around they noticed a few recently amended signs. At \$6 per serve, coconut fish pricing was now both fair and sustainable in the long term!







## VOLUNTEER: *Cameron McFarlane*

I started volunteering with ABV over 20 years ago and have worked primarily on development and delivery of the BBG and YES programs as well as specialist assignments in Fiji, Vanuatu, Nauru, Solomon Islands, Kiribati and PNG. In between I've also undertaken some individual volunteer assignments through SCI in Germany, online projects with Catchafire and privately supported several SMEs in Bali through project start up, business development and ongoing mentoring.

Over the past year I have been fortunate to be more intimately involved in supporting development of ABV as a business. The main focus has been on identifying and growing new business opportunities in Indonesia and Fiji, specifically Micro, Small, and Medium Enterprise (MSME) programs which take a longer-term approach to supporting development of individual underserved MSMEs. It's been great to be part of the development of ABV and seeing their willingness for creative use of volunteer expertise. It's entrepreneurship in the NGO world.

By far the greatest impact on the community I have observed is the increase in confidence of individual business people (MSMEs) and how that feeds through to their real world business skills development which is then reflected in the performance of their business.



## VOLUNTEER: *Kaylene Benson*

I have volunteered to strengthen the quality of local community life at sports clubs, school P&C and community resource hubs and have also volunteered internationally in Cambodia, Timor-Leste, Vanuatu and PNG on assignments as diverse as business training to vanilla growing.

In 2022 I travelled to Lihir Island in PNG as a skilled business professional with ABV where I facilitated YES business training for local business owners. Its great to see our work having an impact on the community. I like to think training attendees have 1) an understanding of what's involved to be a successful business 2) feel more connected to and excited about opportunities to grow their business 3) see the pathway to build a rewarding business today and into the future.

Volunteering has enabled me to stay vital, learn new skills, meet incredible people and become engaged in many varied local challenges. Volunteering gives me the opportunity to immerse in day-to-day life that travel alone cannot provide and connects me to a community where I can in some small way help make a positive impact.



## VOLUNTEER: *John Keegan*

I commenced volunteering with ABV in 2013 in Indonesia. I have also volunteered with ABV at Honiara in the Solomon Islands and at Lihir Island in PNG.

The most recent assignment with ABV in Lihir in 2022 involved business planning with 13 small businesses and delivery of the YES Bisnis training program to some 20 participants. This was followed up with further consultations on business planning for companies that needed further advice/ideas.

Volunteering positively impacts the community by providing confirmation that a business idea is viable and likely to succeed as well as confirmation that an existing idea/business venture may not be viable and not worth pursuing. The YES Bisnis tools including the break-even analysis are valuable in helping business people understand the factors that help drive success.

I have enjoyed some wonderful cultural experiences with my volunteering as well as much satisfaction from the enthusiastic adoption of training and new ideas. It is particularly pleasing to hear Lihir business people who have been engaged with ABV over some years communicate in a more focused business manner having achieved significant success with their endeavours.



# Nauru

## BUSINESS HUB DELIVERS VALUE TO LOCAL BUSINESSES

ABV’s ability to quickly adapt in direct response to local communities’ support priorities has enabled close partnerships across the Pacific. The Apeketon Business Hub, established in 2019 through a partnership between ABV and Newcrest Mining Limited on Lihir island, PNG, now has a counterpart in the island nation of Nauru.

In 2020-21, ABV had the privilege of working in partnership with the newly established Nauru Chamber of Commerce (NCC) to facilitate the co-design of the Private Sector Development Roadmap, supported by the Australian High Commission in Nauru and UK High Commission in Solomon Islands. The Roadmap supports the work of the NCC in the development of a vibrant and inclusive private sector that contributes to sustainable economic development in Nauru.

Of the Roadmap, Sean Oppenheimer, President of the Chamber, said “The Chamber aspires to foster cross-sector collaboration and the Roadmap will advance private sector development in alignment with Nauru’s broader socioeconomic development aims.”

ABV CEO Liz Mackinlay added, “The Roadmap aims to strengthen communities through business, by supporting and promoting locally-led, private sector driven solutions, open collaboration and youth leadership and entrepreneurship.”

In 2022, under the rollout phase of the Roadmap, supported by the Australian High Commission and New Zealand Ministry of Foreign Affairs & Trade, the newly established NCC Business Hub is already contributing to micro, small and medium enterprise (MSME) capacity building; one of the four priority areas

in the first stage of the Roadmap. Joining the team as the NCC Business Hub Manager, Jennifer Harris brings a wonderful energy to the Hub along with a wealth of skills and experience from working at the Australian High Commission, the University of South Pacific (Nauru) and United Nations Development Program.

“I’m enjoying the new position and I look forward to learning more from the team and being part of a dynamic and meaningful group,” says Jennifer. “It’s very exciting to see what ABV has achieved in the past with other communities. The way they do things is very genuine and Liane and Matt have been great coaches and helped build awareness and trust within the local community.”

Liane Arno and Matt Stone are two of ABV’s experienced Skilled Business Professionals (SBPs) and vital members of the team behind the design of the next evolution of the Your Enterprise Scheme (YES) program. Drawing learning from the Apeketon Business Hub journey, supporting the establishment of the NCC Business Hub in Nauru has been an exciting opportunity for the pair, who have fostered shared learning between the two locations.

The YES Program is a five-day course, with a range of streams (from startup to advanced MSMEs), which build upon a foundation of Australia’s Cert IV in small business training. Each YES Program delivery is uniquely designed with our partners, tailored to the local context and priorities of the communities we work with. Jennifer recalls the initial scepticism of some participants when offering the training.

“Participants wanted to know that we were here for the long term and that we were genuinely committed to help. They would ask, ‘Do they really just want to help us? Why do they do this?’ and I would explain that the Skilled Business Professionals volunteer their time to share their knowledge with communities across the Pacific and in Australia,” says Jennifer.

Alongside the YES comprehensive training program, in response to specific immediate support needs in Lihir, Liane had written a series of workshop modules covering topics including payroll compliance, cash flow and break even. This workshop approach has been adopted in Nauru in response to both the time availability of local businesses and to progressively build awareness and trust in the NCC Business Hub and its support offerings.





# Nauru

While local businesses on Lihir are predominantly labour and vehicle hire, Nauruan MSMEs include catering & cake making, tailoring, building and construction, and retail, among many others. As Matt points out, Nauruan families are often operating several businesses at once, “all of them making money in their own way but not necessarily making a profit.”

As word spread of the weekly workshops, participant lists quickly filled for these small group sessions that have been tailor-made for a range of Nauru’s industry sectors (16 workshops covering 13 sectors).

“We’re hoping that those who have completed the workshop modules will undertake the full YES Program to learn how to grow their businesses,” says Matt. “The workshops get the fundamentals right, then we can do blue sky and wider business opportunities with the full YES Program.”

Participants in the weekly workshops are also able to access one-on-one coaching on industry-specific excel tools as well as business mentoring

(e.g. providing a sounding board for businesses looking at their next steps and growth opportunities). This builds deeper trust and allows for confidential sharing and discussion of business practices and plans. In just 2 months, over 40 businesses have participated in workshop training and over 140 hours of business coaching has been provided. The NCC’s Facebook page has also rapidly grown to over 190 followers and more than 2,000 interactions over the last couple of months.

“There has been an excellent take up of one-on-one sessions which is gratifying for us,” says Liane. “And Jenn is a treasure to work with.” Liane and Matt reflected that their Nauru experience, delivering support both online and in Nauru, has been one of their best experiences while volunteering with ABV.

NCC and ABV are looking forward to continuing to grow the NCC Business Hub and expand its range of quality support programs as part of developing a strong and well-supported membership of thriving local businesses.

# Lihir

## GOLD STANDARD DELIVERY FOR LIHIRIANS

Newcrest’s gold mine on the small PNG island of Lihir, 900km from Port Moresby, holds one of the world’s largest gold resources. It is also the economic lifeblood of the island, population of 18,000, and employs approximately 4,500, predominantly local workers.

One of the world’s largest gold mining companies, Newcrest has demonstrated that building mutual respect and trust within local communities is critical to the success of the project. Their commitment to creating economic value for PNG has resulted in Newcrest being a trusted sustainable development partner that has provided public infrastructure and services, access to health services, and electrical power and water to local villages, among other programs.

Since 2019, Newcrest and Australian Business Volunteers (ABV) have invested in and delivered local employment, training, and supplier programs that contribute sustainable long-term benefits to local communities in a way that supports and respects their rights and aspirations, traditions, values, and belief systems.

ABV CEO Liz Mackinlay said the partnership allows ABV staff and volunteers to work and walk alongside the people of Lihir as a supportive mentor, teacher, and confidante for many aspiring small business owners and communities.

*“This innovative triumvirate between corporate, community, and a not-for-profit volunteer organisation continues to grow as stakeholders recognise the demand for ongoing and enhanced skills and capacity building in the local business community,” said Mackinlay. “It’s a testament to the transformative power of collaboration and volunteering”.*

The community, represented by Lihir landholders, business owners, families, and community groups, is working with Newcrest on the establishment of a long-term implementation agency that will oversee the development benefits afforded under the Lihir Benefits and Development (LBD) Agreement.

In December 2020, eight Tenement Landholder Groups (TLG), five Relocation Family Groups, and two Church Groups, signed the LBD Agreement and the Compensation and Relocation Agreement (CRA). The 15 stakeholder groups agreed to an interim implementation arrangement and formed partnership committees to prioritise projects and programs during the transition period.

Sponsored by Newcrest and delivered in partnership with ABV, the Apeketon Business Hub in Londolovit is a vital resource and training centre that provides an essential function for the community’s development activity.





# Lihir

Apeketon Business Hub Manager, Henry Ume-Taule, provides a regular friendly face at the Business Hub, which offers a program of skill development workshops to aspiring and established small business operators. It also provides clients with mentoring and consulting services available at the drop-in resource centre.

The Hub currently services 70+ registered businesses in the local Lihir community and has delivered 24 custom-designed training programs to more than 181 participants. The course delivery has also been modified to a flexible hybrid via remote video link and in-person training.

The team has designed and delivered a suite of business skills development courses with new workshop subjects in the pipeline.

The revamped Your Enterprise Scheme (YES) Start-Up combines digital technology and onsite contact to ensure an informative and instructive program that is interactive and engaging for all participants, volunteers, and staff.

Lihirian businessman Jackery Bachavien took part in the September 2021 workshop and found the program very relevant.

“Although I have been running my business for several years, it brought me back to understand the basics of business and has put me on the right course,” Jackery told the Project team. “The facilitators presented the course excellently using face-to-face interaction, group activities, and experts over the video link, giving me multiple sources of information. I wish I had attended this course before I started my business”.

During the first half of 2022, ABV hosted three Better Business Governance (BBG) training programs. BBG is a proven training and mentoring program for board directors, company secretaries, and CEOs in Papua New Guinea to gain an understanding of the legal, accounting, and regulatory principles of being a director.

ABV continues to innovate, and capability-building with Signatories to the mine agreement to explore new pathways to economic empowerment. In August, a YES Bisnis program was delivered on Lihir with 17 participants graduating.

*“Our business is in the initial stages of discussions with a major local business about the possible joint venture. This course and the experience of John Keegan and Kaylene Benson provides an invaluable foundation for not only our business but our team who have attended this course in the past and now. It put us on a good footing.” - Jack Towo.*

*“This course is a good starting point for us. We had registered with our company but did not know how to get it off the ground. The 9 building blocks of the Business Model Canvas provided all the key elements we need to start. The business tools, especially the Break Even give us an appreciation that our business is running at a loss. All these are enablers for our business journey where we previously were copying from other businesses and individuals – we can figure our own way now.” - Lythia Tuarimi & Peter Mataria.*

The **Family Money Management Program (FMMP)** is another core skills development workshop delivered by ABV through the Apeketon Business Hub. ABV designed this program in response to an identified need for families to strengthen skills in managing household cash-flows, planning and saving for the future, making decisions about financial products, and seeking advice about money and finance.

ABV CEO Liz Mackinlay said ‘We continue to work with Newcrest and the community to develop necessary skills training in new subject areas. The partnerships remain strong and our shared commitment to the people of Lihir and the delivery of sustainable development programs have established a solid program of courses, processes, and practices with enormous potential in this and other communities.



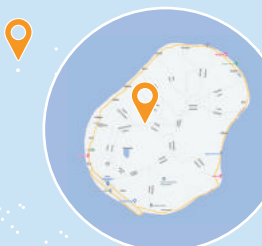
# Nauru

## NAURUAN BAKERS TAKE THE CAKE

Siobhan and Basil Sasaki Buraman met when they both worked at the Republic of Nauru’s Hospital. After having a baby, Siobhan wanted to stay at home and care for their son, and they needed to find a business to support them. One day, while sharing her red velvet cakes with visiting family, Siobhan hit on her business idea – selling her delicious cakes to the public!

Right away Siobhan’s cakes proved to be extremely popular. However, it seemed like although she was always baking, the family still struggled to make ends meet. On a business management level, they didn’t know where their money was going. Siobhan needed a clear idea of the real costs she was incurring in order to build a viable business platform.

Many things need to be imported into Nauru and costs can be expensive. Determined to find a better way, Siobhan attended the first industry specific YES workshop for Nauru – designed for cake bakers



to determine their break even pricing. It was a real eye opener for Siobhan and Basil. Through practical tools like the interactive excel spreadsheet tailored for cake baking businesses like theirs, Siobhan and Basil were able to see clearly all the costs associated with their business.

*“This tool has made the world of difference to us. I now know what we should be charging,” said Basil.*

Often, customers would approach Siobhan and ask her to bake a cake for a specific amount of money. With the new break even excel tool, Siobhan was quickly able to work out all her costs and then calculate the size of cake and the trimmings. The outcomes: she could provide her client with a great tasting cake and her baking business with some much-needed profit.





# Lihir

## APEKETON BUSINESS HUB HELPS TO EMPOWER LOCAL WOMEN

First opened in 2019, the Apeketon Business Hub offers a wide range of skill development programs and workshops to aspiring and established small business operators in Lihir. It also provides clients with coaching, mentoring and consultation services available at the drop-in resource centre, sponsored by Newcrest Mining and delivered in partnership with ABV. Many successful Businesswomen have been enthusiastic participants and honed their skills through the Hub's programs and services.

One of these programs is the 'Your Enterprise Scheme' (YES) Program, with streams for start-ups, and growing and established businesses. YES Program graduate, Germain Ziekziek, is President of the not-for-profit Lihir Women's Association. As such, she is committed to developing, empowering, and supporting women to do business on the island. Germain is looking to her workshop experience to build on skills she needs to run the Association.

'We are reorganising our association to formally register a business arm for the women of the 15 wards in Lihir, so we can fund our activities and give all women and girls an opportunity. The YES start-up program is putting our group in a better position to get our business arm working,' said Germain.

Another YES graduate Lisa Gulal is a senior manager at Sivetal Limited, a locally-owned medium enterprise. Lisa completed YES training and Sivetal went on to secure major business with Newcrest. Lisa learned how to manage her own payroll and accounts, saving 5,000 kinas a month, and has progressively grown her staff from 6 in 2007, to 51 employees in 2022.

*'The things Liane [one of the skilled business professionals from ABV] helped me with were so useful and now I am helping others,' said Lisa. 'Now I'm self-sufficient – it helps a lot.'*

Another inspiring success story is Loise Kondiak. We were first introduced to Loise in the 2021 Annual report. A proud mother and business

owner, Loise had attended and completed the three-day Family Money Management Program (FMMP) and followed up with the five-day Your Enterprise Scheme (YES) Start-Up training program. She spoke then of what she had learned at ABH.

'The business model canvas gave me the basic tools and know-how and helped me to do business correctly. I finally found the solutions I needed for starting a business.

As a direct result of the workshops, Loise was able to prepare her business documents and applied for vendors and accreditation for labour-hire employees such as storemen, blasters, and boiler makers. She also secured a business loan through local bank BSP's SME loan program.

Not one to rest on her laurels, Loise is focused on expanding her business. In September 2022 Loise has secured space and is working with Apeketon Business Hub (ABH) to assess her business case for a coffee shop/pizza outlet. ABH is working closely with her to source costings on securing premises, and equipment for her new business initiative. Once this is done, ABV's skilled business professionals will work with Loise to support the creation of a business case for an investment decision.

ABV CEO Liz Mackinlay said that economically empowering Lihirian women is an integral part of the Apeketon Business Hub.

*'ABV works respectfully with local people to listen to what they need, and we walk alongside them to help deliver positive outcomes for communities. With the support of Newcrest, we have empowered local people to develop businesses that grow the Lihirian economy. We monitor carefully for well-being outcomes and profitability over time. It's been especially pleasing to see the number of successful businesswomen that have participated in our programs.'*





## Nauru

### BUJET CATERING REACHING NEW HEIGHTS

Recently, as travel post-COVID started to return to normal, two of ABV's Skilled Business Professionals (SBPs), Liane Arno & Matt Stone were some of the first passengers to reach Nauru in the wake of its first brush with COVID since the pandemic began. Throughout 2022, Liane and Matt have been working with ABV and the Nauru Chamber of Commerce (NCC), to support sustainable and inclusive economic development through the implementation of the Private Sector Development Roadmap. The collaboration sees ABV provide both online and in-person support including project coordination, strategic and business planning, business hub establishment and delivery of training, coaching and mentoring support.

To reach Nauru, its flagship carrier Nauru Airlines operates an each-way passenger service once a week between Nauru and Brisbane, in addition to a freight run on the same route. So, to start their assignment in Nauru, Liane and Matt utilised this service. Co-incidentally, one of the businesses who had recently signed up for YES workshops and coaching through the NCC Business Hub was Bujet Catering, who are contracted to provide in-flight catering for the Nauru-Brisbane leg.

Almost 95% of all produce sold on Nauru needs to be imported (freighted once a week), resulting in high costs – fresh produce such as fruits and salads are prohibitively expensive, for example one lettuce can cost up to \$29! At the time our SBPs were working with Bujet, their current menu offering consisted of two choices of mains and accompaniments. Vegetarians and vegans are also catered for through prior notice.

Bujet Catering owner Myrinne and her number one Miniva both attended the NCC-ABV workshop delivered by ABV's SBPs on financial break-even points in the catering industry. The workshop showed their margins could be best described as 'skinny', so through follow-up coaching sessions, our SBPs worked with Bujet to identify ways outside an obvious price increase to improve their profit – a price increase would have required contract renegotiation.

Portion control is a major priority and currently more of a visual than measured process. However, even a small amount above the identified portion size across 140 meals each week adds costs over time. Aside from meat, salad is another significant cost. Market research was recommended to obtain data on the number of salads not eaten. Subject to findings, adjustments to salad offerings could be looked at, resulting in a significant increase in the margin on each meal.

Bujet also provides cold meals to freight flight crew to and from Brisbane but wanted to offer a greater variety. Given their experience in owning and operating a hotel, as well as time in the catering industry, our SBPs were able to provide a long list of potential options for pricing and consideration.

Bujet Catering recently joined an event with the Nauru Chamber of Commerce, Australian High Commission and New Zealand Ministry of Foreign Affairs and Trade, where they were able to share their experiences with the program funders.

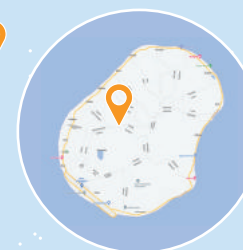
Reflecting on their experience participating in training and coaching to date, Myrinne shared, "[It's been] interesting, very happy with Matt & Liane's support. Breakeven and cashbook walk through in the one on one sessions has been really helpful, especially the important little details included in the [excel] tools. [It] showed me what and where I stand with what I make."

Following our SBPs' return to Australia, business coaching will continue online, supported by NCC Business Hub Manager Jennifer Harris, as well as opportunities to connect with ABV's wider network of Skilled Business Professionals to support Bujet Catering's next steps.

Reflecting on their time in Nauru, Liane and Matt shared that in their thirty-plus collective years' volunteering with ABV, this was one of their best experiences to date. One of the main reasons is the commitment of Nauruan entrepreneurs like Myrinne. "[They are the] best I've ever seen," shares Matt, "[especially] their willingness to apply what they've learned and coming back [to us] for clarification and questions."

With more than 40 MSMEs participating in workshop training and more than 30 MSMEs committing to coaching in just a few short weeks, Nauruan entrepreneurs have been enthusiastic to take up this opportunity offered by the NCC's Business Hub and supported by ABV through our YES Program.

Using ABV's unique Client Pathway Report tool – measuring progress against core business competencies – we are already capturing positive improvements across all MSME participants to date. In particular, 50% of businesses completing one month of individual coaching have already moved from an 'emerging' to 'growing' development stage of business competency.



ABV and the Nauru Chamber of Commerce are looking forward to the next steps of building the Business Hub and expanding support to even more committed MSMEs in Nauru ready to take their businesses to new heights!







## BSP REGIONAL MENTORING PROGRAM GOES FROM STRENGTH TO STRENGTH

Since its establishment in 2019, ABV has delivered the regional mentoring program in partnership with BSP Financial Group (formerly Bank of South Pacific), working closely with head office and country teams in Cook Islands, Fiji, Samoa, Solomon Islands, Tonga and Vanuatu. The program sees experienced and culturally aware mentors from ABV's network of Skilled Business Professionals (SBPs), mentor a diverse cohort of emerging through to senior leaders taking part in BSP's Leadership and Management Development Program (LMDP). In recognition of the outcomes achieved by mentees and the trusted relationships between mentors and mentees, the program has become a cornerstone of BSP and ABV's partnership.

To date, 14 mentees have been paired with an ABV SBP mentor. Over the past year, three new mentees have joined the program, five mentees are continuing their mentoring relationship and a further three have recently graduated from the LMDP. Four mentoring relationships have been ongoing since the program's inception, with mentees achieving their goals and moving to new stages in their professional development.

The structure of the mentoring program places the mentee in the driver's seat throughout the entire process, from choosing who mentors them, through

to regular progress tracking, mentoring session scheduling and progress reviews. Importantly, mentees have the opportunity for periodic 1:1 reviews with executive leadership of the Bank: an invaluable opportunity for the mentees to highlight their achievements and leadership aspirations. Despite ongoing Covid-19 border restrictions limiting engagement to online facilitation only, mentee feedback has been consistently strong:

*"At the start, joining the LMDP was quite a new thing for me, my mentor is what I want to be, and having my mentor go on the journey with me, he's played a big part in how I've progressed in the program, giving me the bigger picture. I really appreciate my mentor's time, feedback and experience. The testament of this program is that I have recently been appointed in an expatriate role, it's a big jump for my career."*

*"I appreciate the opportunity to work together, the level of trust and confidence to discuss wins and areas of weakness, looking at it differently from another lens. I always underrate myself, so it's been good to hear that feedback in taking steps on my leadership journey, making myself accountable to goals that we do have,*

*tracking periodically, and working on challenges and weaknesses. As a result, I'm able to put myself forward twice for opportunities. In my one-to-one with the Group CEO, I'm able to be more comfortable and confident to ask the questions to help me understand which areas I need to focus on."*

The program hasn't just benefitted BSP's mentees but also ABV's mentors. One mentor, Jennie Connolly, reflected on her experience in the Mentoring program:

*"A most impressive aspect of the past year for the BSP-ABV Mentoring Program is that participants continue to reach their goals despite the challenges of virtual-only engagement. Many of the mentees have received Team Awards throughout the year, recognising their individual abilities to build effective teams and guide the bank through a challenging operating period of lockdowns and dual economic and health crises. Promotions and secondments feature heavily in participants' annual reflections, highlighting the contribution of this program to their professional development, with many of the mentees quickly moving through the 'emerging' to 'senior' ranks of BSP leadership."*

One such success story is Jennifer Fruean's achievements in the program, working with her mentor, Jennie Connolly, since 2020. Based in Samoa, Jennifer has taken various roles throughout BSP, as well as engaging in non-profit work in her local community. As a senior leader within BSP, Jennifer worked with her mentor to outline her professional and personal leadership development vision, including secondments to augment her experience, improve BSP's compliance frameworks, and set out her team's own professional development process. Jennifer has worked with her mentor on a gamut of skills, including effective communication and interpersonal skills, people management, corporate governance and time/priority management.



Throughout this time, Jennifer has achieved the highest internal staff reporting ratings and has recently been appointed as Country Head for Samoa – a clear recognition of her growth and achievements as a leader.

With borders opening, blue skies are on the horizon for BSP's mentees and ABV's mentors as in-person visits are back on the cards, and we can't wait for them to meet face-to-face again!







## Lihir GETTING ON WITH BETTER BUSINESS

Since 2019, Australian Business Volunteers (ABV), in partnership with Newcrest Mining, has worked and walked alongside the people of Lihir as a supportive mentor, teacher, and confidante for many aspiring small business owners and communities.

The centre of the development activity is the Apeketon Business Hub (ABH), now in its third year of working with Lihirian businesses through local ABV staff and ABV's volunteer skilled business professionals to build the skills and capability necessary to run successful businesses. It also provides clients with coaching, mentoring, and consultation services available at the drop-in resource centre.

The Hub, sponsored by Newcrest and delivered in partnership with ABV, currently services 70 registered businesses in the local Lihir community and has delivered 24 custom-designed training programs to more than 181 participants. The course delivery has also been modified to a flexible hybrid via remote video link blended with in-person training.

Most recently, Newcrest engaged ABV to deliver three group training programs of our Better Business Governance course. The first course was delivered by ABH Manager Henry Ume-Taule in Lihir, with ABV's skilled business professionals in Victoria, New South Wales, and Bali supporting remotely via video link. The second and third courses were delivered

by ABV's Skilled Business Professionals, Cameron McFarlane and Jennifer Connelly who travelled to Lihir in June 2022.

Better Business Governance covers the principles of good corporate governance, the structure of organisations, the duties of directors and managers, and the collective duties of a board and is designed to help participants to be responsible and competent leaders, directors, or senior managers. The three-day, hands-on training course has been delivered to three groups comprised of Chairs, Deputy Chairs, and Secretariat members, with 40 participants in total.

ABV skilled business professional Liane Arno explained the genuine need for the course in the PNG legal and social environment.

*"PNG legislation does not require any of the incorporated bodies to have a constitution. It is very tempting for an organisation to not bother creating one, thinking that they are saving themselves some work," said Liane.*

*"However, if there are no guidelines on how often to meet, how to meet, the responsibilities of Directors and the tenure, it can lead to situations where a Board is not run effectively and is unlikely to change its members or its direction, given there is potentially unlimited tenure for Board members."*



**Better Business Governance** is a proven training program for board directors, company secretaries, and CEOs in Papua New Guinea to gain an understanding of the legal, accounting, and regulatory principles of being a board director.

Newcrest's focus is to help build the capacity of the tenement landholders and relocation group leaders, starting with the partnership committees. The Better Business Governance course is crucial for better understanding and alignment with the governance processes and for providing effective and transparent leadership.

Gabriel Matz, Chairman Putput Village Relocation and Mine Plant Site was one of the participants in the recent course. For Gabriel and many others, it was a clear case of not knowing what you don't know. The course content clarified participants' role and responsibilities and shone a light on the skills and knowledge needed to operate a successful board.

Now I have seen that ABV course has made me realise and helped a lot to know my roles and responsibilities as the Chairman and I will try my best to make decisions for the two Tenements," said Gabriel. "Also, I look forward to working with ABV and make more awareness of our roles and pass onto our younger generations to come and join us to carry out this role and look at them as future next leaders to carry on this work".

Deputy Chairman for Tenements Secretariat Martin Simol also praised the Newcrest initiative.

*"It has truly enhanced the capacity of team leaders in their respective Tenement Landholder and Relocation Family Groups," said Simol. "As most indicated after the course, this is their first time in their entire life to have attended such a course!"*







## NAB AND ABV EVOLVE NON-TRADITIONAL PARTNERSHIPS IN SKILLED VOLUNTEERING

NAB and ABV have collaborated to create a new model for skilled volunteering that would motivate, reward and engage employees across the bank, while creating social impact for not-for-profits and social enterprises in Australia.

The new model would need to scale community and colleague engagement, incorporate a more strategic, long term, sustainable approach to volunteering at NAB, and achieve more focused investment under NAB's flagship disaster resilience social impact program – NAB Ready Together.

NAB recognised the need to engage with charities and other stakeholders beyond the strict ambit of its business practices in order to create effective societal change together. This meant that partnerships between

not-for-profits and corporates – including volunteering programs - needed to extend beyond the traditional money/reputation exchange.

CEO Liz Mackinlay recognised a vital role for ABV. "With more than 40 years' experience and a hugely talented pool of staff and skilled business professionals, ABV is in a trusted position to collaborate with other not-for-profits, together with NAB, to develop a new model for corporate/charity partnerships built on shared problem solving."

NAB also wanted to inspire its 30,000+ colleagues to volunteer their time and skills to support the important work of not-for-profits with visions that align to the company's work around natural disasters.

NAB Skilled Volunteering program is a six phase Community Strategy Challenge that assists key community partners to solve a strategic business challenge through a facilitated project team of NAB employees donating their time.

ABV supports the community partner to develop the scope of work, helps NAB recruit a team from within the company with the right skill sets, and then facilitates that team through an experiential learning process to deliver a valuable, implementable solution for the community partner.

*Since its inception, the NAB Skilled Volunteering Program (SVP) has successfully delivered multiple benefits to 10 community organisations, through 9 Community Strategy Challenges engaging 78 NAB employees who volunteered more than 795 days. The outcomes for community partners have ranged from creating strategic plans and process improvement mapping to customer experience design and business case development.*

Previous beneficiaries include sporting athletes living with a disability across Australia and survivors of domestic violence supported by Two Good Co. These community strategy challenges have also assisted community organisations such as Good Shepherd Microfinance, Launch Housing, The Nature Conservancy, First Nations Foundation, Beyond Zero Emissions and the Committee for Ballarat. Recent challenges have supported Girls on Fire and Queensland Rural Fire Service

The model for NAB's SVP delivers an enviable triple benefit. It enhances the skills and experience of participating NAB staff, builds capacity and

capability within the community organisation, not-for-profit or social enterprise that it partners with, and contributes to NAB's strategic drive to deliver measurable and sustainable social impact.

NAB's Head of Strategic Giving, Laura Cochrane acknowledges the generous benefits that flow from the NAB Skilled Volunteering Program. "Our people get an incredible experience and not just a 'feel good experience, it helps them develop new skills and new capabilities themselves," says Cochrane. "They need to work in teams they've never worked with before in environments that they've never encountered before. When they bring that experience back into their normal working life, they become better practitioners".

Beyond organisational and workplace benefits, participating staff and volunteers who have shared in the privilege of walking alongside the inspiring community workers have consistently praised the opportunity for personal growth as benefits and exchanges move from transactional to transformational. Comments such as 'eye-opening' and 'life-changing' are common feedback from participants.

The partnership further expanded in late 2020 to incorporate facilitated skilled volunteering opportunities with bushfire-affected communities in NSW. Following the devastating Black Summer fire season of 2019/20, NAB and ABV expanded the partnership to pilot a community-led approach to bushfire recovery in Cobargo, NSW. The successful pilot became the ABV Disaster Resilience and Recovery program, which is now active in Victoria's disaster affected communities of East Gippsland, Towong and Alpine Shires.





# Cobargo

## NEW VISIONS FOR COBARGO

*“We follow international disaster preparedness and recovery principles, we’re trauma informed, we have world class volunteer management, we’re focussed on business continuity planning, and we can do integrated place-based planning as well”.*

The program aims to assist communities to make a sustained recovery through inclusive, integrated volunteer support and place-based planning.

“The communities know what they want to do to build back better.” Liz explains. “We get to walk alongside communities that are leading their recovery and with NAB as our partner we are able to stay the journey with these communities.”

*Since August 2021, the program in Victoria has built trust and traction with 27 communities, supported 13 organisation and businesses with a team of 26 volunteers contributing 663 volunteer hours; including 87 hours from participating NAB colleagues. Remote communities have received \$209,000 in grants that will assist with improved IT equipment and internet access, IT upgrades and childcare renovations and a ten-year vegetation program to mitigate bushfire impact. Above all, it has bought new hope and energy to communities impacted by natural disaster.*

After five years of evolution, the NAB and ABV partnership has delivered a multitude of benefits to communities in need. What started as an innovative skilled volunteering model with immersive Community Strategy Challenges, has become a catalyst and key supporter of a shared focus on Disaster Resilience and Recovery through non-traditional partnerships. In March 2022 the partnership was further cemented with ABV’s appointment of Belinda Howard as Program Director Volunteering Partnerships, an embedded role with NAB that will provide a centralised pivot between the two partners.



A global pandemic, changes of government, economic pressures, torrential rains, and catastrophic flooding have all superseded the devastating Black Summer Bushfires that ravaged the Bega Valley township of Cobargo and the surrounding communities on New Year’s Eve 2019.

Fortunately, ABV’s Disaster Resilience and Recovery Programs aren’t reliant on a political whim or media cycles and away from the spotlight, the road to recovery and repair is continuing. For almost three years ABV, our partners ARUP, Australian Catholic University and NAB, and our incredible Skilled Business Professionals have remained committed to this community. We have sat with, walked alongside and actively listened to community members , allowing us to deliver targeted and immediate support where it has been most needed.

At the beginning of this financial year, the Cobargo Community Development Corporation was granted just shy of \$10m funding to rebuild both sides of the main street. Co-directors Shona Taranto and John Walters had put in the hard yards writing grant submissions with assistance from volunteers organised through ABV’s DR&R Program. With the two main town centre redevelopment submissions approved, the next chapter is to make make the community’s new vision for Cobargo a reality.

As ABV CEO Liz Mackinlay said at the time,

*“Our work here is not finished and it’s far too early to raise the mission accomplished banner. We will be heading back to Cobargo to support the community to deliver on its brave new vision”.*

Refined through 40 years’ experience in the field, ABV’s approach for supporting disaster affected communities encompasses international disaster recovery theory and practice, world-class business volunteer management, business continuity planning and resilience, trauma-informed engagement, and place-based planning approaches.

ABV’s support delivery model typically involves a combination of key stakeholders; corporate partners who contribute financial support and leadership; skilled volunteers from corporate partnerships, ABV’s skilled business professionals who donate their time to support the projects; and the not-for-profit or community organisations that require skilled support.

Over the past year, ABV has continued to extend its reach with multiple ongoing and often interconnected projects including addressing the needs of early childhood educators and carers.

In the well-connected community Shona had referred Christine McKnight, lead teacher and director for the Cobargo Preschool, to the DR&R Program.

*“Cobargo Preschool was severely impacted by the fires - we lost most of the playground and when we came back a lot of the area had been destroyed,” recalls Christine. “Just after the fires we became an unofficial relief centre.”*

Christine was seeking funding to upgrade the Preschool Building to include additional space for a shower, laundry, toilet block and an adults’ privacy room for psychological sessions and counselling support for children and their parents to cope with trauma.

“It was important to children whose homes had been damaged, that they could come back to the familiarity of preschool. A lot of school time was spent sitting on the veranda watching the builders dig up the playground – watching something awful being repaired. I think that was great healing for the children - they were able to convey in their own minds that it will happen at home too - something awful will get better.”

The DR&R Team recruited Madeleine Barton from the Australian Catholic University as a grant support writer. Madeleine had previously been assigned as a grant support writer for the Cobargo Community Development Corporation BLERF submission. The





# Cobargo

Cobargo Preschool was successful in its application for a Bushfire Recovery Grant valued at \$257,000.

The Program has reaped rewards including the healthy revival of the Cobargo Preschool. “We have got a huge increase in numbers this year,” says Christine. “We’ve gone from three to four days a week – some new arrivals, some children coming of preschool age – its lovely seeing the preschool growing.”

In the tradition of passing-it-forward, Christine referred Kim Cooke of the Little Yuin Aboriginal Preschool to the DR&R Program.

The Lake Wallaga Aboriginal Community suffered severe spiritual and cultural trauma living with the devastation of vast tracts of their native bush and loss of native wildlife. Kim hoped to create a suitable place for recovery at the intergenerational preschool, which recently celebrated its 30-year anniversary.

“We saw the land as essential to healing and recovery – so that’s where our focus went,” says Kim. “It will allow us to make sure that this is a unique preschool that says when I come here, I know what my country is, I know who I am. I am Aboriginal, this is my space, this is my community, this is my preschool. This is a very special place of belonging and culture and connection”.

Christine initially wanted to make a joint funding grant with Cobargo Preschool however time and process weren’t on her side. She opted to apply for the Clubs Grant Category 3 Infrastructure Grant which as a standalone applicant which allowed her more time to complete the grant application process.

*“It was just fantastic. I felt really supported from George, Maddie and Kripa, - just to be able to bounce ideas off and they had so much experience in that area. When we submitted the grant, I felt confident - this was the first one we reached out to another funding body”.*

The preschool was successful in its grant application for the playground works for \$70,000.

“I don’t think I could have done it without ABVs support as I had so much going on with my mum’s care at the time. Happy to say she is in care and doing well. Now to start planning and dreaming”.

Other DR&R projects have also made great levels of progress over the past year. Cobargo Community Development Corporation Limited worked with NAB volunteer Fawhad Nazeri on implementation of their online communications strategy. ABV SBP volunteer



Dee Murdoch assisted Cobargo Green Recovery Inc project manage two teenage youth events, from the ages 13 to 17 and the construction an outdoor half-basketball court.

Cultural tour guide, Adam Nye worked with the ABV team to build a case for his Indigenous cultural tour business venture for the South Coast. And ABV partner Arup engineering lent their expertise to creation of a design concept plan for the Wonboyn Pedestrian Walkway as well as design of a new intersection on the Princes Highway that would also allow for rebuilding of the Kiah Hall.





# About AUSTRALIAN BUSINESS VOLUNTEERS

Australia Business Volunteers (ABV) is a national and international development agency which delivers community and private sector outcomes. Community strengthening, capacity building, empowerment and enabling programs are developed in partnership with business and communities. We bring innovative solutions to build the capacity of community and corporate partners through targeted engagement and support, working respectfully to ensure that communities are at the heart of their own decision making processes. ABV's model for disaster resilience is aligned with the National Strategy for Disaster Resilience, focusing on increasing engagement and investment in efforts to reduce exposure to disaster risk and build community resilience.

## THE MODEL



ABV's model for disaster recovery and resilience building incorporates community engagement and is based on building capability and empowering communities to recognise their own strengths to lead and make their own choices about their resilience and recovery journeys.

## ABV - There for communities before, during, and long after disasters

*Supporting resilience through mentoring and skilled volunteering*

*Governance for business and community organisations*

*Integrated place based planning*

*Adaptive economies and business continuity*

## Our Key Principles

We are not-for-profit and non-political

We mediate and facilitate, sometimes complex, community dynamics when needed (as a neutral third party).

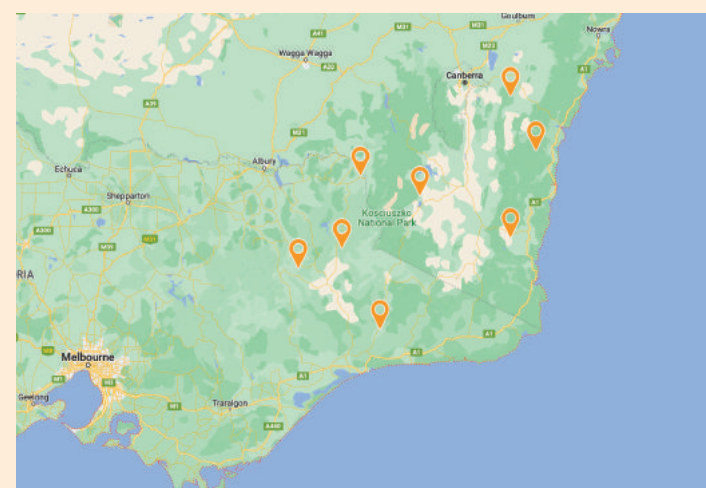
### We support economic and social resilience outcomes, through:

*Direct support to community organisations leading recovery efforts, as well as supporting local businesses to recover; we do this through provision of business expertise and mentorship.*

*We build cross-sectoral collaborative corporate and academic partnerships*

*Leveraging the resources, initiatives, technical expertise and capabilities of our corporate and academic partners, we help to deliver impact.*

## OUR WORK IN NSW AND VICTORIA



Our **Southern New South Wales** program supported by Resilience NSW works with communities across the 4 Local Government Areas of: Bega Valley, Eurobodalla, Queanbeyan-Palerang and Snowy Valleys.

Our **Victorian program**, supported by corporate partner NAB, works with communities across 3 Local Government Areas: East Gippsland, Towong and Alpine Shire.



## Orbost WORKING GROUPS ROLL UP SLEEVES

Orbost was hit hard by the bushfires of 2019-20. Houses were lost, and the road in and out was made inaccessible, due to damaged roads and bridges which literally melted.

As part of the economic recovery and resilience building process and the transition away from commercial harvesting of native forests, the Orbost District Chamber of Commerce and Industry (ODCCI) in collaboration with the Latrobe Valley Authority (LVA) is piloting a Smart Specialisation methodology to develop a roadmap for the future of the Orbost district.

As part of this process, working groups will help build the evidence base necessary to make the specific projects investment-ready. Business volunteers from ABV will donate their time to the initial work packages and investment.

*Tony Brett, Senior Program Manager said*

*'Volunteering to help fellow Australians is in our DNA as a nation, and our Skilled Business Professional (SBPs) volunteers bring vast experience and know-how to make things happen. We feel privileged to bring our skilled business volunteers to Gippsland and to the Orbost community. Our volunteers and corporate partners help build the capacity of community through targeted engagement and support, working respectfully to ensure that communities are at the heart of their own decision-making processes.'*

In Orbost, ABV will bring a range of skilled volunteers to support the Orbost Chamber of Commerce and Industry with the development of business cases and funding applications across the 5 innovation working groups, helping to bust through red tape and facilitate solutions. After the important and lengthy clean-up and immediate recovery, the Orbost community began looking to the future. This is a strong community who have showcased how to be a cohesive, community-led, place-based community. The Orbost and District Chamber of Commerce and Industry has been instrumental in planning for future jobs, industries, and a sustainably stronger economy.

The Gippsland Smart Specialisation Strategy (GS3) program launched at Orbost on Aug 17, 2022. The GS3 will take a place-based approach to innovation and sustainable regional development working with and for the local community. ABV will be supporting the region of Orbost with their critical projects under this program into the medium and longer term, supporting not only Orbost's recovery, but its resilience to future disasters.





# Batlow

## BATLOW GROWS VISITOR ECONOMY

It's been two years and eight months since the Dunn's Road bushfire, coupled with the economic and social disruption of covid 19 which made its mark on the Snowy Valleys town of Batlow. Despite the challenges and setbacks, the citizens of Batlow are determined to economically bounce back, and there is a renewed sense of opportunism in the air.

Prior to the Black Summer Bushfires of 2019/20, forestry and horticulture were the primary industries for Batlow and surrounding communities. In the aftermath of the Dunn's bushfire, vast tracts of softwood pine plantations were completely burnt, and apple and berry orchards were severely damaged. Since the lifting of COVID restrictions the visitor economy in the Snowy Valleys has been rapidly expanding as the new economic disruptor in place of forestry and horticulture. Batlow has long been famous for its Batlow Apple branding, although Batlow Cider Fest has been gaining popularity in recent years with the NSW social media tech-savvy generation X & Y demographic.

The DR&R program has been collaborating with Ray Billing, founder and chair of the Snowy Valleys Resilience Hub, and Anne Hallard (Project Manager). Locally known as 'the Hub', it has become the established source of truth for external

support agencies looking to implement community recovery programs in Batlow. In the past eleven months, Ray and Anne have identified and facilitated introductions to local community change makers and business owners for ABV DR&R skilled business professional volunteer support.

Tony Cross is the vice chair for the Batlow Tumut Rail Trail Association Inc (BTRT), he is also the owner of Crafty Cider while his wife runs the SMART animal rescue center on their apple orchard property and cidery at 35 Posthumers Road, Kunama on the outskirts of Batlow.

*'I'm in the business of tourism. I really think Batlow needs something like a new industry and the rail trail seemed obvious to me. It's a big project, it's a game changer for the town. I go along to the meeting and the next thing you know I'm the vice chair.'*

The DR&R team recruited grant writer Lora Stokes to assist Marjory Tomlinson chair for BTRT to apply for the NSW Regional Business Case Development Fund to update their 2006 feasibility study for the 32km Batlow Tumut Rail Trail that is expected to cost up to \$16 million to build.

Another locally led organization kicking goals is the Reedy Creek Reserve Restoration Project / Committee for which Anne Hallard is the project lead. The Reedy Creek Reserve is a unique mix of exotic and native wetland vegetation that was severely burnt and scorched in the aftermath of the Dunn's Rd bushfire.

The committee is composed of two Snowy Valley Councilors, Murrumbidgee Landcare, Batlow Environmental Network, Wiradjuri Burn Team, Snowy Valleys Resilience Hub, Batlow Rotary Club, Batlow Country Women's Association, the Land Army Women Historical Society and the Snowy Valleys Sculpture Trail.

The DR&R Program has teamed up again with corporate partner ARUP, Michelle Cheah, Social Impact Leader, Ed Rowe, Environmental Engineer, and Hydrologist Josh Atkinson in developing an environmental restoration masterplan for flood mitigation, vegetative restoration and landscape architectural design. Reedy Creek Reserve will showcase environmental restoration, indigenous cultural heritage, sculpture trail and landscaped design.





NAB COMMUNITY STRATEGY CHALLENGES

Each year, ABV facilitates a corporate skilled volunteering program for NAB employees, known as NAB Community Strategy Challenges. NAB helps key community partners solve a strategic business challenge, through a facilitated project team of NAB employees donating their time. ABV supports the community partner to develop the scope of work, helps NAB to recruit a team from within the bank with the right skill sets and then facilitates that team through an experiential learning process to deliver a valuable, implementable solution for the community partner.

NAB’s ambition is to help customers, colleagues and their communities to withstand natural disasters. It understands that the bank’s success as a business is directly linked with the health and wellbeing of the communities and environment in which it operates. As part of an increased sustainability focus, NAB’s Strategic Giving team is supporting preparedness and resilience building (communities and environmental) to help the long-term recovery of communities impacted by natural disasters, including future disasters and climate change, aligned with national and international best practice frameworks.

*In 2022, NAB Community Strategy Challenges with Girls on Fire and Queensland Fire and Emergency Services resulted in 17 NAB participants volunteering more than 150 days to assist the two community organisations.*

GIRLS ON FIRE

Newly incorporated as a not-for-profit, Girls on Fire is on a mission to build emergency resilience and response capacity by creating volunteer and vocational pathways for girls aged 15-19. Founded in NSW in 2016 by Bronnie Mackintosh, Station Officer with Fire and Rescue NSW, Girls on Fire is a NAB Foundation Community Grants recipient that aims to further develop and scale as an organisation, with a vision to expand nationally.

Girls on Fire has an ambitious goal of providing targeted outreach and resilience programs to every regional area in New South Wales within five years. It aims to increase the participation of young women and members from diverse communities in frontline and volunteer emergency services roles. It also wants to fortify geographic fire and emergency preparedness in every region via a visible community presence. All while engaging girls aged 15 to 19 in meaningful, practical, and community-orientated programs to help build courage and skills, foster teamwork and create job-preparedness.

*In May 2022, the team of NAB volunteers and ABV project staff delivered a clear, considered strategic plan to replicate and scale as an organisation over the next three years. The plan delivered recommendations around business model options, key organisational approaches and structures required to achieve the strategy, a 12-month implementation roadmap, and the development of tools, templates and resources to support assessment, prioritisation and pitching of opportunities.*



QUEENSLAND FIRE AND EMERGENCY SERVICES

Queensland Fire and Emergency Services (QFES) is the primary provider of fire and rescue, emergency management and disaster mitigation programs and services throughout Queensland. Its role is to provide leadership, mitigation planning and a responsive service to ensure the safety of the Queensland community. It aims to protect people, property and the environment through the continued delivery of emergency services, awareness programs, response capability and capacity, and incident response and recovery for a safer Queensland.

The Queensland Rural Fire Service (QRFS) is the volunteer side of QFES and provides fire services to 93% of the state. The QRFS is made up of about 31,000 volunteers, including 2,400 fire wardens, who make up approximately 1,400 rural fire brigades. Given how critical volunteers are to effective fire management, mitigation and emergency response in Queensland, it was mission critical for QRFS to improve its volunteer onboarding process.

The QRFS NAB Community Strategy Challenge required an end-to-end review of the QRFS volunteer on-boarding process with the aim of identifying improvement to systems and process efficiency, and innovation opportunities.

*The review in October 2021 involved analysing the process, beginning with completion of the initial application and following how that person then moved through the system to reach the end of the onboarding process. It resulted in recommendations for areas of process improvement, system solutions and innovation including proposed next steps, resources required and timeframes. A secondary outcome included recommendations on cultural and other changes required to implement solutions and innovation.*

QFES Assistant Commissioner John Bolger commented: “We kept looking at the same problem with the same eyes and kept coming up with the same solutions that just weren’t working. A brilliant opportunity arose, when NAB and ABV came to us and said if you have a problem, can we look at it for you and I was amazed with the size and quality of the people in the team ....the final report was incredibly extensive, we were blown away at the quality of the work that the NAB team produced.”







## Mallacoota

### MALLACOOTA'S FUTURE IS COMMUNITY-LED

If you are looking for a great example of how community-led recovery can restore a vibrant local economy post-disaster and build resilience for the future, look no further than in Mallacoota.

On the 31st of December 2019, the fires reached the Mallacoota township with an intensity that created its own weather system and momentum. In scenes relayed around the world, thousands of people sought shelter on the Mallacoota foreshores as the fires approached. The residents were advised if the Country Fire Authority (CFA) sirens sounded, they would have to enter the water to escape the radiant heat. Most residents and tourists were moved to safety by Australian Navy ships.

When residents were allowed to return to their burnt-out town, a recovery leadership team was elected from community representatives. The representatives voted on short-listed recovery projects. This community-led approach has enabled a faster recovery process and fostered a more united town.

ABV was invited by support organisations to assist the community with three complex recovery projects. The first project sought to mitigate fire risk and manage fire loads in the Mallacoota community. After meeting with key decision makers including the Mallacoota & District Recovery Association (MADRA), an ABV skilled business volunteer was assigned to support plan development and formulate a grant application. This grant secured major funding for a feasibility study into the management of fire loads in and around the Mallacoota district.

*"The MADRA committee, who are all volunteers, feel better able to cope with the physical, financial, operational and mental impacts of the Black Summer bushfires, which had such a severe and traumatic impact on our district, because of the work ABV can do in our community." - Mallacoota and District Recovery Association (MADRA).*

The second project supported by ABV skilled volunteers was the formulation of a business model for the Wilderness Collective that replaced the Mallacoota Hub. This Wilderness Collective will manage some of Victoria's Bushfire Recovery programs and be developed as an ongoing community hub to connect community members. This project was successfully completed and ABV will commence work on another project with the Wilderness Collective to develop an ecological learning hub.

*"The [Mallacoota] Wilderness Collective has achieved a momentous amount post bushfire through hardworking volunteers but we are bending under the weight of the workload. The Australian Business Volunteers have provided critical expertise and support during a pivotal time in the development of our organisation. It is an invaluable organisation." - Mary O'Malley, Mallacoota Wilderness Collective.*

The third project undertaken was to support the Mallacoota Medical Centre to develop a detailed plan required to meet the medical needs of this

remote and ageing community. This plan will be the basis of a multi-million-dollar feasibility study and strategic communications plan.

Tony Brett, Senior Program Manager leading ABV's effort in Mallacoota said

*'I can see that we are really making a difference here on the ground. These three major projects are a part of a wider community-led recovery vision and will be a vital part of the preparedness planning that secures Mallacoota's future.'*







# Bethanga BUSTLING AGAIN WITH ABV

The Berringa Peninsula is home to the remote communities of Bellbridge, Bungil, Granya, Talgarno and Bethanga. The Bethanga Community has been shrinking for years, and under the pressure of the approaching fires, in 2020, the Bethanga General store closed. This was one of the last places for community connection, with only the pub and sports ground remaining in the town.

In August 2022, Bethanga was hit with another flood warning as the town was drenched with more heavy rain. Residents in this region commute to Albury for work and supplies but were cut off by the overflowing river systems during the floods. Local stores and capacity became more crucial than ever.

After the Bethanga General store closed, one resident, Felicity Conway, who ran a craft outlet out of her home, leased the General store and reopened it. Kerissa Heritage, Towong Shire’s Economic Development and Tourism officer, contacted ABV after several meetings with staff on the ground and introduced them to Felicity and the General store. Working together, ABV staff found a passionate, driven community leader in Felicity.

The Bethanga community has supported the renewed General store. Today the space is bustling with activity with artworks on display, a post office, a café, and a takeaway food outlet. There was also a rundown playground next to the General store, which Felicity successfully advocated Council to upgrade. The General Store is now the go-to space for residents to catch up and reconnect with their neighbours.

Felicity had a vision but needed help to develop plans for an arts precinct to hold communal events and hopefully become an art tourism destination. ABV supported Felicity by providing her with an experienced grant writer and a NAB employee based in Tasmania with a strong connection to banking and the arts. The team worked on project prioritisation while adding a professional perspective, enabling Felicity to realise her potential as an entrepreneur.

*“I have been working with Tony and his team for 7 months and have found the collaboration to be a positive one. We have created the Bethanga Village Arts Hub and have a number of interesting projects being worked on. We are creating a community arts precinct which will benefit the local and wider community and bring together people who before had no access to social connection. I look forward to proceeding together and creating something really exciting for Bethanga.” - Felicity Conway, Bethanga General Store and Art Precinct*

The ABV team will continue to work with Felicity and the Bethanga community to complete the arts events and tourism plans and then translate these into grant applications to make these projects a reality.





# Our People

## MEET THE TEAM

Australian Business Volunteers is led by a highly-capable and experienced team with decades of experience serving the non-profit sector. We are always looking forward — for ways to touch the lives of more people by reaching new communities and increasing their quality of life through donated business expertise.



**Liz Mackinlay**  
CEO



**Irene Cadenhead**  
Executive Assistant



**Naomi Toole**  
Director Strategy and Impact



**Jessie Fisher**  
Program Director, Pacific



**Belinda Howard**  
Program Director,  
NAB Partnership



**Nani Doodoh**  
Volunteer Recruitment  
Manager



**Jennifer Harris**  
Nauru Business Hub  
Manager



**Cate Giovanelli**  
Senior Manager,  
SBP Engagement  
and Journey



**George Barrett**  
Senior Program Manager



**Benjamin Blackshaw**  
Program Officer, Pacific



**Shirley Kumar**  
Mobilisation Lead



**Tony Brett**  
Senior Program Manager,  
VIC DRR



**Colin Springfield**  
Manager PMO



**Moneesha Reynolds**  
Communication Officer



**Materua Tamarua**  
ABV PNG Sponsor



**Luciana Sitanggang**  
Program Director  
Papua New Guinea



**Melanie Janiga**  
Office Manager



**Jayne Ausre**  
Apekton Project Officer



**Thanda Bennett**  
Program Officer, Australia Program



**Angus MacGregor**  
Director Marketing Communications



**Steve Macdonald**  
Finance Officer



**Henry Ume-Taule**  
Senior Program Manager



## BOARD OF DIRECTORS



**Louisa Minney**  
Board Chair

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.



**John Edwards**  
Deputy Board Chair

John Edwards has held Senior Executive/Leadership and Board/Advisory roles in both engineering and technology firms, as well as a number of start-ups and early stage businesses. He has also held Partnership and VP roles in international management consulting firms in Australia, Asia, and Europe, with a strong focus on business transformation, strategic marketing, and the business impact of technology. More recently much of his focus, research, and advice have been concentrated on digital transformation, and practical routes to successful adoption of new technology.

His Executive roles have included PA Consulting Group (Senior Partner – UK and Asia Pacific), Ernst & Young (Lead Partner Australia: Technology, Media & Entertainment Consulting), Capgemini (CEO AsiaPac, Telecom & Media Consulting), Motorola (VP and Head of Professional Services and Asia Networks business), and BTS (MD Australasia). He has led businesses in Europe, Asia, and Australia. He is a Fellow of both the Australian (AICD) and UK (IOD) Directors' Institutes, and has extensive experience as a Non-Executive Director and Chair with US and European industrial firms, Asia Pacific technology firms, and several Advisory Boards in Australia.

John was educated at Oundle School, England, and has an Honours Degree in Production Engineering, and has an MBA from the Wharton School in the USA, with US Honors Society Membership (Beta Gamma Sigma).



**Richard Gruppetta**  
Governance Chair

Richard has over 26 years' experience in both the public and private sectors including as a former Australian diplomat, advisory firm Partner and now as a corporate advisor to global brands navigating international business, the Australian Government and business development objectives. With a long-term background in management consulting, Richard offers expertise in business strategy, governance, risk compliance, design, government advocacy and private-public sector partnership development. This is enhanced by experience from his leadership roles within PwC and Grant Thornton, leading their Asia Practice Groups, supporting Australian business expand business opportunity with the region across from Japan, South Korea, China, South, and South-East Asia.

A graduate from Monash University and the Australian Institute of Company Directors, Richard has spent 22 years within the Asian region and is fluent in the Japanese language.



**Barry Parker**  
Finance Committee Chair

Barry is an experienced Finance Professional having qualified as a Chartered Accountant in 1990. Subsequently to leaving the Chartered Accountant Industry he has worked for the ANZ Bank and then ABN AMRO Clearing for the past 23 years. Barry is currently employed as the Chief Executive Officer for ABN AMRO Clearing Asia-Pacific division, covering their offices in Hong Kong, Singapore, Sydney and Tokyo. Prior to his current role, Barry was based in Amsterdam as the CEO ABN AMRO Clearing Bank Europe. ABN AMRO Clearing is one of the world's leading providers of clearing and financing services for listed derivatives and cash securities, OTC products, warrants, commodities and FX.

In line with his current and previous roles, Barry has developed a high profile within the stockbroking industry, currently he serves on a number of industry committees, along with being a Panel Member of ASIC's Market Consultative Panel, was recently appointed as a Member of ASIC's Market Disciplinary Panel and is a past Director of the Stockbrokers and Financial Advisers Association.



**Jane Madden**  
Board Director

Jane is an experienced director and the founder and Principal of a Canberra advisory firm, specialising in strategy, capability and international business development. Jane also works as an executive coach to private and public sector leaders. Jane held positions at the most senior levels of the Commonwealth Departments of Foreign Affairs and Trade, Industry, and Prime Minister and Cabinet. She led a highly successful diplomatic career, including as Ambassador to UNESCO Paris, Counsellor, Australian Embassy, Tokyo and assignments in Asia, Africa and Pacific. She was Chief Operating Officer at the Digital Transformation Office and subsequently Deputy Secretary of the Australian Trade and Investment Commission, Austrade (2015-17).

As a highly regarded non-executive director, Jane has over fifteen years' experience as chair and member of boards and committees across government, business and the not-for-profit sector. She currently serves on the boards of the Black Dog Institute, Canberra Institute of Technology (CIT), Australian Business Volunteers, and a number of start-up ventures. She is the Chair of The Fred Hollows Foundation and President of the National Foundation for Australian Women (NFAW).



**Jo Bryde**  
Board Director

Jo's career spans over 35 years in government with a particular focus on the education sector, including extensive project management and consulting experience. Jo has worked with a range of Aid and Development donors and organisations, including DFAT (Department of Foreign Affairs and Trade), Ministry of Foreign Affairs and Trade, ADB (Asian Development Bank), World Bank and the British Council. She has worked and lived in numerous developing countries across the Pacific, Middle East and Asia and is currently working as the Education Advisor to the Federated States of Micronesia.

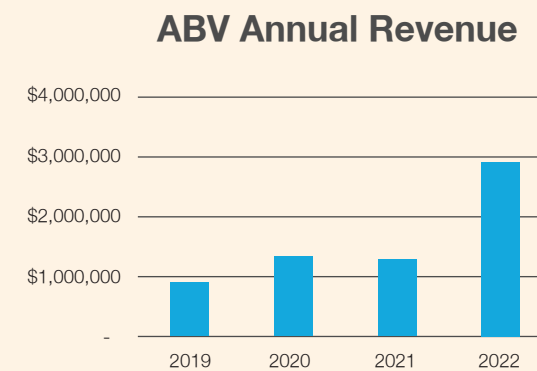
Jo's consultancy work has seen a strong focus on institutional strengthening, strategic planning, capacity building, and policy development. More recently much of her focus has been on providing advice to governments in developing nations on education reform and change management. Her work has also focused on research and education reviews, design, and implementation. Prior to her work in aid and development, Jo held senior positions in the Education Department in Queensland, managing key areas of curriculum development, early years education, environmental education, indigenous education initiatives, as well as working in policy and planning. Her area of expertise in curriculum development has seen her develop national and state curricula in Australia, Papua New Guinea, Nauru, Vanuatu, Tonga and Fiji.



## OUR FINANCIAL HEALTH

ABV continues to build on key partnerships both across the Pacific and here in Australia to continue to grow the impact ABV and our skilled volunteers can have in business and community resilience.

The current financial position and future state for ABV is positive and sustainable. Our programs with corporate partners, bolstered by key government grants to fund business and community resilience continue to grow in the areas of corporate skilled volunteering, MSME strengthening across the Pacific and community and business resilience in disaster affected communities in Australia. 2022 has been a year of consolidating partnerships, exploring new opportunities in new geographies and continuing to provide quality programs delivering outcomes through the combined efforts of our development experts, and our Skilled Business Professionals who donate their time.



## DIRECTORS' DECLARATION

### Australian Business Volunteers Ltd as Trustee for the AESOP Foundation

ABN: 89 008 612 431

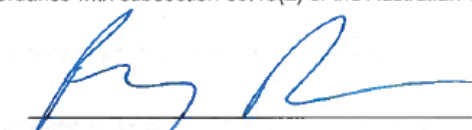
#### Directors' declaration

The directors of the company declare that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

1. The financial statements and notes for the year ended 30 June 2022,
  - a) comply with Australian Accounting Standards - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Regulation 2013; and
  - b) give a true and fair view of the financial position as at 30 June 2022 and of the performance for the year ended on that date of the company.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Director

  
Barry Parker

Director

  
John Edwards

Dated 15 October 2022



## VOLUNTEERS AND PRO BONO PARTNERS

We would like to thank each and every one of our amazing Skilled Business Professionals who make such an enormous contribution to the work that we do both here in Australia and in the Asia Pacific.

In addition, ABV would like to thank our Pro Bono legal partner Sparke Helmore who have been instrumental in supporting our projects and initiatives in 2021-2022.

### About Sparke Helmore

For Sparke Helmore, working together effectively lies at the heart of everything we do and achieve, whether it's with our clients, people, suppliers, or communities in which we serve.

As a truly national, award-winning firm, we cover five core areas of law—Commercial Insurance, Corporate & Commercial, Government, Insurance Statutory Lines and Workplace—with more than 30 specialised areas of expertise. Covering a big country needs a big team. We're more than 850 people strong across nine offices, servicing an enviable client base of Australian and global organisations.

As a corporate citizen, we are responsible for and committed to supporting work practices, policies, and initiatives that contribute positively to the welfare of our people and the social fabric of our society. We recognise that our reputation rests on how we conduct ourselves individually and collectively as a business.



## HOW YOU CAN GET INVOLVED

### Become a member

If you would like to become a Member of ABV please email us at [info@abv.org.au](mailto:info@abv.org.au)

### Volunteer your time

If you would like to become a Registered Volunteer for ABV and be eligible for any of our great assignments, you can head to our website and follow the Volunteer Registration Process:

[abv.org.au/volunteer/apply/](https://abv.org.au/volunteer/apply/)  
or email us at [recruitment@abv.org.au](mailto:recruitment@abv.org.au)

### Become a corporate partner

If an organisation you are part of would like to know more about Corporate Skilled Volunteering or any other type of collaboration, please head to:

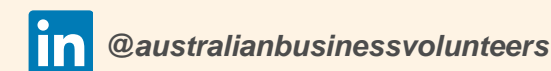
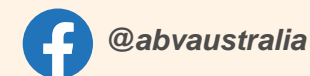
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