



Acknowledgement of Country

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 Bidjigal, Darug, Dharawal, Gadigal, Gayamaygal, Gunaikurnai, Guringai, Martu, Quandamooka, Wadawurrung, Whadjuk Nyoongar and Wurundjeri Woi-wurrung, Yuwibara 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. We also would like to pay our extended respects to the Motu and Koitabu people of Papua New Guinea and the iTaukei landowners of Fiji.

Australian Business Volunteers is committed to empowering Aboriginal and Torres Strait Islander Peoples in their pursuit of self-determination. Our Australian programs that support First Nations businesses and entrepreneurs are developed by listening to and respecting community needs and priorities. ABV is profoundly honoured for the opportunity to walk alongside First Nations Peoples and support the Uluru Statement from the Heart.

We advocate for a Yes vote in the Referendum, affirming the Voice to Parliament as an essential measure, among others, to enable Aboriginal and Torres Strait Islander Peoples to actively shape public policy concerning aspects vital to their social, spiritual, and economic well-being.



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Chair Report

Strengthening communities through business.

It has been a terrific year at ABV. After transitioning from our traditional approach deploying volunteers overseas, we have consolidated a fresh program of work. Our new approach includes a robust domestic presence alongside our work across the Pacific where we continue to work with promising business leaders to equip them to build the foundations they need for business growth.

I'd like to particularly highlight four achievements that summarise the good work ABV does. ABV's work with Newcrest Lihir Gold Limited on Lihir island in Papua New Guinea has gone from strength to strength since we started the Apeketon Business Hub in 2019. Many of the businesses that have participated in the training and mentoring available through the Hub are now accredited with Newcrest and looking at multiple extensions to their businesses, contributing to a stronger local Lihirian economy.

In Nauru, in partnership with the Nauru Chamber of Commerce, ABV supported a Private sector led roadmap for building a private sector, focussing on the small businesses run by Nauruans as a pathway for a sustainable economic future. In Fiji, ABV kicked off a program of work with the BSP Financial Group Limited in 2023, with support from Deputy Prime Minister Manoa Kamikamica, to strengthen female led small businesses across the island nation.

In Australia, our work to support disaster impacted communities to become disaster prepared and in charge of their own recovery has made important inroads and the communities report that ABV provides outstanding tailored advice that helps their communities be stronger in the face of the climate emergencies.

What has not changed is our foundation on volunteering. Our volunteers are our point of difference who add value through their genuine passion, and ability to draw on their experiences and business instincts to impart knowledge. We are grateful for their ongoing enthusiasm, commitment, support and patience as we have worked through fresh and new approaches in a changing and sometimes challenging environment.

The important work of our volunteers could not have been achieved without the trust and support of our partners including the Nauru Chamber of Commerce, the Bank of the South Pacific, the National Australia Bank, the Government of NSW, and Newcrest; and the good faith of our communities including disaster affected Australians and the business communities in Papua New Guinea, Nauru and Fiji.

There is no doubt that ABV's transition, consolidation and expansion has put pressure on the organisation, not in the least our valued ABV Team. Over the last few years, the team has shaped, and then reshaped as it settled into a groove – all the while, the ball was never dropped on supporting the work of the volunteers and meeting the needs of our communities and partners. On behalf of the Board I would like to take the opportunity to tell you all how valued you are, both the current team and also those who have worked with ABV in the past. You have all played an important role in shaping ABV's future.

Meanwhile, the last six years have flown by and now my term as a Director of ABV, and as Chair for the last two years has come to a close.

Heartfelt thanks to the exceptional team of fellow Directors both past and present, your dedication and steady stewardship. I am proud to have served with you and am grateful for your companionship on this journey. Together with our CEO, Ms Liz Mackinlay and the staff of ABV, ABV's future has been well positioned to strengthen business and institutions to enable a strong and vibrant private sector.

Thank you for your tremendous support, I am proud to have worked with you all and look forward to ABV's continued growth and bright future.

Louisa Minney



CEO Annual Report

2023 has been a year of growth for ABV. It's been six years since I took on the CEO role, and it's been a tumultuous six years, but I'm delighted to say that ABV is entering a period of sustained growth and financial stability. The financial stability that is ensured by the end of FY23-24 allows our staff and volunteers to do more of the good work we do in many more places.

At the heart of our work are the communities we serve, and regardless of whether it's a community in the Pacific facing uncertain economic times due to climate change, a community in Australia recovering from and preparing for disasters and extreme natural weather events, or a First Nations community looking to grow young entrepreneurs, ABV will walk alongside them to make sure they have the right skills at the right time to realise their dreams for a strong community.

Our volunteers enable our work, and through the transfer of their knowledge, skills and the passion with which they do that, businesses and agencies within communities are strengthened. Strong communities are more resilient to the inevitable shocks that affect all communities. ABV is grateful for the thousands of hours our volunteers give to our programs so that we can be the partner that walks alongside them. Special mention to our long-serving volunteers, some of whom have volunteered with us for over 20 years! We also welcome the many new volunteers joining us, and we love the opportunity to pair our new volunteers with some of the long-standing volunteers, which creates an environment of learning and renewal within our programs.

Our corporate and government partners place their trust in ABV to deliver the innovative programs we design with our communities, and we're grateful for the trust placed in us. We also ensure that we're solving a challenge that our funding partner has, making our partnerships so much more than funding. It truly is shared problem-solving.

Our team has grown this past 18 months, and their hard work and ingenuity allow ABV to be a unique leader. Our staff are based across all of Australia's time zones and into PNG, Fiji and Nauru. The ability of the team to work across such a series of time zones and work effectively and with a genuine appreciation of each other's work is a testament to their character and commitment.

I love being the CEO of ABV for many reasons, and the four most important are the volunteers who donate their time to our work, the communities that trust us to walk alongside them, our resourcing partners who allow us to partner with them in transformative ways, and my team who do such inspiring work. That's a lot of great reasons for me to be inspired! I'm looking forward to our next few years of growth and impact.


Liz Mackinlay

About Australian Business Volunteers

Australian Business Volunteers (ABV) is an international development agency with a mission to reduce poverty and disadvantage by uplifting businesses and communities through sustainable economic growth. With over 40 years of expertise, we implement community-led programs across Asia Pacific and Australia.

Our approach of being locally led means we walk alongside small businesses and entrepreneurs as well as families, neighbourhood centres, Local Aboriginal Land Councils, and the wider community, to support them to realise their dreams.

At the heart of ABV's values lies strong relationships with our Skilled Business Volunteers, who generously give their time and expertise. We have criteria that need to be met when recruiting to ensure that the volunteers we bring into our database offer expert support that is authentic and respectful. ABV's approach is to deliver long-term support from our expert development facilitators combined with our highly Skilled Business Volunteers. Our volunteers have diverse business skills and provide advice on financial management, business strategy, marketing, governance, and other areas for growth identified by the community we are supporting.

Our careful selection and onboarding process ensures our volunteers are aligned with our philosophy to be respectful and authentic to the communities we enter.

Our volunteers are supported in location by our expert development facilitators. Together they ensure ABV is providing long-term assistance for sustainable impact.

This tailored approach means our initiatives are transformative, not transactional. ABV's commitment extends beyond conventional charity; we focus on creating sustainable outcomes, resulting in resilient communities and thriving businesses. We partner with organisations and governments to fund our programs and deliver multi-year support to communities. We aren't here just to fulfil social impact quotas; we partner with purpose and create real change. As a mission-driven not-for-profit organisation, our primary focus is exceeding our partners' expectations, demonstrating measurable results, and creating tangible positive outcomes.

Partners



Community Organisations



Sustainable Development Goals



THE GLOBAL GOALS
For Sustainable Development

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.



The Apekton Business Hub and the Nauru Business Hub encourage and support women and young entrepreneurs with skills to successfully run, sustain and grow a business.

BSP Financial Group Mentoring Program supports lifelong learning of financial leaders across the Pacific.

The Apekton Business Hub and the Nauru Business Hub encourage and support women and young entrepreneurs with skills to successfully run, sustain and grow a business.

Nauru Private Sector Development Roadmap implementation supports sustainable and inclusive economic growth.

BSP Financial Group PNG MSME (Micro, Small and Medium Enterprises) Strengthening and Fiji THRIVE worked to increase the access of small-scale enterprises to financial services and their integration into value chains and markets.

Martu Business Development Services seed project began scoping the best way to support Indigenous-led economic self-determination.

Community-led disaster resilience and recovery programs in NSW and VIC contribute to more inclusive, safe, resilient and sustainable communities.

NAB Community Strategy Challenge with Disaster Relief Australia supported their institutional capacity to improve climate change impact reduction, adaptation and early warning.

NAB Community Strategy Challenges with Save the Children Australia supported them to improve their effectiveness and accountability in data governance.

NAB volunteering partnership brokerage with not-for-profit organisations and social enterprises that provide support to disaster-affected communities, contributing to multi-stakeholder partnerships that support the achievement of the SDGs.



Australian Programs

Creating Community Impact

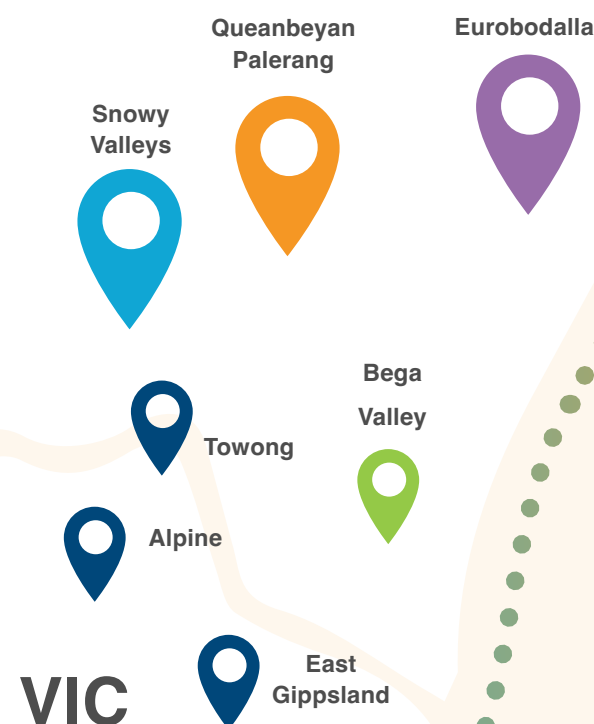
ABV has taken our experience in international development and applied it in Australia, to supporting communities affected by natural disasters to recover and build back stronger.

Our expert development program managers, combined with our Skilled Business Volunteers, provide the right skills in a conscientious way that puts the community in the driver's seat towards a resilient future. To further widen the diversity of our volunteering base, we partner with corporates who

lend their employees' expertise on particular subject matters to community organisations in need.

ABV offers tailored support regardless of the request, whether it's for entrepreneurs from a First Nations community, or for a community planning a resilient future after facing catastrophic disasters or experiencing economic transitions as industries flex and change.

NSW



Where we work in NSW

Eurobodalla

- 📍 Eurobodalla Shire Council
- 📍 Mogo Village Business Chamber
- 📍 South Coast Health and Sustainability Alliance
- 📍 Batemans Bay Local Aboriginal Land Council
- 📍 Merrimans Local Aboriginal Land Council
- 📍 Fire to Flourish

Snowy Valleys

- 📍 Tumbarumba Business Chamber

Bega Valley

- 📍 Eden Community Access Centre
- 📍 Eden Alliance
- 📍 Local Lands Services Southeast NSW
- 📍 Eden Business Chamber

Queanbeyan Palerang

- 📍 Braidwood and Villages Business Chamber
- 📍 Araluen Progress Association

28

Disaster affected community organisations and businesses supported in NSW and Victoria

Cultural Burning Conference

The Cultural Burning Conference, hosted by Batemans Bay Local Aboriginal Land Council in collaboration with ABV, sparked vital discussions on integrating cultural fire practices into land management, which is how we protect Australia against fires. Cultural burning takes a holistic approach, intertwining spiritual, social, and environmental aspects. The fire burns “low and slow” and preserves the integrity of the soil, preventing regrowth for longer than typical backburning methods.

This groundbreaking event united 11 Local Aboriginal Land Councils (LALCs), fire services, and government agencies, emphasizing cooperation and genuine conversations. The conference showcased how ABV helped secure public liability insurance for Local Aboriginal Land Councils, enabling controlled burns on both council and private land. First Nations voices took centre stage, urging collaborative respect. This event was supported by our corporate partners NAB and ARUP, illustrating the power of cross-sector collaboration in reshaping land management practices for a sustainable and caring approach to the country. A working group was formed at the end of the conference to replicate the insurance model for other Local Aboriginal Land Councils to implement. Funding acknowledgement: This project is funded by the Disaster Risk Reduction Fund (DRRF) which is jointly funded by the Australian and New South Wales governments.

11

Local Aboriginal Land Council's Engaged

NSW Program Highlights

4,800^{hrs}
volunteered in Australia

Supporting the Braidwood Business Chamber Story

In November 2022, the Braidwood and Villages Business Chamber became the first organisation to embrace ABV's Capable Communities disaster risk reduction support. Facing post-bushfire and COVID-19 challenges, ABV assigned two skilled volunteers to provide mentorship, empowering the Chamber to establish strategic relationships with Queanbeyan-Palerang Regional Council Executive Management, elected local state and federal members, councillors, as well as senior state agency officials. Successful outcomes include rezoning a council depot for additional parking, streamlining approval processes for heritage-listed sites, and revamping Braidwood's branding strategy to promote tourism. Excitingly, Braidwood will participate in the Small Business NSW Festival to promote further local collaboration.

Local Government Areas engaged across South-East New South Wales - Eurobodalla, Bega Valley, Queanbeyan Palerang and Snowy Valleys

"It was a great opportunity for Local Aboriginal Land Councils to discuss capacity building and policy reform. I think we made progress because we had all the various agencies there, and everyone got a bit of an idea of what responsibilities everyone had."

Graham Moore Senior Indigenous Scientist

"Sue spent a lot of time reading and becoming aware of the issues. When she asked questions, they were really informed and to the point, so it wasn't generic; it was actually quite specific. So, it was a very informed research piece."

Braidwood Business Chamber testimonial on Sue McCosker



Martu Programs

Since 2019, Lihir Gold Limited Newcrest Mining and ABV have enjoyed a successful partnership in Lihir, Papua New Guinea, supporting local businesses. This collaboration inspired Social Performance Manager, Daniel Tincknell, at Telfer, Newcrest in Western Australia, to envision a similar program for the First Nations Martu community. The Martu people had shown enthusiasm and motivation in initiating new businesses, prompting ABV and Newcrest's Telfer Social Performance team to craft a program tailored to promote economic self-determination.

The program's start was marked by a scoping visit in June 2023 led by Naomi Toole, ABV's General Manager of Programs, Oscar Mussons, Program Director, and Anna Durward, Senior Program Manager. Anna, deeply moved by her experiences on this trip, relocated to Perth, Western Australia, to become the program manager for this project. The team's role was to

explore where ABV can engage with community members across the region to match them with the right ABV mentors.

The program emphasises community-led co-design and preserving culture, ensuring sustainable and inclusive economic growth. The mentorship program will commence in September 2023, with a timeframe of 8 months committed to supporting First Nations businesses. ABV remains devoted to nurturing Martu talent, striving for a future of growth and acknowledgment on a broader scale.

The Martu country runs from the Great Sandy Desert, between the Kimberley and Pilbara regions in the north to Wiluna in the south and Jupiter Well in the east.

7 main languages are spoken

1,200km
north of Perth.

13.6m

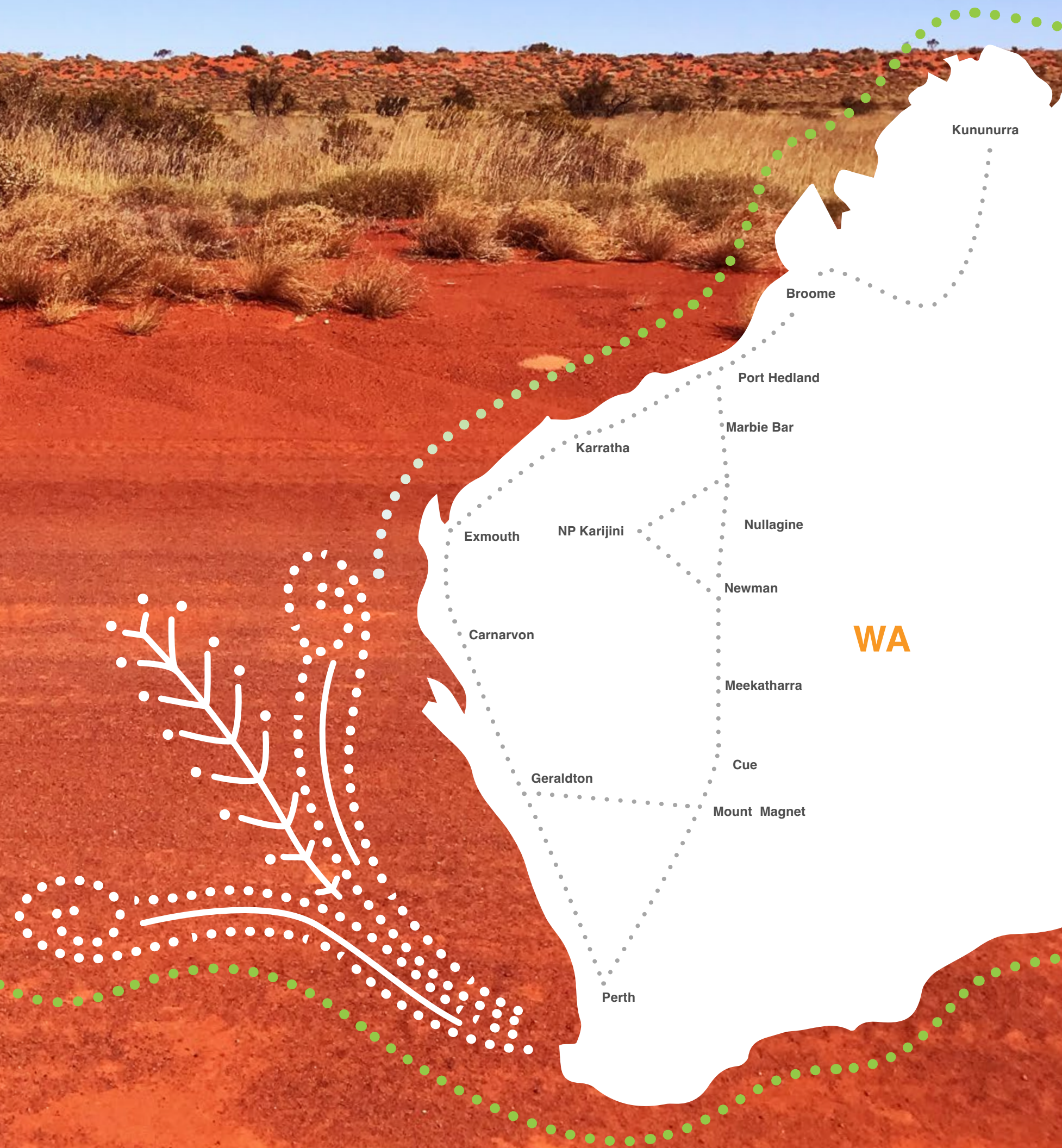
Martu country, an expansive territory spanning approximately **13.6 million** hectares (twice the size of Tasmania).

2002

At the core of the Martu identity is the native title agreement, officially recognised in **2002** which grants the Martu people inalienable rights to their land.



Martu Country



Corporate Skilled Volunteering



ABV has been a trailblazer in ‘shared value’ corporate skill-based programs. We focus on enabling corporates to engage their workforce in volunteer efforts, crafting impactful volunteering programs that enhance participants’ experiences and drive meaningful social change.

Our corporate partner in this program is National Australia Bank (NAB), one of Australia’s major banks. We collaborate with NAB to conduct 10-day skilled volunteering programs, wherein a group of NAB colleagues tackles business challenges for community organisations. Leveraging the skills of NAB staff, we work to analyse and resolve challenges, fostering sustainable social change while enhancing colleague leadership and technical skills.

In October 2022, NAB and Australian Business Volunteers, ran a challenge with Disaster Relief Australia (DRA) where a team of 10 NAB skilled volunteers donated over 800 hours

to develop a 3-year strategic plan to support scale and sustainable growth, with key recommendations around business development. This important project assisted DRA to develop as an organisation, to meet the huge demand for their programs and support their vision of providing targeted disaster relief support and community resilience across Australia.

In May 2023, a team of 12 NAB skilled volunteers dedicated over 900 hours to collaborate with Save the Children on a challenge, delivering a robust data strategy that included insights, a roadmap, and a governance framework to propel the organisation toward a digital and data-centric approach.

This program has received a satisfaction score of over 90% from both NAB participants and community partners when surveyed on their involvement.

“We had a great experience with NAB and ABV. They were passionate, professional and knowledgeable.”

Disaster Relief Australia

1,700hrs

of skilled volunteering have been contributed by NAB employees

90%

Program Satisfaction score





Pacific Programs

Creating Community Impact

Our commitment to the Pacific region is rooted in four decades of active involvement and a deep understanding of local growth priorities. With the invaluable support of our Skilled Business Volunteers, we have established strong connections and tapped into the collective wisdom of those who generously contribute their time to our programs.

Our approach is defined by tailored training programs, carefully designed to meet the specific needs of each partner and local business in the Pacific. Our work not only transforms individual businesses but also enhances the resilience of the communities we support.

Through strategic partnerships with industry leaders such as BSP Financial Group Limited and Lihir Gold limited (LGL), a wholly owned subsidiary of Newcrest, ABV collaborates closely with small business owners to drive economic empowerment in local communities. We harness the expertise of our Skilled Business Volunteers for one-on-one training, mentoring, and coaching, both in-person and remotely, all while forging critical alliances with key institutions to advance the small business sector.

Papua New Guinea Programs

Australia and Papua New Guinea (PNG) share a very close neighborly relationship with approximately 10,000 Australians in PNG at any one time, and roughly an equivalent number of PNG nationals residing in Australia. Steeped in a rich history of working together, Australia holds a prominent position as an investor in PNG, which is supported by volunteers and all those who have made connections with the people, culture, and land.

In 2019, the Apeketon Business Hub (ABH) came into existence because of a dynamic partnership between Australian Business Volunteers (ABV) and Lihir Gold limited (LGL). The establishment of the hub was born from a shared vision to empower the Lihirian community.

At its core, the ABH serves as the heart of our operations in Lihir. It provides a dedicated space for our Papua New Guinean staff to deliver impactful workshops in tandem with our skilled volunteers. Moreover, it functions as an accessible drop-in advice centre, extending a helping hand to local businesses.

This hub embodies our unwavering commitment to growth, collaboration, and knowledge exchange within the Lihirian community and beyond. Due to the success of the Apeketon Business Hub in Lihir, ABV and BSP are currently launching a new program in Port Moresby, PNG.



Loise's Story

Loise Kondiak first engaged with our business start-up training program in 2019, and it has been a privilege working with her at the Apeketon Business Hub. ABV's mentorship propelled Loise's business idea forward allowing her to expand operations significantly. Alongside her family responsibilities, Loise operates a bus service for the local school and supports the mine during shutdown. Through the budgeting skills she learned in our Family Money Management Program, Loise has been able to purchase another bus for additional community transportation. Loise Kondiak is a changemaker and her success is blazing the trail for future female entrepreneurs in PNG and beyond. She had this to say for those wanting to start a business.

41 training courses
with 350 participants total.

82 businesses
continue to receive mentoring.

83%
of businesses reported improvement
in their understanding of business.



“My advice is to start small and start somewhere, no pressure. Don’t compare yourself to others; just because you see someone successful doesn’t mean they didn’t have to work hard first to get there.”

PNG Tailored Workshops

Family Money Management Program (FMMP)

The ABH's custom FMMP tackles key challenges faced by Lihir households – boosting financial resilience after mining. It helps families plan for the long term, addressing pre-mining, mining, and post-mining phases. Crucially, it addresses financial stress, a factor tied to domestic violence. Empowering women and encouraging joint financial decision-making fosters a savings culture and better financial management, ultimately reducing financial stress.

Your Enterprise Scheme (YES)

ABV's YES Program tailors support for businesses at all stages, from start-ups to those venturing into export markets. Designed for ABH clients, it provides practical assistance, addressing challenges like compliance, market analysis, record-keeping, and strategic planning. This results in tangible business improvements and expanded opportunities. For instance, one construction company, with our support, now produces 200 bricks daily for local use, while a start-up learned to manage their own payroll, saving K2500 per month (AU\$1058) in accounting costs.

Better Business Governance (BBG)

Tailored to the needs of company owners and directors, BBG delves into good governance principles, organisational structures, and executive responsibilities. It's a program to nurture effective and responsible roles, offering personalised one-on-one mentoring. The BBG Program is mainly designed for established entities and supports individuals and businesses in

optimising their performance. ABH has collaborated extensively with tenement landowner organisations to customise the BBG Program, addressing their unique challenges at the board and executive levels.

76

participants in the Better Business Governance (BBG) Program.

115

participants in the Family Money Management Program (FMMP).

160

participants in the Your Enterprise Scheme (YES).

89%

of participants said they can now plan for the future.



Expansion of YES GROW with BSP Financial Group Limited

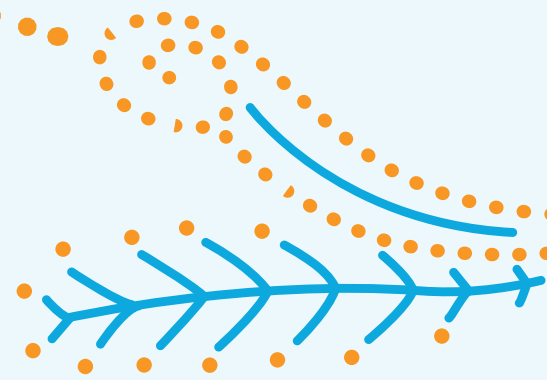
Australian Business Volunteers (ABV) collaborates with Bank of South Pacific Financial Group Limited (BSP) on the Small-Medium Enterprise (SME) Development Program in Port Moresby. Despite COVID-19 disruptions, ABV and BSP jointly launched the PNG YES GROW program, targeting the bank's small business customers.

YES GROW builds upon ABV's flagship Your Enterprise Scheme (YES) and focuses on key support areas: Plan, Compliance, and Grow. The inaugural pilot training cycles were conducted by ABV Skilled Business Volunteers, Harvey Green and Liane Arno, in November

2022, benefiting 44 participants from 36 businesses at the Waigani Office in Port Moresby. The participants have expressed high satisfaction, commenting on the program's targeted expertise and informative facilitation from our volunteers.

After the pilot's success, the program will officially launch in October 2023, with six training cycles of YES GROW planned over the next year. We are planning a regional expansion of this program to reach the communities of Lae and Mount Hagen in Papua New Guinea.





Fiji Programs

Australia and Fiji are closely tied economically, with over 400,000 Australians holidaying in Fiji in 2022, and approximately 69,000 Fijians living and working in Australia. Building strong relationships with Fiji, as part of our Pacific Family, is important to our core values.

Fiji THRIVE

The acronym THRIVE means “Together, Helping [to build a] Resilient, Inclusive [and] Vibrant Economy,” reflecting its aim to support sustainable Fijian communities.

Australian Business Volunteers (ABV) and BSP Financial Group Limited (BSP) launched the Fiji THRIVE program in March 2023, a tailored business development program for local businesses in Fiji, with a focus on women-led entrepreneurship. In its first year, the initiative is training, coaching and mentoring 44 business leaders across Viti Levu, building a

robust foundation for future economic growth. The program strengthens micro, small, and medium-sized enterprises (MSMEs) and seeks to expand its reach nationwide through a multi-year collaboration with BSP. The program was launched by Deputy Prime Minister and Minister for Trade, Manoa Kamikamica and is supported by the British High Commission**

**The program was launched by Deputy Prime Minister and Minister for Trade, Co-operatives, Small and Medium Enterprises, and Communications the Hon. Manoa Kamikamica and is supported by the British High Commission, with British High Commissioner to Fiji, Dr. Brian Jones also speaking at the launch event in March.

76%

of participants in our Suva program were women.

44

businesses are being mentored across Viti Levu.

70%

of THRIVE participants found that the workshop training sessions exceeded their expectations.

Deputy Prime Minister the Hon. Kamikamica said,

“I urge participants to strive towards achieving exponential commercial independence and entrepreneurial growth. This is your opportunity to learn and apply the knowledge which is imparted to you.”



Celebrating Culture Through Artistic Entrepreneurship Saurara's story.

The visionary behind Beyond Talent in Suva, Fiji is Saurara Cola. Beyond Talent specialises in culturally significant design patterns for homewares and decor, aiming to reconnect younger generations with their roots by telling Fiji's story and promoting cultural pride through her work.

Saurara passionately infuses traditional motifs into everyday items. One such story comes from the Lomaiviti group, telling the story of how the whales prospered in the waters surrounding these islands, which Saurara uses as iconography in her designs.

With the growth of Beyond Talent, Saurara is seeking to trademark her designs, collaborate with the tourism sector, and furnish hotel rooms with culturally rich designs transforming the conventional hotel experience. The Fiji THRIVE program catalyzed her business vision by providing invaluable mentorship. She credits ABV volunteers with recognising her potential and encouraging her to value her products and creative work, saying, "ABV opened my eyes to a bigger picture; there is more out there for me."



High Commissioner
Dr. Brian Jones said,

"I've met some fabulous Fijian entrepreneurs and businesspeople here, and linking them up with the experience of ABV and the financial support of BSP will give their businesses a solid head-start. It will give Fiji's economy a much-needed injection of diversity, creativity, and opportunity."

Regional Mentoring Experiences

Since 2019, in partnership with BSP Financial Group Limited, ABV has facilitated mentoring relationships, pairing 17 mentees from 6 different countries with ABV skilled volunteer mentors. In the past year, we welcomed new mentees from Fiji and the Solomon Islands into our program. Currently, there are 6 ongoing mentoring relationships spanning across the Cook Islands, Fiji, Samoa, Solomon Islands, Tonga, and Vanuatu.

Despite the remote nature of mentoring, we provide opportunities for these pairs to meet in person during a week-long visit, supported by ABV. Our mentees have achieved remarkable career growth, including one mentee being appointed to the Country Head position of BSP Samoa.

In April 2023, we introduced two new pairs to the program, including Anna Durward (mentor) and Camari Turagarua (mentee). Camari, the Chief Operations Officer at BSP Life, plays a vital role in delivering insurance products and services to Fijians. Anna is actively supporting Camari in achieving her career goals, focusing on leadership development, strategic thinking, business acumen, and people management.

We are excited to witness their partnership's growth and the accomplishments that will result from their in-country activities.



"Reflecting upon the mentorship so far after Anna's in-person visit to Fiji, Camari says that 'I've learnt so much and I am so grateful to Anna – she is like a sister to me.'"

Nauru Programs

Nauru and Australia share a long, intertwined history over more than a century. Nauru, a small island nation with a population of approximately 11,000, predominantly comprises indigenous Nauruans, who make up approximately 90% of its people.

With a land area of only 21 km², Nauru ranks as the world's third-smallest country, following Vatican City and Monaco. Within this context, Nauru is navigating a range of interconnecting challenges to build a diversified, sustainable and inclusive economy. This is where ABV and the Nauru Chamber of Commerce (NCC) are continuing our partnership to deliver the next stage of the cross-sector co-designed Private Sector Development Roadmap*, in 2023 focusing on building a locally-led, sustainable tourism model unique to Nauru.



Nauru Private Sector Development Roadmap

This year, ABV's Skilled Business Volunteers Liane Arno and Matt Stone collaborated closely with Jennifer Harris, NCC's Business Hub Manager, to establish the Nauru Business Hub commencing with mobile support and later establishing physical premises, which officially opened in September 2023. Liane and Matt adapted ABV's Your Enterprise Scheme (YES) Program for Nauru, including creating sector-specific training modules based around the tourism sector which has been an invaluable contribution.

Supported by our partners** the Nauru Business Hub has become the focal point for implementing the Private Sector Development Roadmap, offering mentoring programs, custom business tools and online resources for the growth and start-up of local businesses. Building on the Business Hub's success, 2023 saw the formation of a cross-sector Sustainable Tourism Working Group.

*The Roadmap has been developed in-line with the Nauru National Sustainable Development Strategy (NSDS), contributing to the NSDS economic development goals. **Partners supporting this program include the Australian High Commission in Nauru, New Zealand Ministry of Foreign Affairs and Trade (MFAT), and the British High Commission Solomon Islands and Nauru.



Eve Moolenburgh, an ABV skilled volunteer, played a pivotal role in the formation the working group, actively engaging a wide range of stakeholders and facilitating workshops. The working group envisions a sustainable tourism industry driven by young leaders. To bring this vision to life, they've established a network of local youth tour guides dedicated to showcasing Nauru's vibrant cultural heritage. In June 2023, the working group delivered Nauru's first tourism expo aimed at showcasing Nauru's tourism offerings and opportunities to the wider community. The expo featured captivating cultural performances by local groups such as Dogoropa, Djidere, and traditional sports enthusiasts. The Naoero Museum and Nauru Airlines joined in, enhancing the Expo's attractions, and providing visitors with exciting opportunities for exploration.

Nauru Programs cont.

NCC President Sean Oppenheimer reflected, *“NCC and ABV have worked well together keeping the Roadmap on track. ABV has to date helped NCC achieve much for the people of Nauru, and look forward to them continuing to play an important role in the development of the private sector on Nauru.”*

60

local businesses have participated in the 13 workshops run by ABV volunteers.

95%

of participants improving against core business competencies through ongoing coaching support.

78%

reporting ‘significant’ improvement in understanding of business skills topics.

170_{hrs}

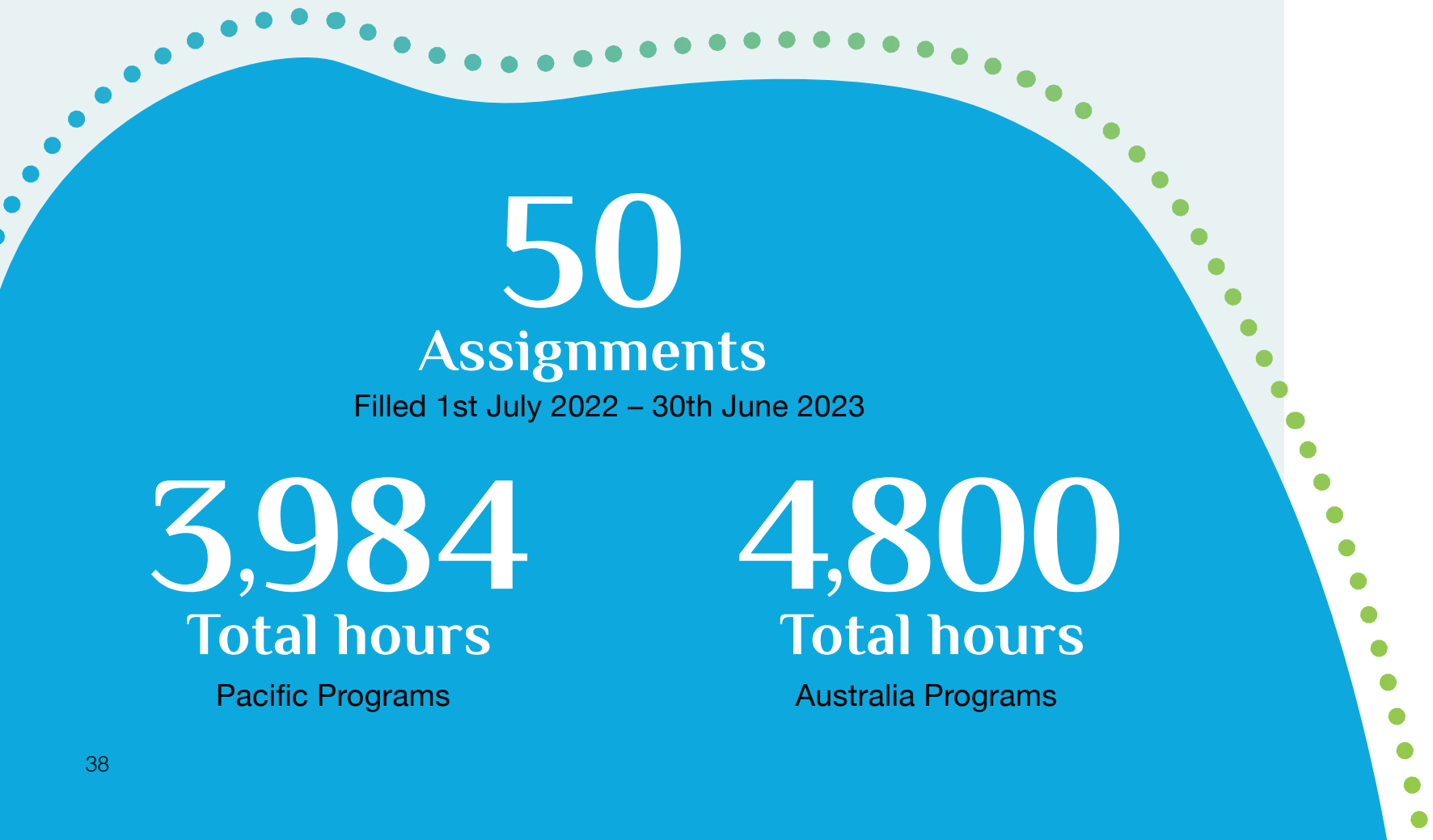
of individual business coaching have been delivered to date



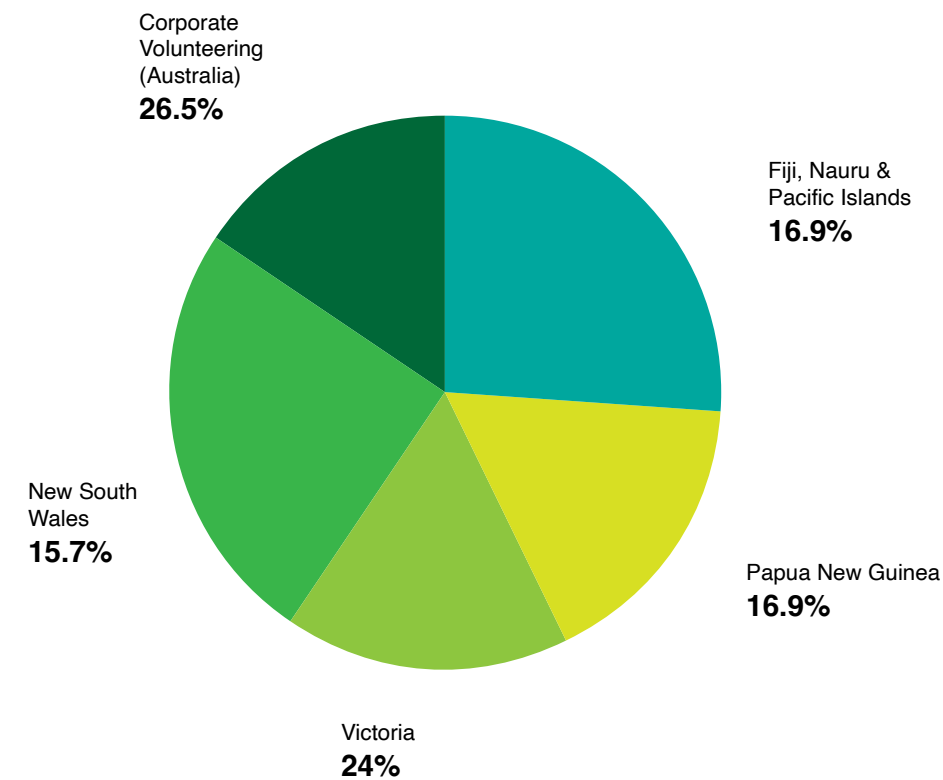
ABV Volunteering

Our volunteers stand as the backbone of ABV, always propelling positive change within communities, both at home in Australia and around the world. They are actively engaged in offering critical support to small businesses and providing mentorship primarily across the Pacific. Additionally, they play pivotal roles in our Australian Disaster Resilience and Recovery initiatives, extending their hands to help communities rebuild in the aftermath of natural disasters.

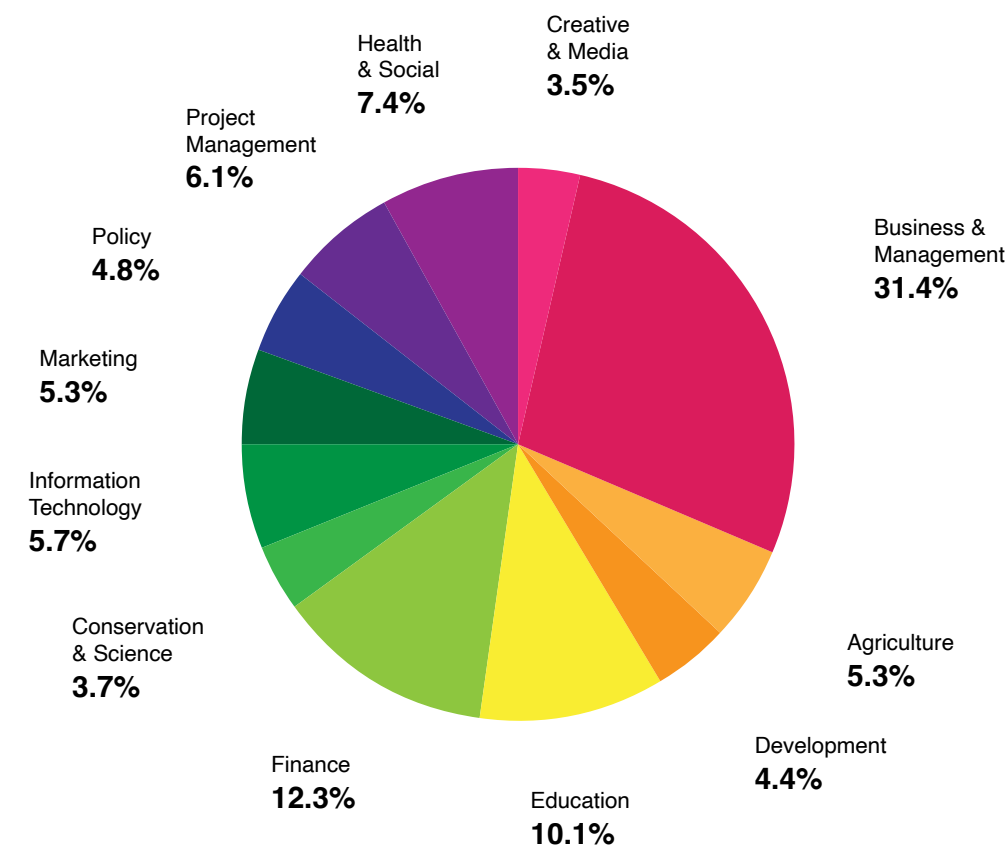
Volunteering with ABV facilitates a strong learning process for both the communities we serve and our dedicated volunteers. We extend our heartfelt gratitude to all our volunteers for their invaluable contributions, including their deep understanding of the diverse challenges facing these communities, which play a central role in nurturing the growth of small businesses and creating resilient local economies. We also express our appreciation to the communities that open their doors to us, allowing us to listen, learn, and develop through shared experiences.



Where our Volunteers Work



The Skills our Volunteers have



Volunteer Highlights

NAB Volunteers

NAB Director of Resilience Risk Louise Longley volunteered her expertise to ABV and proactively addressed the challenge of securing insurance for cultural burns. Louise collaborated with a local insurance broker and, over ten weeks, was able to secure coverage for Batemans Bay Local Aboriginal Land Council.

Adam Fletcher, NAB's Associate Director for Indigenous Business, moderated a panel with ABV on 'Creating a Business from Cultural Burning.' He brought together experts to comprehensively cover the policies and procedures required for First Nations communities to offer burning services.

NAB's valuable work has led to unprecedented progress, with the potential for events like this to be replicated across Australia.



ARUP Volunteers

Arup donates technical expertise to our Australian programs. This ongoing partnership is more than just ad hoc pro bono support; it's a commitment to leveraging specialist expertise and delivering this knowledge where it's needed most. From the precision of quantity surveyors, the wisdom of hydrologists, the ingenuity of engineers, and the insight of environmental scientists, these ARUP specialists are dedicated to helping communities rebuild and prosper after natural disasters.

A special thank you to the Arup team: Michelle Cheah, Melanie Grills, Trish Sunga, Ed Rowe, Madison Downey, Frankie Coen, Michael James, Angel Zhang, Annabel Kerr, Josh Atkinson, and Justin Peachy. Their dedication and expertise amplify the impact of ABV's mission.



Chris Maddock

Since joining ABV in 2019, Chris Maddock has travelled to Papua New Guinea three times to deliver training and mentoring and has recently returned from a mentorship trip with our Martu Business Support Services program in Western Australia.

Chris says he doesn't provide advice; he listens to people's stories and helps them define their purpose.
"I believe that we all inherently have a 'why.' Why we do things, what really excites us. We feel we're in the flow of things when connected to our why. When we're not, that is when we feel frustrated. I like to sit with people and bring out their big ideas, help make them a reality by outlining the steps to success."

Volunteer Highlights

Shean Gannon and Kaylene Benson

Dedicated volunteers Shean Gannon and Kaylene Benson donated their time to our Fiji THRIVE program, mentoring 25 promising Fijian business leaders.

Shean, who has been a volunteer with ABV since 2019, loves the innovation and the level of opportunity he can access with ABV, stating, “You know the work you’re doing; the mentoring is building something sustainable that will have a greater benefit in the long term.”

Kaylene echoes the sentiment that volunteering comes back to bringing out the best in people. “When you’re able to elevate people with the support of the region’s largest bank BSP Financial Group Limited, the British High Commission, and the expert training we’re providing on the ground, it just brings out the best in them and their business.”



Anna Durward

Anna came to ABV as a volunteer in 2020 and has since become a Senior Program Manager. After engaging in remote volunteering, Anna took her first trip to Western Australia, where she mentored Martu entrepreneurs in business development. Now managing this program, Anna reflects on her first volunteering experience.

“I was selected for a volunteering assignment, and within weeks, I was on my way to remote Western Australia. Over that week, we visited several communities on Martu Country, and I was blown away by the earth, the sky, and the Martu people’s deep connection with the land. The further away I went from Martu Country, the more I had a yearning to go back.”



How you can get involved

Volunteer with us

If you would like to become a registered volunteer for ABV, please visit our website and follow the volunteer registration process:

Visit abv.org.au or email us at 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 contact us via:

Visit abv.org.au or email hello@abv.org.au

Subscribe to our ABV Newsletter

Click [here](#) to subscribe to our newsletter

Follow us on social media:

 [@abvaustralia](https://www.facebook.com/abvaustralia)

 [@abv_au](https://www.instagram.com/abv_au)

 [@australianbusinessvolunteers](https://www.linkedin.com/company/australianbusinessvolunteers)

Advocacy and Events

12

Conferences

CEO Liz Mackinlay attended and spoke



October 2022

NSW Council of Social Service (NCOSS) - Liz spoke on a panel discussion, 'Listening to Local Voices and Doing What It Takes to Support Our Communities.' Liz advocated for a more significant say in disaster planning and recovery for local people.



February 2023

National Volunteering Conference - Liz was on a panel about reimagining volunteering, discussing Volunteering Australia's first national volunteering strategy

15
Events

That ABV staff hosted and/or attended nationally.



July 2023

Emergency Management Conference - Liz on a panel discussing the benefits of applying international crisis management principles and frameworks to Australia's domestic disaster response and adaptation activities with esteemed academic colleagues.

2022

2023



July 2022

Liz was keynote speaker at the Emergency Management Conference in Victoria.



August 2022

Australian Disaster Resilience Conference Adelaide - Liz was on a panel moderated by NAB.



December 2022

The ABV Pacific team hosts a Business Webinar - Henry, Jenn, Luci, and Materua from the ABV team spoke about how business hubs support Pacific entrepreneurs to drive change.

133_k
Accounts

reached by our social media profiles this year.



April 2023

Humanitarian Leadership Conference - Naomi presented 'Beyond Humanitarian Organisations: A Whole of Community Approach to Emergencies,' and Liz was part of a panel discussion with Deakin academics.



August 2023

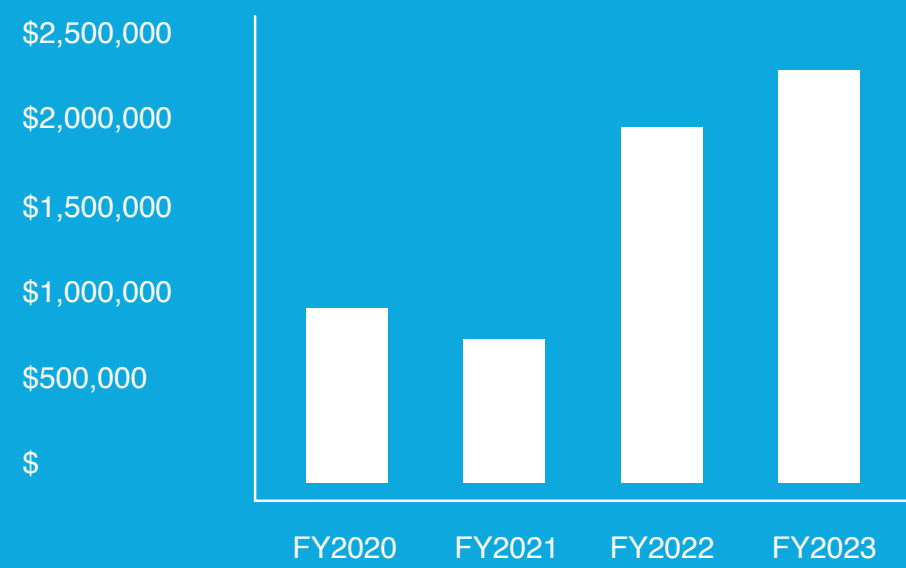
Australia Fiji Business Forum – Liz presented with Haroon Ali, Manager BSP about our partnership to strengthen the Fiji SME sector.

ABV Financial Health

Financial Year 2023 was defined by our success in expanding the scope of current partnerships and building new relationships across the Pacific and here in Australia. Revenue was bolstered by government grants to build business and community resilience in disaster affected communities across Australia and by new corporate partnerships in Australia and the Pacific aimed at strengthening business and community financial wellbeing.

Periods of growth can also bring challenges. ABV went through a process of optimising its team structure across the countries we operate in, improving efficiencies in program delivery, and implementing improved financial control and reporting processes. With these strong foundations now in place the financial outlook of ABV is more positive than at any time since the onset of COVID-19. We have made a solid start to Financial Year 2024 both in terms of financial strength and stability and expanding our engagement with corporate and government partners. Key to this is the quality and dedication of our Skilled Business Professionals. Their willingness to donate their time and expertise ensures the continued success of ABV's programs.

ABV Annual Revenue



Directors' Declaration

Australian Business Volunteers Ltd as Trustee for the AESOP Foundation

ABN: 89 008 612 431

The directors of the company declare that:

The financial statements and notes for the year ended 30 June 2023, comply with Australian Accounting Standards - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Regulation 2013; and give a true and fair view of the financial position as at 30 June 2023 and of the performance for the year ended on that date of the company

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 (Oct 17, 2023 14:50 GMT+11)

John Edwards

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 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 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.

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 is a Fellow of both the Australian (AICD) and UK (IOD) Directors' Institutes, and has extensive experience as a Non- Executive Director and Chair.

John has an Honours Degree in Production Engineering and an MBA from the Wharton School in the USA.



Barry Parker
Finance Committee Chair

Barry is an experienced Finance Professional having qualified as a Chartered Accountant in 1990. He subsequently worked for the ANZ Bank and then ABN AMRO Clearing and most recently served as the Chief Executive Officer for ABN AMRO Clearing Asia-Pacific division, covering their offices in Hong Kong, Singapore, Sydney and Tokyo. Prior to this 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.

Barry has developed a high profile within the stockbroking industry. He has served on a number of industry committees, along with being a Member of both ASIC's Market Consultative Panel and Markets 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 held positions at the most senior levels of the Commonwealth Departments of Foreign Affairs and Trade, Industry, and Prime Minister and Cabinet and served 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).

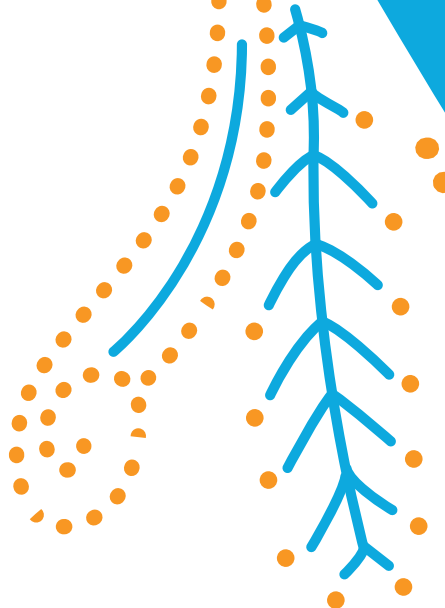
Jane has over fifteen years' experience as chair and member of boards and committees across government, business and the not-for-profit sector. She currently serves on several boards and advisory committees. Jane is the Global Chair of The Fred Hollows Foundation and President of the National Foundation 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. She has worked with a range of Aid and Development donors and organisations, including Department of Foreign Affairs and Trade, Ministry of Foreign Affairs and Trade, Asian Development Bank, World Bank and the British Council across the Pacific, Middle East and Asia.

Jo's consultancy work focuses on institutional strengthening, strategic planning, capacity building, and policy development. She has recently been providing advice to governments in developing nations on education reform and change management. Previously, 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. She has used her expertise to develop national and state curricula in Australia, Papua New Guinea, Nauru, Vanuatu, Tonga and Fiji.



Our People



Liz Mackinlay

Chief Executive Officer



Naomi Toole

General Manager, Programs



Jeremy Stevens

Director, Corporate Services



Ravi Chand

Senior Program Manager (Fiji)



Jennifer Harris

Nauru Business Hub Manager



Kari Edie

Events Manager



Maxine Wiggs

General Manager, Engagement



Oscar Mussons

Program Director (Australia)



George Barrett

Senior Program Manager (NSW DRR)



Hitolo Galamo

Apekton Trainer



Anna Durward

Senior Program Manager (Martu)



Benjamin Blackshaw

Program Officer



Jessie Fisher

Program Director (Pacific)



Jack O'Shea

Program Director (PNG)



Materua Tamarua

Papua New Guinea Sponsor



Natascha Wernick

Program Facilitator Community
Development



Thanda Bennett

Program Officer



Hayley Saxby

People Mobilisation Lead



Henry Ume-Taule

Apekton Business Hub Manager



Cate Giovanelli

Snr Manager SBP Engagement & Journey



Belinda Howard

Program Director (NAB Partnership)



Jayne Ausre

Apekton Project Officer



Moneesha Reynolds

Communications Officer



Kate Twyford

Program Director (NAB Partnership)



Australian Business Volunteers

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hello@abv.org.au

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