

AVI

inviting change



**IMPACT REPORT
2018 - 19**

We acknowledge the Traditional Custodians of the land where AVI's head office sits today, the Wurundjeri People. We pay respect to their Elders, past, present and future and extend that respect to any Aboriginal and Torres Strait Islander Elders who read this report. We acknowledge the Wurundjeri Peoples' ongoing connection to land, sea and community.

OUR COMMITMENTS

- Change that is locally owned and led
- Inspiring, engaging and connecting people around the world
- Strengthening capacity through sharing expertise and knowledge
- Building relationships of mutual respect and trust
- Evidence-based practice and outcomes reporting
- Supporting, not driving the development process
- Respect for human rights and a strengths-based culturally appropriate and inclusive approach
- Volunteering for development and the 2030 Agenda for Sustainable Development

OUR VALUES

- Equity and social justice
- Integrity
- Accountability
- Diversity and inclusion
- Respect
- Partnership
- Solidarity

Front cover: Australian volunteer Coral Reef Rehabilitation Advisor Siobhan Heatwole with a colleague at PT KokoSmart, Makassar, South Sulawesi, Indonesia. Photo: Darren James

Page 4-5: Australian volunteer Agriculture Research Officer Sharelle Polack (right) inspects a yam crop with a colleague from the Department of Agriculture and Rural Development, Vanuatu. Sharelle was responsible for helping increase understanding of strategies to improve food security, through monitoring and evaluation of related projects. Photo: Darren James.

HOW WE WORK

AVI believes in self-determination.

We believe people in developing countries know the social, economic and environmental goals they want to achieve but often lack the required skills and knowledge.

And while technology sees us more connected than ever before, division and intolerance between cultures in Australia and around the world persist.

AVI brings the right people together to share skills and knowledge, building locally-driven capacity where it's needed most - in people, organisations and systems.

Because we support the development process, not drive it, we know the change is truly fit for purpose and sustainable.

Interpersonal relationships are central to our approach. That's why we invest in long term partnerships with a range of businesses, governments and non-profit organisations.

These partnerships flourish into rewarding, cross-sector exchanges where learnings flow both ways, resulting in collaboration across cultures and a more informed and understanding Australian community.

WE ARE UNITED IN OUR VISION FOR A PEACEFUL, JUST AND SUSTAINABLE WORLD WHERE:

- **Every organisation has the skills, knowledge and resources necessary to achieve their social, economic and environmental development goals and;**
- **Australia's multi-cultural community is informed, tolerant and cohesive.**



MESSAGE FROM OUR CHAIR - KATHY TOWNSEND & CEO - PAUL BIRD



2018/19 was yet another record-breaking year for AVI. During this time, AVI enabled 1068 international volunteers, mentors, students and technical advisers to share their knowledge and skills to build capacity with 647 partner business, government and civil society organisations in 28 developing countries, according to their needs. The level of personal and professional skills of these deployees and the sustainable development outcomes they achieve with their partners have also never been higher. In this report, we highlight the work of three deployees - Dr Donna Mills, Lachlan James and Eva van Dijk.

To achieve this level of success, AVI has demonstrated its effectiveness in managing contracts and programs with the Australian Government's Department of Foreign Affairs and Trade (DFAT) and other partners. This included designing and implementing a new management system in Salesforce, which includes real time reporting and an online portal for deployees; new

safeguards governance and training, including a Prevention of Sexual Harassment, Abuse and Harassment (PSEAH) policy and program; and new online security software for deployees.

AVI harnessed its expertise and experience recruiting and skills development with the launch of a new business this year - AVI Pacific People (www.pacificpeople.com). Based in Suva and working with partners across the region, Pacific People is the first Pacific-wide specialised end-to-end recruitment service and is committed to getting more Pacific people into specialist, management and senior executive roles and building skills through workforce development.

AVI continues to be at the forefront of international volunteering for development with a successful second year managing DFAT's Australian Volunteers Program in a consortium with Cardno and the Whitelum Group and the

implementation of the Child Safe Volunteering Hub. AVI's CEO stepped into the position of Chair for the sector's global peak body, the International Forum for Volunteering for Development (Forum) and AVI was also selected to host Forum's annual conference in 2020 in the Pacific, with a focus on Volunteering for Climate Action.

AVI greatly appreciates the support of donors and this year launched a new bequest program, led by former Supreme Court judge and former AVI Chair, Richard Refshauge providing supporters the opportunity to leave AVI a gift in their will.

Lastly, we could not be prouder to work with such skilled, passionate and committed people on the AVI Board, management, staff, consortium partners, partner organisations, DFAT and supporters. A heartfelt thanks to you all.



IN 2018-19, AVI MANAGED

1068 International deployees who shared their



SKILLS



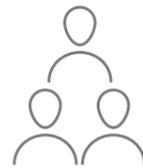
KNOWLEDGE



EXPERIENCE

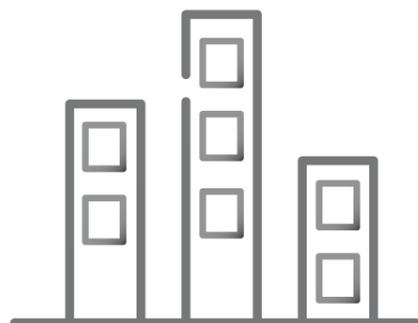
IN 28 COUNTRIES

The deployees worked to support locally driven economic
social and
environmental
change with



633

PARTNER ORGANISATIONS



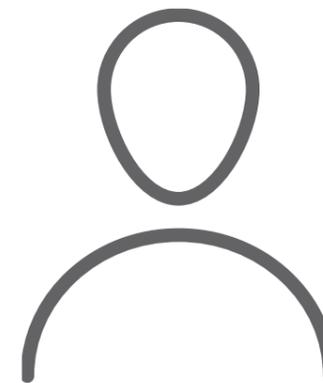
133 AVI STAFF worked out of country offices.

23



3.5% of volunteers

identified as Aboriginal or Torres Strait Islander peoples



36% male

63.5% female

0.5% self-describe



44 years old

was the average volunteer age

WHERE WE WORKED

● VOLUNTEERING FOR DEVELOPMENT

Australian Volunteers Program

The Australian Government's Australian Volunteers Program matches a broad range of skilled Australians with partner organisations in 26 countries across the Indo-Pacific region contributing to sustainable development outcomes. AVI manages the program, in consortium with Cardno Emerging Markets Pty Ltd and the Whitelum Group, on behalf of the Australian Government. In 2018-19, AVI supported 943 volunteers who filled 1017 assignments.

Child Safe Volunteering Hub

AVI launched the Child Safe Volunteering (CSV) Hub, an exciting new DFAT funded project that works across the Asia-Pacific region to promote responsible tourism and volunteering and prevent practices harmful to the safety and wellbeing of children, including orphanage tourism. The project takes forward DFAT's Smart Volunteering campaign and leverages the work undertaken by the Australian Volunteers Program to enable change in policy and systems to improve the safeguarding of children in the region. The CSV Hub was launched in Myanmar and after a detailed mapping exercise of the Pacific, will soon launch in Fiji and Vanuatu.

● AVI OFFICES

133 AVI staff members worked from offices in 23 countries to provide world-class support participants in all programs and initiatives we manage.

● STUDENT MOBILITY SERVICES

During 2018-19, AVI managed the end-to-end assignments for 18 University of Melbourne students participating in projects with four partner organisations in Indonesia. We facilitated 93 Macquarie University student placements with 20 partner organisations in Vietnam, Cambodia, India, Indonesia, Nepal, Philippines and Fiji and also ran a pilot program with the Australian Catholic University (ACU), sending four Law students on assignments in Bali.

● TECHNICAL ADVISORS & MENTORS

Solomon Islands Graduate Internship & Supervision Support Project

13 medical specialist personnel provided support to the Solomon Islands Ministry of Health and Medical Services through The Solomon Islands Graduate Internship Supervision and Support Project (SIGISSP). Through the Solomon Islands Bridging and Internship Program, these specialists assist in the supervision and training of large numbers of returned foreign-trained medical graduates, as well as with the provision of continuous medical education opportunities. This work also strengthens the roll-out of the medical workforce to rural and remote locations, as well as building more effective and efficient health systems, in line with the Solomon Islands' National Role Delineation Policy.

JoZaSo

The Sustainable Tourism Hub (STH) project is a joint initiative between the Intrepid Group and AVI, funded under DFAT's Business Partnership Platform (BPP) in Myanmar. The organisations combine their skills and experience to support responsible tourism and provide a platform for the tourism industry, the corporate sector and interested individuals.

Farmer Volunteers - Kenya

AVI partnered with the Australian Centre for International Agricultural Research ACIAR to launch the Farmer Volunteers - Kenya program. The program's first volunteer was based at a local farm at Athi River, just outside Nairobi. There, he worked with local farmers, producer groups, and rural businesses to develop local capacity and help increase agricultural productivity.

In-Country Communication Officer Network

AVI worked with ACIAR to recruit and deploy a network of communications professionals in Fiji, Papua New Guinea, Philippines, Vietnam and Kenya. The In-Country Communication Officer Network (ICCON) initiative aims to raise greater awareness of ACIAR's agricultural research and projects in the Pacific, East Asia, South and West-Asia and Eastern and Southern Africa regions.

AVI Pacific People

Pacific People, the first Pacific-wide specialised end-to-end recruitment service, headquartered in Suva, Fiji is up and running. Pacific People aims to secure more specialist, management and senior executive roles for people in the Pacific and build skills through workforce development. It also aims to encourage labour mobility within the region by working with partners throughout the region, while also enabling diaspora to return to work in their home countries.

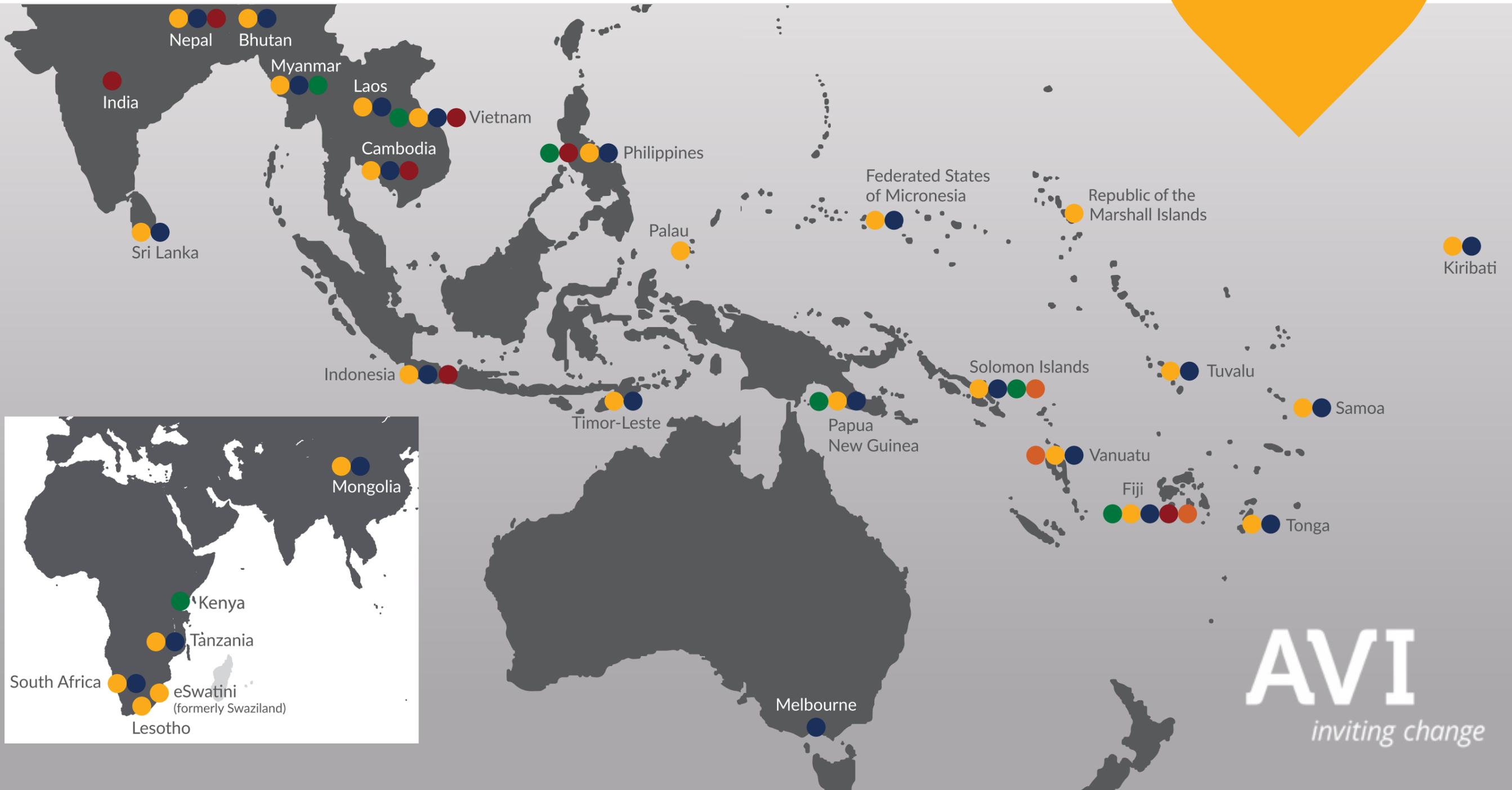
● CAPACITY BUILDING

Australian Humanitarian Partnership

AVI continued to support local partner organisations working in Fiji, the Solomon Islands and Vanuatu with capacity development and strengthening activities for disaster preparedness and response, as part of Plan Australia's consortium for the Australian Humanitarian Partnership (AHP). Activities included the completion of capacity assessments, reflection and learning workshops, Emergency Response Training and the drafting of a Protection Services Directory.

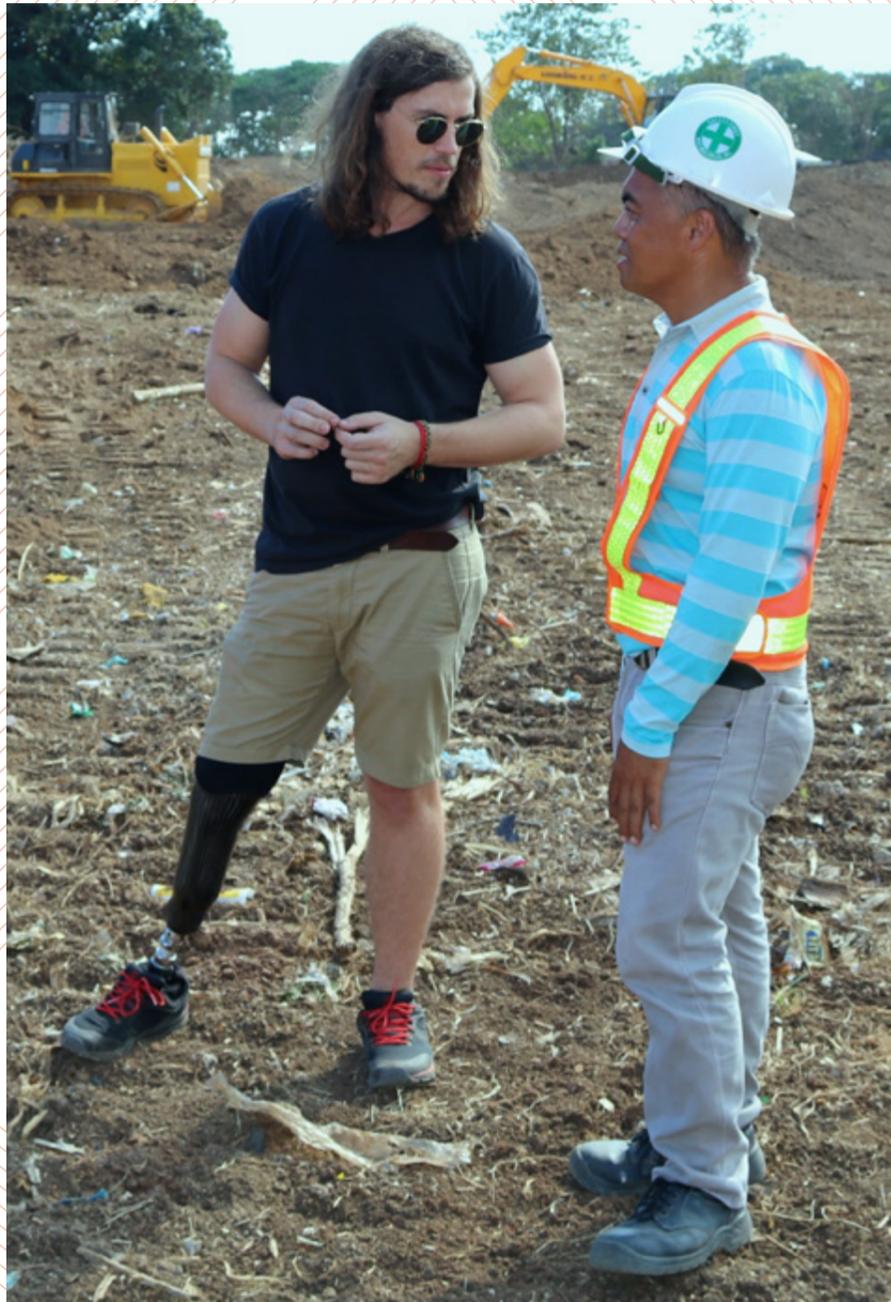
WHERE WE WORKED

2018-19



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Lachlan's story



Australian volunteer Lachlan James (left) with a builder at a housing site being cleared for a new development in Quezon City, Manila.

I'd always had itchy feet and intentions to travel and work. I liked the idea of experiencing different places and cultures just to see what else is out there. I went straight into the construction industry out of high school. I didn't really know what I wanted to do, so I got a cadetship with a small building company, then progressed to a bachelor's degree in construction.

From there I had about 12-13 years' experience in construction management with a commercial scale builder in Sydney - seven years longer than I ever intended - before applying to volunteer in the Philippines. My plan was to transition into development work and I thought a volunteer assignment could be a great way to do that.

My 10-month (extended to 2 years) assignment as Construction Management Advisor involved working with a human rights NGO running a housing resettlement program, funded by the Philippines Government. The first beneficiaries to receive housing through the program were people in danger zones - typically flood-prone areas, later expanding to include people being evicted from their homes, which they had built on government or privately-owned land.

As a volunteer, we're not just there to do a job; we're there to teach people how to do a job. The idea is that we leave something behind in addition to building the physical structures: that people are developing skills they can continue to use, long after we're gone.

I was also hoping to gain new experience which I did, in the area of business analysis and running seminars and workshops. It was great to develop those skills and I feel positive my volunteering experience has brought me a little closer to my goal of full-time employment in the development sector.

LACHLAN JAMES **CONSTRUCTION MANAGEMENT ADVISOR, PHILIPPINES**

Lachlan's volunteer assignment was part of the Australian Volunteers Program, an Australian Government initiative.

SUSTAINABLE DEVELOPMENT GOALS

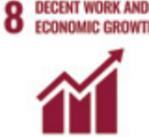
DELIVERING ON THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT

We believe volunteering for development is a highly effective modality to enable sustainable change. Indeed, like the United Nations (UN), we believe it is critical to attaining the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs).

By deploying skilled Australian volunteers, students, corporate staff, mentors and advisers to build capacity in local partner organisations, we support all of the SDGs, because the assignments cover a broad cross section of development needs. In particular, volunteering for development is instrumental in enabling SDG17 on Partnerships.

During 2018-19 AVI recruited and deployed skilled Australians from a range of sectors, and supported projects that further many of the SDGs, including:

 <p>1 NO POVERTY</p>	<ul style="list-style-type: none"> Finance Managers & Mentors Economics researchers Marketing & tourism trainers Organisational management experts 	<ul style="list-style-type: none"> Business & strategic development mentors Governance Strengthening Officers
 <p>2 ZERO HUNGER</p>	<ul style="list-style-type: none"> Horticulture, agriculture & farming experts Fisheries management experts Food safety research officers 	<ul style="list-style-type: none"> Plant conservation mentors Biodiversity researchers Malnutrition, nutrition & dietetics experts
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none"> Obstetricians & Gynaecologists Mental health experts Paramedic Clinical Instructors Pharmaceutical development experts 	<ul style="list-style-type: none"> Speech & Occupational Therapists Sexual & Reproduction Health Trainers
 <p>4 QUALITY EDUCATION</p>	<ul style="list-style-type: none"> Academic & curriculum development specialists Teacher trainers Education support officers 	<ul style="list-style-type: none"> Early childhood education officers Literacy & numeracy specialists Inclusive education officers
 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> Women's empowerment advisers Gender development officers Gender technical support officers 	<ul style="list-style-type: none"> Sanitary hygiene mentors Women's small business advisers Gender equality & legal officers
 <p>6 CLEAN WATER AND SANITATION</p>	<ul style="list-style-type: none"> Freshwater Researchers Water Sanitation & Hygiene experts Engineering experts Environment & Sanitation adviser 	<ul style="list-style-type: none"> Drainage systems infrastructure specialists Waste Management support officers
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<ul style="list-style-type: none"> Natural resources & conservation officers Mining mentors Environment communication experts 	<ul style="list-style-type: none"> Environmental management support officer Climate change program officers Sustainable energy officers

 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> Social enterprise mentors Finance & management advisers Organisational developers Human Resource development advisers 	<ul style="list-style-type: none"> Trade research coordinators Business development officers Microfinance specialists
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<ul style="list-style-type: none"> Database developers Infrastructure development officers IT Development Advisers 	<ul style="list-style-type: none"> Civil engineers IT Infrastructure specialists Knowledge Management officers
 <p>10 REDUCED INEQUALITIES</p>	<ul style="list-style-type: none"> Specialist education teacher trainers Disability inclusion advisers Special education pathways advisers 	<ul style="list-style-type: none"> Disability Program managers Disability liaison officers LGBT advisers
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<ul style="list-style-type: none"> Urban development planners City landscape mentors Sustainable Tourism Officers Monitoring, Evaluation & Learning experts 	<ul style="list-style-type: none"> Disaster & Emergency Management experts Community development experts
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none"> Environmental lawyers Plant Genetic Conservation Mentors Biodiversity Research Mentor 	<ul style="list-style-type: none"> Natural Resources & Conservation Officer Environmental Support officers Livelihood Support Mentor
 <p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none"> Climate resilience advisers Climate change risk management officers Climate resilience advisers 	<ul style="list-style-type: none"> Waste & climate change officers Climate change program officers Climate research mentors
 <p>14 LIFE BELOW WATER</p>	<ul style="list-style-type: none"> Fisheries management researchers Marine environment education officers Biodiversity technical advisers 	<ul style="list-style-type: none"> Community fisheries advisers Marine scientists Coral Rehabilitation Program Officers
 <p>15 LIFE ON LAND</p>	<ul style="list-style-type: none"> Farming Management Officers Soils Agronomists Farm Infrastructure Technical advisers 	<ul style="list-style-type: none"> Permaculture officers Horticulture mentors Agriculture researchers
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<ul style="list-style-type: none"> Para-legal Support officers Compliance & Enforcement Mentor Legal Officer 	<ul style="list-style-type: none"> Child Protection advisers Legal affairs & policy advisers Peacekeeping advisers
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>SDG17 in particular recognises that volunteering for development is essential to the attainment of the SDGs. Since 1951, AVI has worked to achieve sustainable development outcomes in partnership with over 3,000 local partner organisations in 89 developing countries. We do this because we know the most effective change is locally owned and led.</p> <p>Through our extensive network of country offices, AVI works collaboratively with international institutions, governments, multilateral agencies, and local partner organisations to realise their objectives and strengthen their capacity. The connections we facilitate develop into rewarding, cross-sector relationships where development flows both ways, promoting cohesion and reciprocity.</p>	

Donna's story



Dr Donna Mills (front row fourth from left) with Emergency Department staff at the National Referral Hospital in Honiara, Solomon Islands.

For five months, I worked in Honiara's National Referral Hospital Emergency Department (ED) as an Emergency Consultant Advisor as part of the Solomon Islands Graduate Intern Supervision and Support Project (SIGISSP), managed by AVI and funded by the Australian Government's Aid Program. Strategic and technical support is also provided by key project partner, the Australasian College for Emergency Medicine (ACEM).

In 2014, specific assistance was requested for the hospital's ED. At the time, there were no specialist emergency physicians in the Solomon Islands. Increasing urbanisation and the burden of communicable and non-communicable disease, without the associated development of ED capacity, led to near breaking point for the department. As part of this project, a Solomon Islands Triage Scale was designed and implemented and a large focus of my time at the NRH was spent focused on

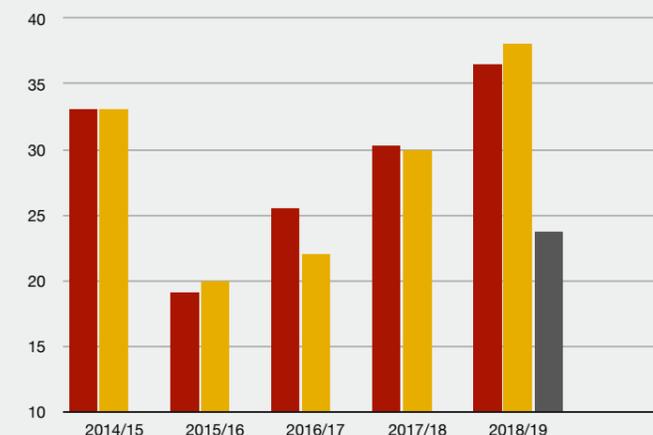
postgraduate training for emergency medicine. Experiencing the enthusiasm of the ED doctors to improve their personal knowledge and that of their department, and to further emergency medicine as a specialty has been a highlight.

One of the biggest lessons I have taken away from my experience is the importance of building relationships with local colleagues. These relationships have enriched my personal experiences and, more importantly, allowed me to help work towards goals for local emergency teams. They have also allowed me to see the growth and achievements of the inspiring young doctors and nurses working in the Pacific, and that is what keeps me coming back for more!

DR DONNA MILLS
EMERGENCY CONSULTANT ADVISOR
HONIARA, SOLOMON ISLANDS

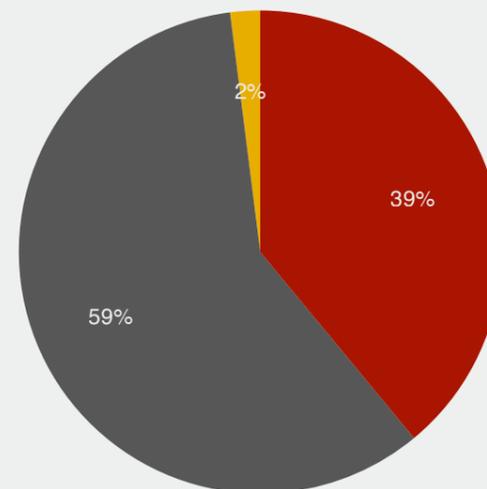
2018-19 FINANCIAL PERFORMANCE {\$m}

TOTAL VALUE OF INCOME, EXPENDITURE & VOLUNTEERING



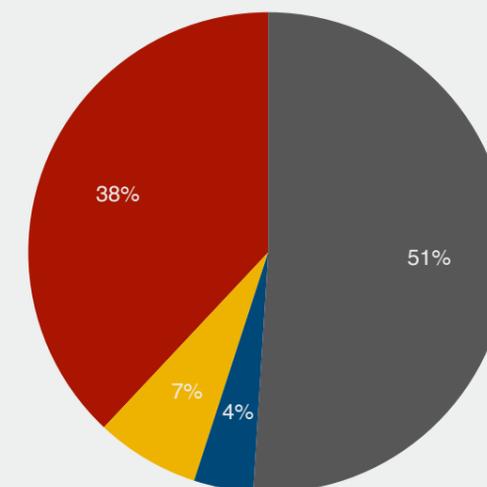
■ Total Income
■ Total Expenditure
■ Total Value of Volunteering*

● Volunteering* ● DFAT ● Other



TOTAL INCOME & VALUE OF VOLUNTEERING FOR 2018/19

TOTAL EXPENDITURE & VALUE OF VOLUNTEERING



● International Programs
● Community Education
● Accountability & Administration
● Value of Volunteering*

*Value of volunteering is calculated in line with accounting standard AASB 1058 – Income of Not-For-Profit Entities, however, this disclosure has not been externally audited and is therefore not included in the Financial Statements.

GOVERNANCE

AVI is committed to upholding the highest ethical standards and delivers best practice in international development as demonstrated through our membership with ACFID, Re-Think Orphanages and leadership in the International Forum for Volunteering for Development.

We have robust policies and practices in place regarding safety and security, child protection, prevention of sexual exploitation, abuse and harassment, anti-corruption and fraud and diversity and inclusion. All of these are publicly available on the AVI website at www.avi.org.au

The Board establishes committees to facilitate the practical work of its governance role and responsibilities. Committees comprise Directors plus independent members who extend and complement the Board's skills, while also providing a measure of external objectivity. The following committees were in operation during 2018/19:

- Finance, Audit and Risk Management (FARM) Committee;
- Governance Committee;
- Quality and Safety Committee;
- Australian Volunteer Program – Consortium Group

OUR PRESIDENT

Sam Mostyn

OUR BOARD

Kathleen Townsend (Chair)

Jennifer Johnston (Chair, Quality and Safety Committee)

Martine Letts (Chair, Governance Committee)

Lyma Nguyen

Dean Tillotson (Co-Deputy Chair and Chair, FARM Committee)

Wendy Tyrrell (Chair, Australian Volunteer Program – Consortium Group)

Peter Wilkins (Co-Deputy Chair)

David Singleton

Andrew Dempster (retired August 2019)

Eva's story



Eva van Dijk (front row centre) with fellow student volunteers, host organisation staff and in-country AVI staff at PKBI DIY in Yogyakarta, Indonesia.

As part of my arts degree, majoring in Asian Studies at The University of Melbourne, I recently took part in a three-week intensive assignment at PKBI DIY in Yogyakarta, Indonesia.

I chose to apply for the program because it seemed to engage in 'serious' issues facing communities in Indonesia including sexual health and marginalised groups. I hoped this program would expose me to a field I was unfamiliar with - family planning - without 'sugar coating' the experience, and was not disappointed.

AVI helped prepare me for the assignment well and we received very good support both in country and pre/post departure. They also highlighted ethical issues of volunteering, something I firmly believe should be at the forefront of preparing students to participate in these programs.

I have come out of the experience a more informed and braver person. I feel more

confident trying new challenges. I have also made connections in Indonesia which are invaluable. Most importantly, I feel more aware of the ethics behind these programs.

The immersion experience, hands on outside of classroom learning and working as a team with other students and the host organisation inspire me to consider future career paths and challenge me to accumulate new skills.

Of course, there were challenges, especially in terms of language. But for me the challenges were the most rewarding part of the experience. My language ability, ability to read new situations and make decisions and my inter cultural learning were all increased significantly.

EVA VAN DIJK
STUDENT VOLUNTEER,
UNIVERSITY OF MELBOURNE,
INDONESIA



Network Australia



ACFID
MEMBER

AVI is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity.



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[avi.org.au](https://www.instagram.com/avi.org.au)



[austvolunteers](https://twitter.com/austvolunteers)



[austvolunteers](https://www.youtube.com/austvolunteers)



[australian-volunteers-international](https://www.linkedin.com/company/australian-volunteers-international)

FEEDBACK & E-COPY

We welcome feedback on this report and on our operations and conduct generally. To lodge feedback, please contact info@avi.org.au

Complaints relating to a breach of the ACFID Code of Conduct can be made to ACFID. See www.acfid.asn.au/code-of-conduct/complaints for details.

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