

# AVI

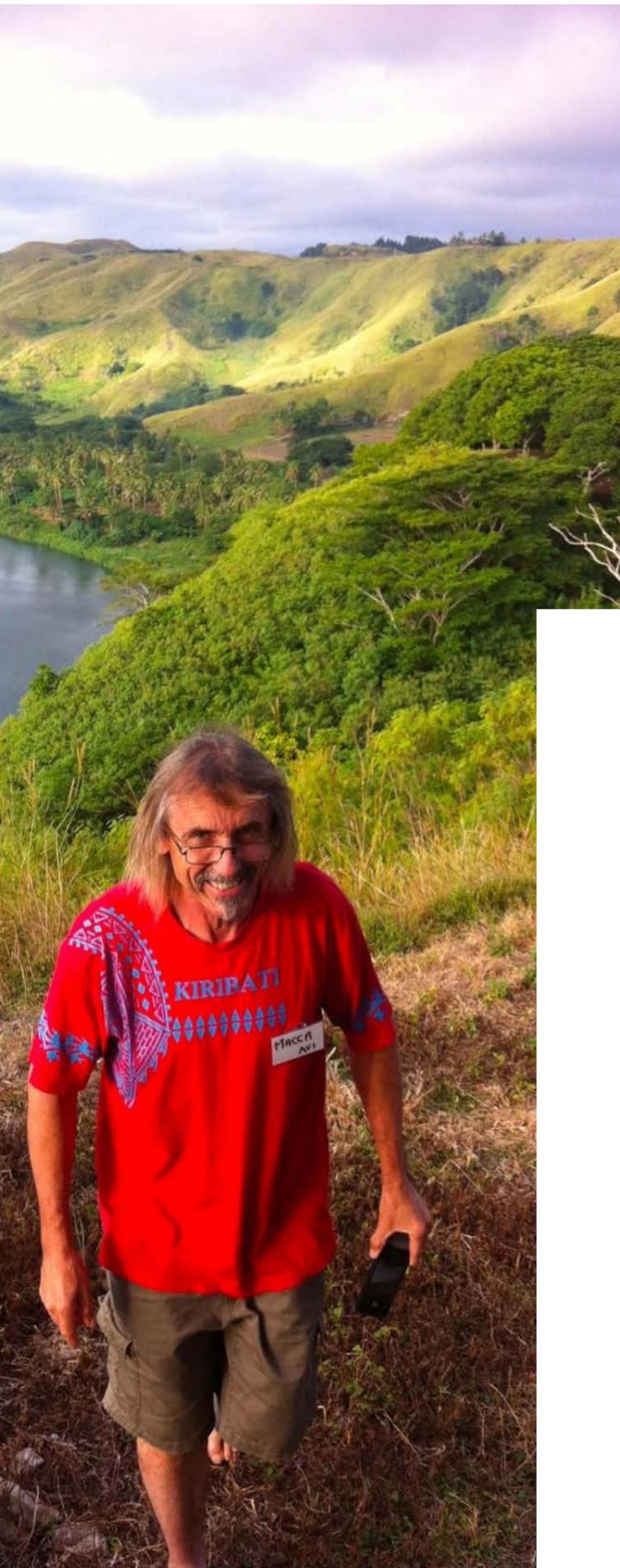
*inviting change*



## IMPACT REPORT

### 2019-20

**RURAL**  
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This report is dedicated to the late Dr lan “Macca” McDonald – volunteer Maths Teacher in Solomon Islands from 1985-1987, loyal AVI staff member for over 31 years, and lifelong supporter of skilled international volunteering.

Macca lived what he believed in. He embodied the underlying ethos of development—building cross cultural relationships of mutual trust and respect. He believed deeply in the spirit of volunteering and its capacity to change lives.

*Left: Dr lan ‘Macca’ McDonald in Fiji for the Fiji and Kiribati in-country meeting, 2015. Photo: Emily Cormack*

*Front cover: Australian volunteer Shantini Tharumanathan (right) working with the Vanuatu Society for People with Disability in 2017 to strengthen its program management and service delivery.*

*Back cover: Mary Winmay, vegetable seller at Kokopo Market in 2016, East New Britain, Papua New Guinea. Photo: Harjono Djoyobisono*

# Contents

PAGE 02

**How we work**

PAGE 03

**Message from our Chair and CEO**

PAGE 05

**AVI’s newly appointed CEO  
Melanie Gow**

PAGE 06

**2019–20 at a glance**

PAGE 07

**Allison’s Story**

PAGE 10

**Lewis’ Story**

PAGE 11

**Where we work**

PAGE 15

**Where we work map**

PAGE 17

**AVI COVID-19 Response**

PAGE 21

**The people who drive our purpose**

PAGE 24

**Lucy’s Story**

PAGE 25

**Fundraising**

PAGE 27

**Sustainable Development Goals**

PAGE 29

**2019–20 Financial Performance**

PAGE 30

**Governance**



Kyan Dyne Aung (left) from Yangon Heritage Trust with Australian volunteer Cultural Heritage Specialist Rupert Mann, inside heritage building the New Law Courts during their restoration in Yangon, Myanmar in 2016. Photo: Harjono Djoyobisono

*AVI acknowledges the Traditional Custodians of Country throughout Australia. We recognise the continuing connection that Aboriginal and Torres Strait Islander peoples have to their lands and waters, and we pay our respects to Elders and communities past, present and emerging. Specifically, we pay our respects to the Wurundjeri People of the Kulin Nation, as the Traditional Custodians of the lands on which our head office is located.*

## 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.

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 mission. 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.

### OUR VALUES

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

### 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

### *Peaceful, Just & Sustainable*

We are united in our vision for a peaceful, just and sustainable world where:

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

# Message from our Chair

Kathy Townsend and CEO Paul Bird



Kathy Townsend

**In the first eight months of the financial year, AVI recruited, deployed and supported 853 highly skilled volunteers, students, mentors, advisers and consultants to build capacity in people, organisations and systems according to their needs in 28 developing countries.**

As well as being a proud partner in managing DFAT's Australian Volunteer Program, AVI supported 49 student assignments through four Australian universities across the Indo-Pacific; recruited and deployed local skilled consultants overseas for the Australian Centre for International Agricultural Research (ACIAR) and grew our recruitment and HR consultancy business in Fiji, AVI Pacific People.

This year also saw AVI launch the Child Safe Volunteering Hub website, continue the medical education and training of graduate doctors as part of the AVI-led medical workforce training and development program in the Solomon Islands, run a successful EOFY campaign to support women's businesses in the Pacific and the continued roll out of our bequest program. With the support of a Friendship Grant from DFAT, we leveraged AVI's Sustainable Tourism Hub (JoZaSo) in Myanmar to provide business training for 31 women entrepreneurs with a disability, helping them broaden their skills in market research, pricing, product design and business plan creation.

AVI's depth of expertise and experience in crisis management and adaptability came to the fore this year in the face of the COVID-19 pandemic. In March 2020, building on a history of emergency responses, AVI rapidly enacted its Pandemic Plan and Crisis Management Team, prioritising the safety and wellbeing of our team and all volunteers, mentors and technical advisers overseas. In consultation with DFAT, we made the decision early to recall volunteers and mentors leading to the successful repatriation of 464 in two weeks.

***AVI's depth of expertise and experience in crisis management and adaptability came to the fore this year in the face of the COVID-19 pandemic.***

At the same time, AVI harnessed its new volunteer management system to develop and implement remote volunteering for these returned volunteers with our country teams and partner organisations. This service continues to grow with over one hundred active assignments.

While we are not currently deploying volunteers, our team has been busy recruiting and screening approximately more than 800 prospective volunteers into a talent pool. Our overseas teams have also continued to provide support to hundreds of partner businesses, governments and civil society organisations as they too, navigate this crisis.

With universities unable to send students overseas, we pivoted to develop and run virtual internships and Master Classes for Australian universities and their students with our country teams and guest speakers, building people-to-people links and increasing employability.

AVI also took the opportunity to harness its systems and experience during this time, developing and launching a free service, SkillsBank, for businesses affected by COVID-19, enabling their staff to leverage their skills, volunteering online with not-for-profits in Australia.

As a member of the International Forum for Volunteering for Development (Forum), Chair of its Board and Chair of the Research, Policy and Practice Group, AVI continued to play an important role in the advocacy for, and development of, volunteering for development policy and practice globally. In 2019, AVI was selected to host Forum's global annual conference for members (IVCO2020) from 26-28 October 2020.

We are extremely proud the way everyone at AVI has worked tirelessly over the past year. Despite unprecedented challenges, we have continued to adapt, harness opportunities and support outstanding development outcomes right around the world. Our heartfelt thanks to you all.

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Australian volunteer Curator-Horticulture Shelomi Doyle (centre) trimming the hedges with Port Moresby Nature Park apprentices (L-R): Joy Nemo, Martha Wase, Dange Barziring and Lynda Dindillo in 2016. Photo: Harjono Djoyobisono

# AVI CEO Paul Bird hands over to newly appointed Chief Executive, Melanie Gow

After an incredible five and a half years at the helm, in early November, CEO Paul Bird handed leadership of AVI to the organisation's newly appointed Chief Executive, Melanie Gow.

Paul's passion for and commitment to AVI has been a constant throughout his tenure. His reputation is widely recognised in the sector, demonstrated through AVI's continued growth, his relationships at senior levels in DFAT, appointment to the Board of ACFID and election as Chair of the International Forum for Volunteering in Development.

Paul had made a significant impact on the organisation during his time as CEO. From leading the successful tender for the Australian Volunteers Program, through to the development of new programs including AVI's Fiji based, Pacific People and securing a new home for AVI at 160 Johnston Street, his achievements have been broad based.

We wish Paul all the best in his future endeavours and Melanie, a rewarding start to her new role.



Melanie Gow

**AVI Chair, Kathy Townsend**

## In 2019-20, AVI managed:



of partner organisations reported good or



**EXCELLENT PROGRESS**

against assignment objectives under the Australian Volunteers Program.\*

\*For more information on the Australian Volunteers Program, please access the program's 2019-20 annual report.



AVI STAFF WORKED OUT OF



## Allison's Story

If you're not into big cities, Jakarta can be a daunting place.

It often gets a bad rap thanks to its dense population, traffic jams, and high levels of pollution. Living in Jakarta, I was never bored – there's always something to stumble across. I loved taking walks around my neighbourhood in South Jakarta and discovering hidden restaurants and cafes.

As a children's arts and education outreach organisation, the Red Nose Foundation runs various extracurricular education activities for children from disadvantaged communities in Jakarta.

I was volunteering as a Communications Officer, which meant much of my time was spent working alongside the local communications assistant, Irwan. Together, we designed new policies and procedures and updated the social media strategy. I also supported the day-to-day implementation of the communications strategy - producing videos and creating and proofreading a whole range of content.

Before coming to Indonesia I was a little worried about feeling lonely, but that fear wasn't warranted. When I heard that all volunteers would have to

return to Australia, I was disappointed I would have to leave some parts of my project unfinished and come home to an uncertain job market. The hardest part was telling my colleagues and friends that I was going.

“ *Before coming to Indonesia I was a little worried about feeling lonely, but that fear wasn't warranted.* ”

During my final month, I had hoped to finish the video series I was working on and continue building the capacity of the local staff in their English language ability. Fortunately, I was able

to finish some filming that I needed to do for one project from self-isolation in Australia.

The Australia I've returned to looks a lot different from the one I left in mid-2019. Right now, I am just taking life as it comes, working on some of my own projects, and keeping an eye out for new opportunities.

**Allison Hore**  
**Communications Officer - Indonesia**

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



Allison (far right) helping RNF's Hospitality students build confidence in their English pronunciation. Photo: Allison Hore



Lewis (front row, fourth from left) at a Farewell Party with Taman Pintar staff and Gajah Mada University representatives. Photo: Lewis Hyman

## Lewis' Story

The drive to learn and understand isn't something you can teach, nor is it something everyone intrinsically has.

It's a trait that lies dormant in many people, and must be carefully nurtured over childhood to help produce a person who is curious and inquisitive. For me, that spark started early in my childhood. I used to spend hours pulling things apart, although putting them back together again was never as much of a priority. That's why I decided to do engineering, to satisfy that urge in a constructive way, and eventually also why I decided to apply for the Indonesia trip.

Giving children the opportunity to recognise that spark in themselves is incredibly important to raising the next generation of engineers. In January 2020, seven other Engineering students and I were lucky enough to be selected to work with Taman Pintar to deliver a Robotic Competition. Over four weeks, we worked with dozens of schools to introduce children to the power of robotics through the use of Edison V2.0s, culminating in a final competition with the winning team from each session. Overall, we had a great time. We were lucky enough to see some incredible performances by kids who had never seen this kind of technology before.

“ *I am incredibly grateful for the opportunity... to help inspire a new generation of scientist and engineers.* ”

The Robotic Workshop is one of those crucial events that creates that spark that helps develop the essential curiosity found within the best students, and I am incredibly grateful for the opportunity given to us by Taman Pintar which allowed us to help inspire a new generation of scientist and engineers.

The biggest impact I felt from the program was the importance of making meaningful connections and building relationships with people all over the world. The diversity in thinking across cultures and borders can massively change the way you think and give new perspective on problem solving in our daily lives. I continue to use skills I learnt from my peers in Indonesia, even today.

**Lewis Hyman**  
**Macquarie University Student – Indonesia**

# Where we work

## ● 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 an AVI-led consortium with Cardno Emerging Markets Pty Ltd and Whitelum Group, on behalf of the Australian Government. 2019-20 was a period of strong program delivery, successful crisis management and program adaptation in the face of unprecedented challenges. The program made significant progress towards outcomes, including: recruiting, mobilising and supporting 802 volunteers who filled 933 assignments, expanding the footprint of the program in new locations in several countries; building stronger relationships with our overseas partners and increasing diversity of partners; and working with 85 Australian organisations to support the capacity of in-country partners.

### Child Safe Volunteering Hub

The Child Safe Volunteering Hub (CSV Hub) is now operating in Myanmar and in the Pacific, in Fiji and Vanuatu. It aims to support existing work and leadership in child safeguarding and the promotion of responsible and child safe tourism and volunteering practices in these regions. The project has established strong partnerships across government, NGOs, church and community-based organisations and the private sector to work collaboratively to safeguard children and young people. The CSV Hub website was launched in 2019 and provides a central platform to share best practice in child safeguarding, resources, events and news.

### Farmer Volunteers - Kenya

AVI partnered with the Australian Centre for International Agricultural Research ACIAR to launch the Farmer Volunteers - Kenya program, in early 2019. The program's second 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.

## ● AVI OFFICES

During 2019-20, 153 AVI staff members worked from offices in 22 countries to provide world-class support to participants in all programs and initiatives we manage.

## ● STUDENT MOBILITY SERVICES

In 2019-20, AVI Student Programs worked with Australian universities to mobilise 27 students participating in community development activities with seven partner organisations in India, Indonesia, Cambodia, Philippines, Fiji, Vanuatu. AVI also mobilised, welcomed and managed five Association of Southeast Asian Nations (ASEAN) students in partnership with ANU from Vietnam, Myanmar and Laos. In response to COVID-19, 22 Australian students participated in an online Masterclass Series hosted by AVI in lieu of an on-the-ground project in Cambodia.

## ● TECHNICAL ADVISORS & MENTORS

### Solomon Islands Medical Partnerships for Learning, Education and Research (SIMPLER)

During 2019-20, five clinical, medical and education experts took part in SIMPLER. Clinical Education, Medical Workforce Development, and Emergency Nursing Advisors have continued to support the Solomon Islands Ministry of Health and Medical Services (MHMS) to strengthen their bridging and internship programs, as well as developing a 20-year national medical workforce plan and consolidating emergency department activities. The bridging program and Medical Trainee Committee of the National Referral Hospital continue to be supported remotely by Advisors and returned Australian Volunteers Program volunteers with the Emergency Nursing Advisor based in Honiara taking on additional duties to support returned foreign-trained medical graduates. Progress has also been made in the development of a post graduate diploma in rural generalist medicine, with the findings of a feasibility report currently under review by the MHMS.

### In-Country Communication Officer Network

AVI worked with The Australian Centre for International Agricultural Research (ACIAR) to engage 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.

### Pacific People

AVI Pacific People was initially set up as the first Pacific-wide specialised end-to-end recruitment service headquartered in Suva, Fiji. Based on the high demand for quality HR professional services, Pacific People also established its consulting services to help clients manage their business and people more effectively; drive internal efficiencies and deliver business results in a sustainable manner. Pacific People offers clients a range of HR and Business solutions including Talent Acquisition, Organisational Development, Rewards, Leadership Development and Business Advisory Support. During 2019-20, despite the significant disruptions arising from COVID-19, Pacific People provided support to 10 businesses, not-for-profits and government bodies in Fiji, Australia, Samoa, Vanuatu and Papua New Guinea.

### 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. In 2019-20, AVI JoZaSo worked with six small and medium-sized businesses to help them grow and empower their communities.

## ● 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 International Australia's consortium for the Australian Humanitarian Partnership (AHP). Activities included the completion of capacity assessments, reflection and learning workshops, policy development and other institutional strengthening work.

### Friendship Grant

Under DFAT's Friendship Grant, AVI in partnership with Myanmar Independent Living Initiative (MILI) worked with local women entrepreneurs with disabilities to strengthen their business capacity and support economic empowerment. 31 women with disabilities completed Generate Your Business and Start Your Business Training, learning business skills including market research, financial literacy, and business development. Out of them, 20 women pitched their business plans to the panel; some of these included opening a mobile noodle cart, transforming excess mango farms into producing mango jams, and a t-shirt printing business and traditional undergarment tailor. As part of the project, AVI partnered with Impact Hub Yangon, who developed and released the beta version of the Social Impact Platform in December 2019. This website enables social enterprises, including women with disabilities, to digitally market their products.

### Small Grants Scheme

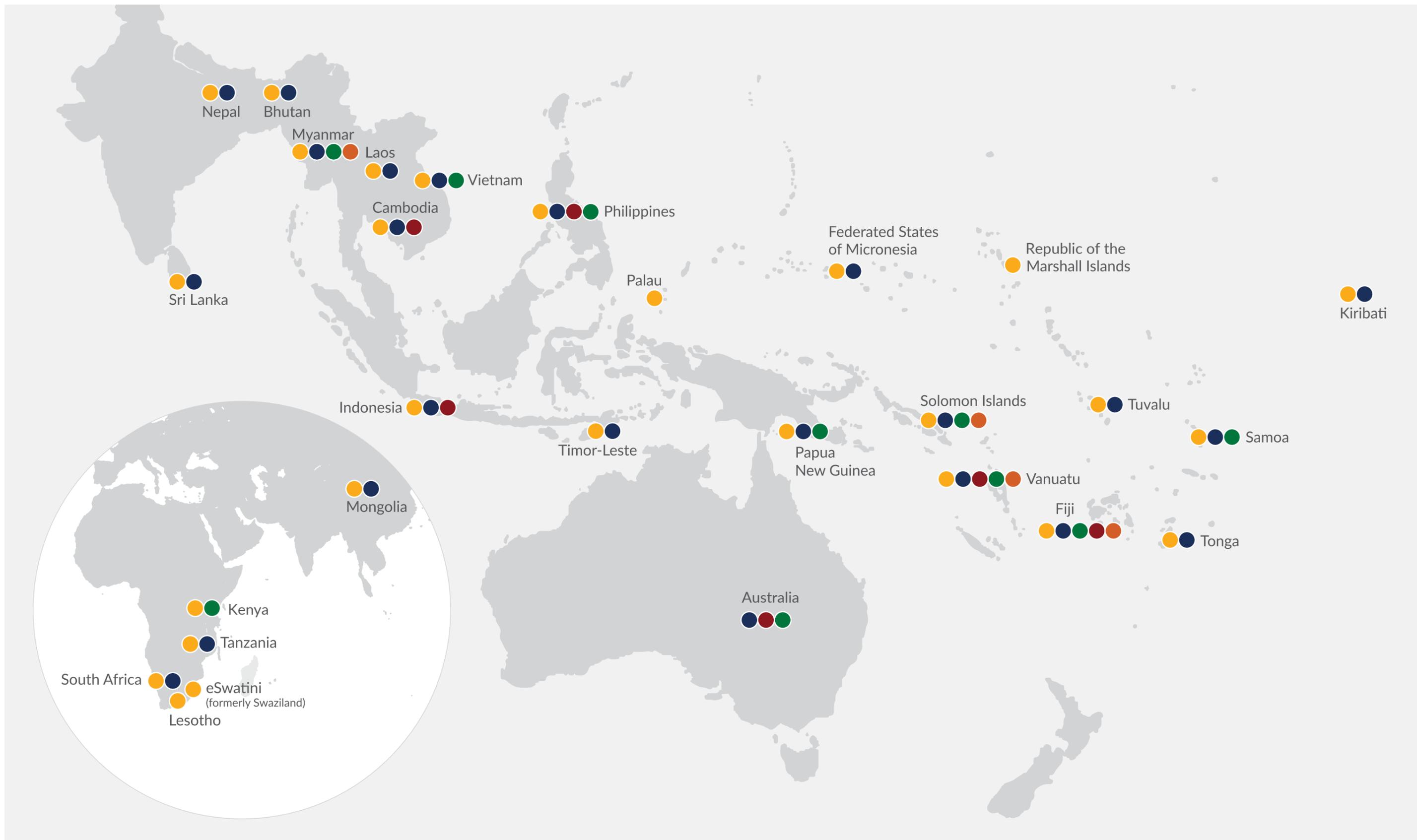
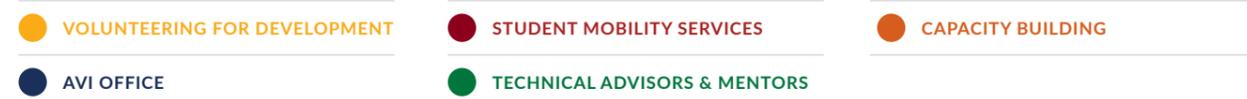
AVI was very pleased to launch the first round of a Small Grants Scheme in 2019-20 through the CSV Hub. With support from the Australian Government Department of Foreign Affairs and Trade, the CSV Hub is awarding over \$85,000 worth in grants to 10 organisations in Fiji, Vanuatu, Solomon Islands and Myanmar to support organisational and community capacity building in child safeguarding and child safe tourism and volunteering practices. All recipient organisation programs will have a significant impact on the safety and wellbeing of children and communities.



Annie Knapstein with Albert Kwatela, Conservation Coordinator at Solomon Islands Community Conservation Partnership, testing and collecting coral samples near Honiara, Solomon Islands in 2015. Photo: Darren James.

# Where we work

2019-20





Nigel Klein, Australian volunteer Ambulance Service Development and Crew Trainer and Ambulance Instructor Mg Mg Myint from Myanmar Red Cross inside an ambulance at Yangon General Hospital in 2013 in Yangon, Myanmar. Photo: Harjono Djoyobisono.

## AVI COVID-19 Response

As an organisation that exists to bring people together to share knowledge and build capacity where it's needed most, the impacts of COVID-19 presented significant challenges to the heart and soul of our work.

Building on a history of emergency responses, AVI rapidly enacted its Pandemic Plan and Crisis Management Team, prioritising the safety and wellbeing of our team and all volunteers, mentors and technical advisers overseas.

Here's how we responded and continued to support our programs during COVID-19.

### THE AUSTRALIAN VOLUNTEERS PROGRAM

In March 2020, Australian and partner government travel restrictions and advice in response to the COVID-19 pandemic were changing daily, and the Australian Volunteers Program made the difficult decision to repatriate volunteers. It was the first time in the over sixty-year history of Australian volunteering that a global repatriation of volunteers to Australia has occurred. 464 program participants were safely repatriated over 17 days, with the global program team communicating and supporting volunteers and partner organisations through the challenging situation.

The health and safety risks posed by COVID-19, and the resulting travel restrictions, have required the Australian Volunteers Program to innovate and pivot its approach to supporting partner organisations. Building on the core strength of the program being its networks and partnerships the program has adapted to the impacts of COVID-19 in a range of ways.



Australian volunteer Emergency Response Registrar, Dani Clark (centre), is supporting the Vanuatu Ministry of Health to respond to the impact of COVID-19. Dani is pictured with colleagues Graham Tasso (left) and Roselyn Morribo (right). Photo: Gina Kaitiplele, 2020

- COVID-19 response assignments: The program worked with DFAT to support six essential volunteers to remain in-country to support local efforts to respond to, and recover from, COVID-19.
- Remote Volunteering: The program fast-tracked the roll out of Remote Volunteering, developing an iterative approach that initially focused on repatriated volunteers, with 69 remote volunteer assignments commencing before 30 June 2020.
- Impact Funds: Two rounds of Impact Fund grants were distributed directly to in-country partners to support a localised response to COVID-19, with a total of 27 grants awarded.
- Talent Pool: The program developed a new database for recruiting and screening volunteers that will assist the program to respond to partner needs as they recover from and rebuild after COVID-19. By 30 June 2020 the Talent Pool had over 700 candidates.
- Demonstrating relevance and agility: The program's annual plan for 2020-21 recognises the program's enduring strengths as well as its ability to be agile in continuing to contribute to Australia's COVID-19 response and recovery efforts. The program's approach includes maintaining strong and trusted partnerships with local organisations, adapting delivery (including the continued roll-out of Remote Volunteering), preparing context-specific approaches to restarting mobilisation of volunteers, and developing new initiatives to support local volunteering.

*It was the first time in the over sixty-year history of Australian volunteering that a global repatriation of volunteers to Australia has occurred.*

## SOLOMON ISLANDS MEDICAL PARTNERSHIPS FOR LEARNING, EDUCATION AND RESEARCH (SIMPLER)

In the face of travel restrictions and other challenges presented by the COVID-19 pandemic, the majority of SIMPLER project activities shifted to be supported remotely from Australia. This has included ensuring Honiara hospital and project counterparts are able to access the technology required to complete planned activities (i.e. via Zoom calls and other online tools).

COVID-19 preparedness support is being provided with the support and guidance of Fellows of the Australasian College for Emergency Medicine (ACEM) remote emergency medical education. This support ensures Registrars in Solomon Islands can continue to receive training and that lessons from the pandemic are shared across the Pacific.

## CHILD SAFE VOLUNTEERING HUB

### Supporting vulnerable groups

Many CSV Hub Pacific partner organisations work directly with children or support families and communities. When COVID-19 emerged, AVI immediately shifted its focus to respond to and help prevent the increased risk of exploitation due to the impacts of the pandemic on families, livelihoods and children and young people. The CSV Hub has supported these organisations through child safeguarding workshops or individual support to strengthen child safeguarding systems and practices, ensuring they are in a stronger position to provide crucial protection services to vulnerable children and communities.

### Child Safe Tourism

A global force for positive change: Tourism is one of the industries hardest hit by COVID-19, but for many countries, it will also shape the road to economic recovery. As consumers increasingly seeking more ethical travel choices, the CSV Hub is working with its tourism and volunteer partners and stakeholders as well as the Ministry of Commerce, Trade, Tourism and Transport (Fiji) and the Department of Tourism (Vanuatu) to implement child safe measures and standards for when travel reopens. The CSV Hub in Myanmar will also undertake this work with The Myanmar Responsible Tourism Institute and several hotel partners.

*AVI immediately shifted its focus to respond to and help prevent the increased risk of exploitation due to the impacts of the pandemic on families, livelihoods and children and young people*

## STUDENT PROGRAMS

When travel restrictions were enforced, AVI Student Programs set to work, pivoting its program delivery to continue meeting the needs of Australian Universities and our network of international partner organisations. While borders closed, the needs of Australian University students remained and our long-standing international partners were forced to react and adapt to the pandemic in their own contexts. AVI worked closely alongside these partners to assess their needs and identify opportunities for students to continue delivering impactful support in a virtual context. At the same time, we set to work engaging our university network to start building a suite of mutually beneficial virtual projects, which are now in full swing. Examples of these include:

*We set to work engaging our university network to start building a suite of mutually beneficial virtual projects, which are now in full swing.*

### Masterclass Series

This four-week customisable Masterclass Series is delivered through practitioner-led, interactive workshops and seminars. It was initially designed for students due to depart for in-country assignments or academic units, or faculties wanting to integrate real life experience and practice wisdom into their lectures. The modules are applicable to a variety of study areas such as International Development, Social Work, International Relations, Tourism, Health Sciences, Arts and Business.

### Virtual Internship Program (VIP)

AVI transformed its traditional in-country offering into a virtual experience, enabling students' access to locally-led virtual projects with our trusted partner organisations whilst also being supported and mentored by our experienced practitioners. AVI acts as the conduit, joining Australian Universities and students with partners, ensuring students are adequately matched to their assignments based on academic background and the strategic objectives of the partner organisation. The VIP is flexible in its application and delivery to ensure academic requirements can be met. Universities with approved New Colombo Plan (NCP) mobility grants can also benefit from this virtual offering.



Melbourne University student Louella Willis (left) and the daughter of her homestay hosts, Suprapti, in front of the family goat pen in 2014, Gunung Kelir village, Kulon Progo district, Jogjakarta province, Indonesia. Photo: Harjono Djoyobisono

# The people who drive our purpose

## AVI are extremely proud of the extraordinary people who choose to work in our organisation.

The expertise, passion and commitment they show to the organisation's purpose means our team show up every day to do their best and invite change around the world. While 2020 has been a challenging year for our team, they responded remarkably - showing innovation, resilience and

commitment. Employee initiatives throughout the year have included ongoing workplace wellbeing, increased training and development, rigorous occupational health and safety practices and enhanced internal communications.



**Kiji Faktaufon**  
Australian Volunteers  
Program Regional Director,  
Central & North Pacific

“ I began working for AVI on a secondment from the Pacific Islands Association of NGO's as an Administrative Assistant when AVI opened its office in Fiji. What I love about AVI? AVI does not only implement capacity development through its programs but also through its local staff. I have also had the pleasure of meeting and working with new people that inspire me each day and every day is a learning day for me. One fun fact about me – I love to dance!



**Yureed Ul-Ghani**  
Network & Systems  
Administrator

“ I have been working with AVI in the IT department for past eight years. When I look back, it has been an interesting journey of learning as I have had the opportunity to work with so many professional and skilful colleagues. I like working for AVI as we support partner organisations in various countries that are working to achieve sustainable development outcomes. I see myself making a positive contribution by helping colleagues to overcome technical issues that hinder their work. Outside of work, I enjoy my favourite sports, cricket, field hockey and swimming and the company of my friends.

## STAFF WELLBEING

Wellbeing considerations increased particularly as AVI supported staff through the impacts of COVID-19. All staff were provided access to the Employee Assistance Program with Benestar, which was established in August 2019 prior to the pandemic. Benestar provides a broad wellness platform and free webinars, podcasts and articles on health and wellbeing with a special focus on topics related to COVID 19. Our annual take up has been 10 per cent compared to an average industry rate of 3-4 per cent.

New guidelines and principles were provided to staff on how to be safe and well whilst working from home and liaison between all levels of staff has been a priority. 'Checking in' has become very much part of our leadership culture. All of staff virtual meetings increased from monthly to fortnightly with teams sharing their local news and stories. Virtual quizzes, 'get togethers' and 'brown bag' lunches have helped bring us together over this time. A staff wellbeing survey was also launched with results used to create targeted action plans to support teams throughout the pandemic.

We have continued to strengthen our safety systems and practices with the primary objective to drive a positive safety culture and a healthy, engaged workforce. With this in mind, a new Work Health Safety (WHS) Policy was developed along with an Emergency Management Plan for Melbourne staff and a re-developed WHS Committee with in-country representation. RUOK Day became RUOK week for the whole organisation with a series of wellbeing activities including a guest speaker on wellness.

*Virtual quizzes, 'get togethers' and 'brown bag' lunches have helped bring us together over this time.*

## LEARNING & DEVELOPMENT

The changing environment also gave us the opportunity to encourage staff to undertake learning and development activities. A Learning Management System as part of ELMO Human Resources Management System (HRMS) was launched in December 2019 and had strong uptake. We have been able to meet our compliance requirements for Fraud, PSEAH (Prevention of Sexual Exploitation, Abuse, and Harassment), Child Protection and Workplace Bullying through this system.

## RECOGNITION & ENGAGEMENT

We have also taken time to recognise each other more regularly with 'shout outs' and 'very helpful' awards sent through our digital internal communications platform gratefully received. This year a more formal recognition program has been developed with the launch of the annual 'Macca' Award to recognise the ethos of development and building cross cultural relationships, and honour the memory of late long term AVI staff member Dr. Ian McDonald.

While we chose not to run an Engagement Survey this year due to the demands of the pandemic our Exit Survey run by InSync shows that 100 per cent of staff have good work relationships with their colleagues and 89 per cent said they felt comfortable bringing their whole selves to work. Similarly, on Entry, 85 per cent of new staff said there is a high level of teamwork and their managers are interested in them and their work. This is consistent with Engagement Survey results in previous years and our understanding of staff experiences across the employment lifecycle will form part of our strategy for improved staff engagement in the new year.



Lucy (front row far right) attends two-day event to launch the process to develop Myanmar's national child protection policy and the by-laws for the new Child Rights Law

## Lucy's Story

I'd had my sights set on a volunteer placement for a number of years.

Having worked in international development, conducted short work trips across Asia and finished University in 2014, I was ready to really immerse myself in a new culture. I wanted to better understand what life was really like in the countries I was coordinating programs for, from afar.

It is a pivotal time for Myanmar's child protection systems. A new Child Rights Law was legislated only a month before I arrived.

In my role as a CSV Hub volunteer with UNICEF Myanmar's child protection team, I supported my colleagues to advocate for robust child protection systems that offer alternatives to institutions and promote responsible tourism practices that safeguard children. Unfortunately, the majority of child protection issues in Myanmar, whether children are in conflict with the law, affected by migration, trafficked or homeless, tend to result in children being sent to live in institutions.

“ *I supported a range of child protection activities, giving me the opportunity to experience different parts of the country.* ”

During my eight months in Myanmar I supported a range of child protection activities, giving me the opportunity to experience different parts of the country. A particular highlight was travelling to the Thai, Myanmar border, working with my team to support the Government of Myanmar and the

Royal Thai Government to strengthen child protections systems for children affected by migration between the two countries.

The relationships I built with my colleagues in Myanmar enabled me to navigate the complex systems of the UN as

well as working and living in a new country. Although COVID-19 cut my time short, I'm thankful for these relationships which have enabled me to continue my work with UNICEF Myanmar, from Australia.

**Lucy Delahunty**  
CSV Hub volunteer - Myanmar

# Fundraising

At AVI, we acknowledge the end of the 2019-20 financial year for many people was a time of great personal and financial stress. For this reason, more than ever, we thank and appreciate our supporters for their generous donations.

AVI raised an incredible \$49,257+ during the 2019-20 financial year. \$17,254 of this was raised through our End of Financial Year campaign, the funds of which will be used to support women in the Pacific as they grow their businesses. Through mentoring and support, we aim to increase their financial security and business stability, enabling them to strengthen their economic empowerment and uphold their families and communities.

AVI was thrilled to last year become a member of the national peak body representing professional fundraising in Australia, the Fundraising Institute of Australia (FIA). AVI is dedicated to best practice and ethical fundraising and AVI appreciates the support and resources made available from FIA. FIA's, Include A Charity (IAC) network, is also providing an invaluable opportunity to learn more about the power of gifts in wills, and supporting the growth of AVI's bequest program.

## AVI Bequests Program

In October 2019 AVI officially launched its bequest program. Interest in this means of giving continues to grow and we are constantly humbled by an amazing group of supporters who have acknowledged the importance of and chosen to support locally led change and people-to-people development via a gift in their will.

One such person is John Ingram. John first volunteered in Malaysia in 1966-67 as a Secondary Teacher and later in 1968 as Resident Tutor in University of PNG.

75,257,949

“ My contribution to AVI is miniscule compared to the value that I place on this organisation in terms of creating the kind of Australia that I want my children and grandchildren to live in. But it is a token of my esteem for AVI and of my recognition of how my thinking changed as a result of my experiences as an AVA in 1966, '67, and '68, and how it changed the direction of my life.

Following my experience as an AVA in Malaysia and PNG, my life, professionally and personally, has been lived across cultures, and in providing opportunities for people in minority and often oppressed cultures to achieve the identity, the self-esteem, and the professional and vocational skills that allow them to live satisfying lives. It led to my career as an educator being spent mostly with Australian Indigenous people and, later, with people in other cultures in South Sudan, PNG, and the Pacific.

It also greatly influenced how Paia and I brought up our children as bi-racial, bi-cultural people, proud of their heritages and effective in being able to operate across diverse cultures. It also led to our active participation in the community as our children grew up, particularly in the ethnic communities in Darwin where we actively fostered interaction between the communities in the spirit of genuine multi-culturalism.



So my time as an AVA changed how I understood and valued the diversity of people in this world and was the first step in a lifelong experience of living and working across cultures.

**Paia and John Ingram**

# 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 for the goals.

During 2019-20 AVI recruited and deployed skilled Australians from a range of sectors, and supported projects that further many of the SDGs, including:

### 7 AFFORDABLE AND CLEAN ENERGY



- Mining Consultants
- Clean Energy Mentors
- Energy Efficiency Mentors
- Renewable Energy Mentors
- Sustainable Energy Mentors
- Climate and Energy Officers

### 8 DECENT WORK AND ECONOMIC GROWTH



- Microfinance Officers
- SME Business Development Specialists
- Human Resource Management Mentors
- Marketing & Business Development Mentor
- Entrepreneurial Business Acceleration Mentors
- Youth Entrepreneurship & Innovation Specialists

### 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



- Civil Engineers
- Geometric Engineers
- Facilities Project Managers
- Database Development Officers
- Knowledge Management Officers
- Geographic Information System Technical Experts

### 10 REDUCED INEQUALITIES



- Social Inclusion Mentors
- Disability Inclusion Adviser
- Disability and Mental Health Mentor
- Early Childhood Intervention Trainers
- Special Education Curriculum developers
- Inclusive Education Mentor & Teacher Trainer

### 11 SUSTAINABLE CITIES AND COMMUNITIES



- City Landscape Planners
- Architect/Urban Designers
- Senior Structural Engineers
- Urban Development Planners
- Tourism Development Mentors
- Disaster and Emergency Management Mentor

### 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- Paddock-to-Plate Advisors
- Livelihood Support Mentors
- Biodiversity Research Mentors
- Food Technology Transfer Mentors
- Plant Genetic Conservation Mentor
- Natural Resources & Conservation Officer

### 1 NO POVERTY



- Finance Managers
- Business Development Advisors
- Finance and Accounting Mentors
- Marketing and Promotion Officer
- Organisation Development Mentors
- Operations, Management & Strategy Specialists

### 2 ZERO HUNGER



- Nutritionists
- Horticulture Mentors
- Livelihood Support Mentors
- Policy Officers - Dietetics/Nutrition
- Sustainable Agriculture Support Officers
- Farming Development Officers & Trainers

### 3 GOOD HEALTH AND WELL-BEING



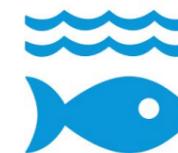
- Public Health Officers
- Mental Health Specialists
- Paediatrics and Obstetrics & Gynaecology Intern Supervisors
- Radiotherapy Medical Physicist Trainer
- Paramedic Clinical Instructors & Trainers
- Remote Clinical Educators—Rural Generalist Medicine

### 13 CLIMATE ACTION



- Climate and Energy Officer
- Renewable Energy Mentors
- Climate Change Support Officer
- Climate Change Training Mentors
- Research Mentor (Climate Change)
- Waste Management Support Officer

### 14 LIFE BELOW WATER



- Freshwater research assistant
- Fisheries management researcher
- Biodiversity Conservation Mentors
- Biodiversity Conservation Mentors
- Pearl Farming Development Officer
- Coral Rehabilitation Program Officer

### 15 LIFE ON LAND



- Irrigation Officers
- Soils Agronomists
- Veterinary Clinicians
- Solar-Powered Water System Analyst
- Integrated Weed Management Advisor
- Permaculture Capacity Building Mentors

### 4 QUALITY EDUCATION



- Teacher Trainers
- E-Learning Specialists
- Curriculum Developers
- Early Childhood Educators
- Education Program Developers
- Academic and Curriculum Development Mentors

### 5 GENDER EQUALITY



- Gender Specialists
- Gender Inclusion Officer
- Women's Enterprise Mentors
- Gender Development Officers
- Academic Mentors (Gender Equality)
- Public Health Officers (Women & Youth)

### 6 CLEAN WATER AND SANITATION



- Water Management Mentors
- Sanitation & Hygiene Mentors
- Freshwater Research Assistants
- Environment & Sanitation Officers
- Waste Management Support Officer
- Water, Sanitation and Hygiene Specialists

### 16 PEACE, JUSTICE AND STRONG INSTITUTIONS



- Senior Legal Officers
- Prosecutions Mentor
- Legal Advocate Trainers
- Legislation Support Officer
- Compliance and Enforcement Mentors
- Peacebuilding and Conflict Resolution Officer

### 17 PARTNERSHIPS FOR THE GOALS



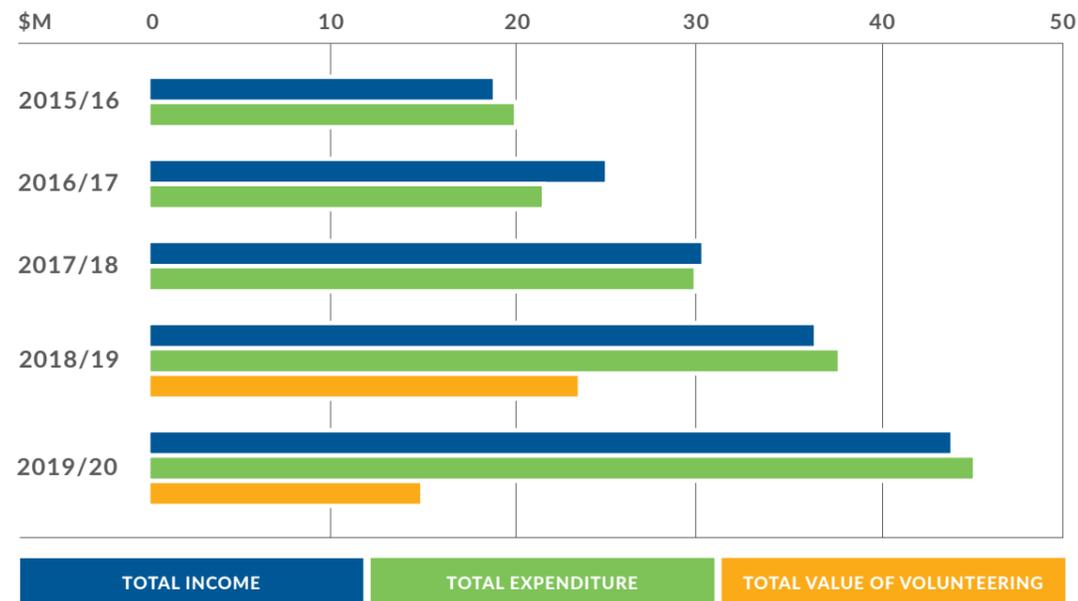
SDG17 in particular recognises that volunteering for development is essential to the attainment of the SDGs. Since 1951, AVI has worked to achieve sustainable development outcomes in partnership with over 3,000 local partner organisations in 89 developing countries. We do this because we know the most effective change is locally owned and led.

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.

We also actively collaborate with our international counterparts through the International Forum for Volunteering for Development (Forum). Through Forum, we support the Volunteer Groups Alliance which advises the United Nations on volunteering for the SDGs, including to the High-Level Political Forum and the Global Technical Meeting.

# 2019–20 Financial Performance

## TOTAL VALUE OF INCOME, EXPENDITURE & VOLUNTEERING



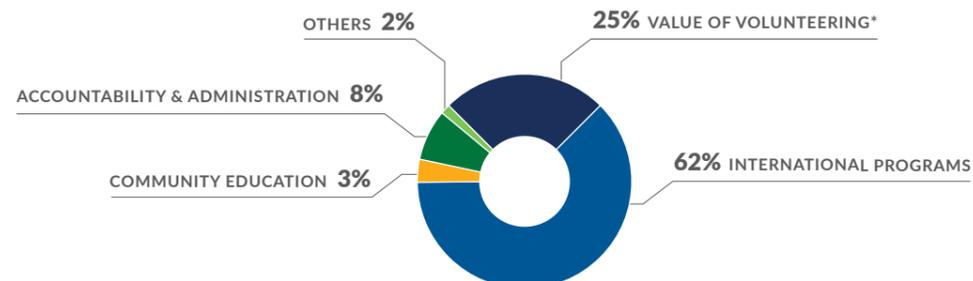
2019/20

### TOTAL INCOME & VALUE OF VOLUNTEERING



2019/20

### TOTAL EXPENDITURE



\*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. The reason for the reduction in the value of volunteering was the major repatriation of the majority of circa 500 volunteers in March 2020.

# Governance

AVI is committed to upholding the highest ethical standards and delivers best practice in international development as demonstrated through our membership and code accreditation with Australian Council for International Development (ACFID) and the International Forum for Volunteering for Development (Forum).

We have robust policies and practices in place regarding safety and security, child protection, prevention of sexual exploitation, abuse and harassment (PEAH), anti-corruption, terrorism and fraud, gender equality and diversity and inclusion. All of these are publicly available on the AVI website at [www.avi.org.au](http://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 2019-20:

- Finance, Audit and Risk Management (FARM) Committee
- Governance Committee
- Quality and Safety Committee

### OUR PRESIDENT

Sam Mostyn

### OUR BOARD

Kathleen Townsend  
*Chair*

Peter Wilkins  
*Co-Deputy Chair*

Jennifer Johnston  
*Chair, Quality and Safety Committee*

Martine Letts  
*Chair, Governance Committee*

Brendon McNiven  
*Chair, Australian Volunteer Program – Consortium Group*

Dean Tillotson  
*Co-Deputy Chair and Chair, FARM Committee*

Wendy Tyrrell  
*Resigned effective 16 October 2020*

Rob Tranter  
*Appointed 16 October 2020*

Lyma Nguyen

Jon Marcard



Australian volunteer Simon Burggraaf (left) with Dr Ridha Jebeniani (centre) and Noel Itogo at the office of World Health Organisation Honiara, Solomon Islands in 2015.  
Photo: Darren James.

# AVI

*inviting change*

## 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](mailto:info@avi.org.au)

Complaints relating to a breach of the ACFID Code of Conduct can be made to ACFID. For details, see: [www.acfid.asn.au/code-of-conduct/complaints](http://www.acfid.asn.au/code-of-conduct/complaints)

## Australia National Office

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[www.avi.org.au](http://www.avi.org.au)

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

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

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

 [australianvolunteers](https://www.youtube.com/channel/UC...)

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.





**AVI**

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