



**AVI**  
*inviting change*

**IMPACT  
REPORT  
2021  
2022**





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. We would like to specifically 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.

Australian volunteer Civil Engineer Kamal Jayasinghe (second from left) with Site Manager John Eteuati (left) Civil Engineer Faletao Polutea (middle) and Project Director Sata Silva (right) at Ministry of Works, Transport and Infrastructure, Samoa.  
 Photo: Australian Volunteers Program / Darren James, 2019.

Front cover: Australian volunteer Communications Mentor Annamarie Reyes (right) with Communication Officer of HIAM Health Celeslina Ramos Cristo (left) in Dili, Timor-Leste.  
 Photo: Australian Volunteers Program / Harjono Djoyobisono, 2019

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Australian volunteer Prosecutions Mentor Mark Brennan (right) with Senior Legal Officer Elma Veenah Rizzu on the way back from Honiara Magistrate Court to the Office of the Director of Public Prosecutions.  
 Photo: Australian Volunteers Program / Harjono Djoyobisono, 2018.







Australian volunteer Audiologist Haylene Goh (right) tests the hearing of Ionne Tuuilalo (middle) with help from Hearing Technician Officer Rowena Fa'aiuaso at SENESE - Vaitele area, near Apia in Western Samoa. Photo: Australian Volunteers Program / Darren James, 2019.

# 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 learning flows both ways, building 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



## OUR PURPOSE

AVI enables people to create the change they want to see through sharing and exchanging skills, experience, knowledge and relationships between people and cultures.

Australian volunteer Community Development Mentor and Project Manager Melaina Tate (right) with staff Judith Moini (left) at the stationery shop of Bougainville Integrated Community Learning Centre in Buka, The Autonomous Region of Bougainville, Papua New Guinea. Photo: Harjono Djoyobisono, 2016.



# MESSAGE FROM OUR CHAIR JULIE HAMBLIN AND CEO MELANIE GOW

**Throughout the global uncertainty of the COVID pandemic, AVI has continued to partner with hundreds of local organisations across 27 countries, strengthening capacity, supporting their development goals and cementing respectful, transformative relationships. It is so encouraging to read the stories in our Impact Report. Stories of resilience, positive change and impact from both program partners and volunteers.**

Our commitment to international volunteering has remained, with volunteers giving their expertise, time and commitment to some 533 assignments across a range of AVI run programs. We have continued to augment our support for partners through small grants schemes, volunteer placements, training and organisational development support.

As international borders re-opened, much anticipated in-country assignments slowly but steadily made their return with 65 volunteers sent on in-country assignments. With this came a flurry of activity and new faces as pre-departure briefings resumed at AVI head office in Melbourne.

While we are thrilled to be back facilitating the heart of our work - face-to-face, people-centred development - we are also committed to leveraging recent learnings about remote volunteering to ensure that effective, sustainable skills exchange remains available to all. We have learnt that remote volunteering is a powerful way to support our partners and it will continue to be part of the volunteering offer. Building on the success of remote assignments, the Australian Volunteers Program commenced pilots for hybrid volunteering placements, which will see volunteers undertaking assignments both in-country and virtually as part of a single experience.

AVI welcomes the new Australian Government's renewed commitment to people-to-people development and international development more broadly. We are very pleased to be continuing to manage the Australian Volunteers Program, in consortium with DT Global and Alinea International and we remain committed to delivering sustainable development outcomes through relationships built on mutual respect and trust.

Pacific People, our recruitment and consulting agency based in Fiji, continued to attract new clients providing recruitment, training and HR advisory services. Despite external challenges, Pacific People has continued to grow, and our client base now includes governments, the private sector and INGOs from across the Pacific.

**Julie Hamblin**  
AVI Chair



Like many organisations across the international development sector, we have challenged ourselves within AVI to work through the implications of decolonisation and locally led change. We have been actively engaging with our global staff as well as partners and external advisors to ensure that all our work is underpinned by principles of genuine respect and partnership that honour local values, priorities and ways of working. This conversation will take time and considerable discernment, but our Board of Directors and the full organisation are committed to working through what this might mean for how we work.

AVI has also remained actively engaged in the global International Volunteering for Development peak body, Forum. AVI is part of the governing group and is highly involved in a range of working groups. In particular, AVI chairs the Global Standards Working Group. These global standards for international volunteering set minimum standards for volunteer sending organisations to ensure all international volunteering is done respectfully, is locally driven and seeks to realise the Sustainable Development Goals. Alongside our Forum partners, we will continue to drive the adoption of these Global Standards for international volunteer-sending organisations around the world, including here in Australia.

AVI has again this year been supported by many Australians, including returned volunteers. Thank you for your ongoing commitment. Through you, we have supported female entrepreneurs in Fiji, a small grants program for our disaster resilience partners, developed a new partnership supporting volunteering with the Reece Foundation and continued to streamline our organisational operations.

It has been another complex year given the external environment, but another year of impressive achievements and impact. This work would not have been possible without the skill and commitment of our global team. To all of our team, thank you.

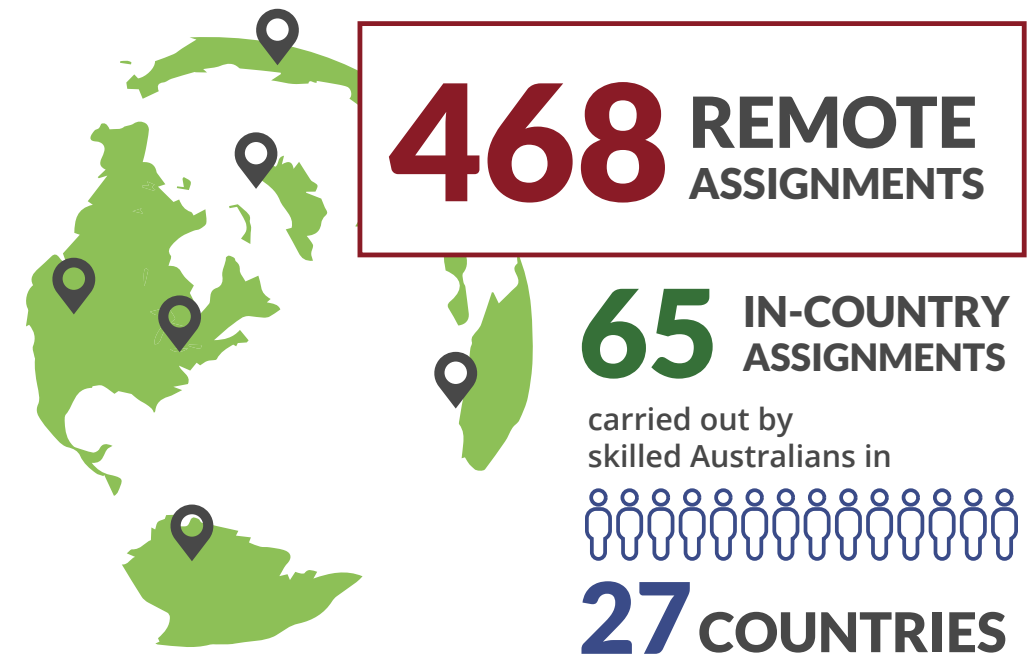
*Like many organisations across the international development sector, we have challenged ourselves within AVI to work through the implications of decolonisation and locally led change.*

**Melanie Gow**  
AVI CEO





# IN 2021-22, AVI MANAGED:

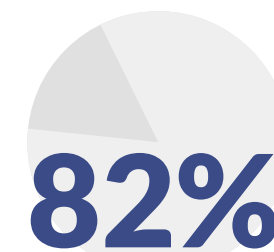


## THESE VOLUNTEERS WORKED TO



support locally driven economic, social and environmental change with

**286** PARTNER ORGANISATIONS IN  
BUSINESS, GOVERNMENT & CIVIL SOCIETY



of partner organisations  
reported good or

**EXCELLENT  
PROGRESS**

against assignment  
objectives delivered  
by the Australian  
Volunteers Program\*



**140** AVI STAFF  
WORKED OUT OF

**22** COUNTRY  
OFFICES



For more on the Australian Volunteers Program, please access the program's 2020-21 annual report at [www.australianvolunteers.com](http://www.australianvolunteers.com)

Australian volunteer Research Development Officer Dr Evan Doran (right) with Dr. Erwin Akib, Director, Office of International Affairs (OIA) at the Universitas Muhammadiyah Makassar, a private Islamic university in Makassar, South Sulawesi, Indonesia.  
Photo: Darren James, 2017.



# BIRTH FIJI'S STORY

Satib Nisha Khan on how a grant from the CSV Hub has strengthened Building Innate Resilience Through Hearts (BIRTH) Fiji's child safeguarding policy, supporting positive parenting sessions and materials for parents and caregivers.

Through our collaboration with AVI via the Child Safe Volunteering (CSV) Hub and as a recipient of a small grant, BIRTH Fiji was able to achieve many goals, including the development and implementation of our Child Safeguarding Policy.

The grant enabled us to source support from two consultants - Anaseini C. Tera, Project Officer, and Iris Low, consultant on child safeguarding policy development. With the help of Iris, we developed a Child Safeguarding Policy that meets the specific needs of our organisation.

We also reviewed existing policies and procedures, including our Code of Ethics, Child Protection Policy, Prevention of Sexual Exploitation, Abuse and Harassment Policy, Terms of Reference employment contracts and job descriptions and finance policies. We identified areas that needed to be developed, revising the Human Resources Policy, Whistle Blowing Policy, IT policy and the Terms of Reference for staff positions.

This led to a change in focus to revise the organisational systems at BIRTH Fiji in order to meet the required standards. We conducted training and workshops for staff and volunteers to understand the policies and procedures and the importance of compliance. The staff and volunteers at BIRTH Fiji are appreciative of the training and continue to strive to meet all standard requirements.

Through this project, BIRTH Fiji was also able to organise and conduct awareness sessions for parents on positive parenting. We provided printed materials for parents and caregivers who came for counselling or to attend the training. These materials were reviewed to a high standard by our consultant Iris.

Finally, we implemented functional mechanisms to safeguard children and for the safety of counsellors, volunteers, stakeholders and clients.

## Satib Nisha Khan - BIRTH Fiji

*BIRTH Fiji was the recipient of a small grant as part of the Child Safe Volunteer (CSV) Hub. During 2021-22 AVI managed the CSV Hub, an Australian Government-funded project that works across the Asia-Pacific region.*



Birth Fiji team - (L - R) Sindya Shiri, Karuna Pillay, Iris Low, Satib Nisha Khan, Savita Prasad, Kirthi Kalpana Naidui and Makitalena Momo. Photo - supplied.

*Through this project, BIRTH Fiji was also able to organise and conduct awareness sessions for parents on positive parenting. We provided printed materials for parents and caregivers who came for counselling or to attend the training.*





# WHERE WE WORKED

## 2021-22







Australian volunteer Prosthetist Orthotist Mentor Richard Freijah (middle) working with colleagues at Samoa National Health Service. Photo: Darren James, 2017.

## ● AVI OFFICES

During 2021-22, 142 AVI staff members worked from offices in 22 countries to provide world-class support to participants in all programs and initiatives we manage.

## ● VOLUNTEERING FOR DEVELOPMENT

### AUSTRALIAN VOLUNTEERS PROGRAM

The Australian Volunteers Program matches a broad range of skilled Australians with partner organisations in 26 countries across the Pacific, Asia and Africa, contributing to sustainable development outcomes. AVI manages the program, in an AVI-led consortium with DT Global (formerly known as Cardno International Development) and Alinea International, on behalf of the Australian Government.

Despite the ongoing impacts of the pandemic, significant progress was made in 2021-22. Program highlights include: recruiting and supporting 386 volunteers who filled 514 assignments (65 in-country assignments and 449 remote

assignments); continuing to support our overseas partners with 152 small grants; and a broad range of knowledge sharing and connection activities delivered online, in person and as hybrid events.

The formal launch of Indigenous Pathways was celebrated by sharing the story of how Indigenous Pathways was developed and more than 180 people joined the online event. In recognition of International Volunteer Day, the program delivered 20 events in Australia and across the Pacific, Asia and Africa, with more than 1,400 stakeholders attending virtual and in person events.

The program worked in partnership with 97 Australian organisations. The program's strategic partnerships, include: the Australian Humanitarian Partnership (AHP), the Australian Centre for International Agricultural Research (ACIAR), Global Green Growth Initiative (GGGI), Global Health Special Interest Group, SPC (South Pacific Commission) and Atlassian.

Three key pieces of research were undertaken this year:

- A Longitudinal Study of Australian Volunteers follows a cohort of volunteers over time, and is now in its third year, providing detailed analysis of the volunteers' experiences on the program and how they gain personally and professionally.
- A 'deep dive' into the program's thematic impact areas looked at climate change, disaster resilience and food security in the Pacific, and how the program is supporting partner organisations working on this crucial issue.
- Research was also conducted into organisations of people with disabilities and the development outcomes they are achieving with the program's support.

Significant work to update the program logic was also completed.

The refreshed program logic will frame the next five years of implementation.

To access the Australian Volunteers Program's Annual Report, please visit the program website.

### CHILD SAFE VOLUNTEERING (CSV) HUB

Child safe tourism gained momentum as a thematic area for the CSV Hub, capitalising on a pause in tourism in the Pacific. A key outcome of this was significant work undertaken in partnership with the Ministry of Commerce, Trade, Tourism and Transport, Fiji (MCTTT). Two workshops were delivered with attendees from the private sector, government, NGO and community-based tourism and volunteer areas. The team also worked closely with MCTTT to develop a child safe tourism video, a Community-based Child Safe Tourism Toolkit, a child safe tourism page for the Ministry's website and the child safeguarding section of the MCTTT's new Code of Conduct.

R TRAINING INSTITUT



Australian volunteer Resource Mobilisation & Fundraising Officer Amy Hofman (right) with Gender Training Institute staff Jane Tashe (left) at the organisation's office in Mabibo, Dar es Salaam, Tanzania. Photo: Australian Volunteers Program / Harjono Djoyobisono, 2019.



The CSV hub team also provided direct technical support to organisations such as Habitat for Humanity and the Fiji Council of Churches to strengthen their child safeguarding policies and safe organisational practices.

In collaboration with ACCI Relief, the team helped launch the Rethinking Short Term Missions campaign, consulting church leaders in five receiving countries around the globe, leveraging their valuable insights and experience to develop this campaign for the Australian church community. They also launched the online Child and Youth Space in Fiji, a site containing information on rights, links to local services and organisations, a Get Help resource, online safety information and a youth blog where children and young people can directly contribute and make connection with the issues relevant to them.

The Small Grants Scheme continued to serve as a key component of the CSV Hub, providing a total of \$229,848 in grants over the period of the project. The grants were aimed at strengthening organisational and community capacity in child safeguarding, child safe tourism and volunteering practices. A total of 24 grants were awarded to 19 partners (one in Myanmar, 15 in Fiji, two in Vanuatu and one in Solomon Islands).

## REECE FOUNDATION PARTNERSHIP

AVI forged a new partnership with Reece Foundation, supporting skilled tradespeople to work with communities delivering impactful water, sanitation and hygiene (WASH) projects in Australia and overseas. Reece Foundation exists to empower Australian tradies to use their skills to improve the lives of those who need it most - with a vision for all people to have access to clean water and sanitation. In June 2022, AVI delivered a pre-departure briefing to the first cohort of Reece Foundation volunteers, to work with Community Generation, their local partner in Cambodia. We are excited about this ongoing partnership.

## STUDENT MOBILITY SERVICES

AVI continued to provide students from various disciplines with the opportunity to contribute to locally led projects and support partner organisations in the Indo-Pacific region. 19 students from the University of Melbourne and Deakin University participated in virtual internships in India, Indonesia and Fiji. With the mentorship of their partner organisations, they gained professional experience and developed their soft skills and cross-cultural awareness.

In July 2021, AVI partnered with Commuteer to launch the 'Pathway to Employment' pilot program. In response to the growing youth employment crisis brought about by the pandemic, this 12-week program sought to increase student confidence and employability after graduation through technical and transferable development. With the success of the pilot, Commuteer and AVI are now running mentoring programs on a regular basis. Between July 2021 and June 2022, 137 mentors and mentees were paired. Through Commuteers' partnership with Gradwise, students living with disability, mental or physical health conditions or injuries were also supported.

Australian volunteer Advance Life Support Clinical Instructor Stephen Murphy (second from right) with colleagues at ProMedical Vanuatu, 2017.



## TECHNICAL ADVISORS AND MENTORS

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

Volunteer recruitment and deployment continued to be impacted by border restrictions in this 12-month period. Civil unrest during November followed by the first outbreak of COVID-19 in Solomon Islands in December/January further compounded the challenges to providing support to the National Referral Hospital. However, none of this prevented the 12 Bridging Program trainees, supported remotely by Australian volunteers, from successfully completing their exit exams or final year interns from graduating.

Good progress has been made in the development of a Postgraduate Diploma in Rural Medicine, which will train junior doctors to better manage the health needs of Solomon Islanders living in the provinces, where most of the population resides. The project - which is on track to launch in 2023 - is led by SIMPLER in partnership with the Solomon Islands National University and delivered through the National Referral Hospital in Honiara.

Through AVI, Australasian College for Emergency Medicine (ACEM) Fellows based in Australia continued to provide remote support - teaching, mentoring and supporting research projects - for registrars undertaking the Post-Graduate Diploma in Emergency Medicine through Fiji National University and the University of Papua New Guinea as well as teaching junior registrars entering the emergency department.

### IN-COUNTRY COMMUNICATION OFFICER NETWORK

AVI was commissioned by 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.

### DOHERTY INSTITUTE

As part of the DFAT funded COMBAT-AMR project (Combating the threat of antimicrobial resistance in Pacific Island Countries), AVI was commissioned by the Doherty Institute to recruit and engage a microbiologist in Samoa, and to continue to engage two national project coordinators based in Fiji and Samoa.







Australian volunteer Biodiversity Research Mentor Karunya Prasad (left) with Choki Dorji (right), Biodiversity Officer of the National Biodiversity Centre, checking the fruits of mulberry trees at Bhutan Royal Botanical Garden.  
Photo: Australian Volunteers Program / Harjono Djoyobisono, 2019.

## PACIFIC PEOPLE

AVI's Pacific People witnessed a steady increase in the number of new clients including the New Zealand Ministry of Foreign Affairs, Oxfam in the Pacific, Save the Children Australia and Vanuatu, Think Pacific and Abt Associates. As part of our recruitment offering, 20 positions were advertised during the year for 11 different clients. Of these, 11 positions were successfully filled by Pacific People, three were filled externally, one position was placed on hold and six vacancies were a work in progress at the time of this report.

Pacific People consultancy services also gained momentum during the year with a total of five assignments completed during the year for clients, including both local and international NGOs. Finally, Pacific People launched a partnership with the Fiji Commerce & Employers Federation (FCEF) to run training programmes for FCEF members. The team continue to work with clients to identify their training requirements and develop appropriate programmes to suit their needs.

## ● CAPACITY STRENGTHENING

### AUSTRALIAN HUMANITARIAN PARTNERSHIP

As part of Plan International Australia's consortium for the Australian Humanitarian Partnership (AHP), Disaster READY, AVI continued to support local partner organisations in Fiji and Solomon Islands with capacity development and institutional strengthening activities for disaster preparedness and response. Institutional strengthening activities took place via the development and implementation of a program assessment tool to address gaps in areas such as gender, disability and child protection in emergencies and the facilitation of reflection workshops in Fiji and Solomon Islands with locally engaged facilitators. Capacity strengthening activities included the provision of training and support in monitoring, evaluation and learning (MEL), and communication training and support for partners in Solomon Islands. In Fiji, partners participated in activities such as updating policies and procedures, communication strategies and report writing skills.



Maasai women Joyce (left) and Vivian (middle) teach Australian volunteer Marketing and Communications Mentor Dani Yannoulis (right) how to make beaded jewellery using a traditional technique at Sidai Designs in Arusha, Tanzania.  
Photo: Australian Volunteers Program / Harjono Djoyobisono, 2018.





## DANIELLE'S STORY

**Australian volunteer Danielle shares her experience of working with OIC Cambodia to establish the National Paediatric Hospital's local speech therapy clinic and working with local colleagues to help children strengthen their ability to communicate.**

I have enjoyed working with OIC Cambodia and have benefited immensely, both professionally and personally, from my experience. I'm comfortable with my speech therapy skills, however bringing them to Cambodia in a different context with different systems, culture and language has meant I've had to adapt and think about my skills in new ways.

OIC Cambodia aims to establish a speech therapy profession in Cambodia. My main project has been to help set up a speech therapy clinic within Cambodia's National Paediatric Hospital. It is the first government hospital to offer speech therapy for children as an outpatient service, which is very exciting.

A child receives physiotherapy and speech therapy in the National Paediatric Hospital in Phnom Penh, Cambodia. Pictured: mother (left), Australian volunteer Danielle Vellucci (middle) and Nurse Assistant Peng Vann (right). Photo – Australian Volunteers Program / Cam Suttie, 2022.

“

*Being able to live in Cambodia, while contributing to building the speech therapy profession, has been an incredible opportunity for me.*

The clinic provides direct speech therapy services for children, as well as observation opportunities, coaching and training. Currently, two National Paediatric health professionals are training to be speech therapy assistants. Many of the children we see have either a developmental delay, intellectual disability, physical impairment like cerebral palsy, intellectual disability, autism, speech delay and/or difficulties swallowing. The speech therapy assistants conduct the sessions in Khmer, while I provide support through observation, assessment, goal setting, coaching and mentoring. I really enjoy working with my colleagues to problem solve, hear their insights and develop plans.

Our main aim is to build the skills of the family, as they are the experts on their child. As professionals, we understand communication, language and swallowing development, but it is by working together that we can have the best outcomes for children. We support the family to understand their child's communication and share strategies they can use every day at home to

support and strengthen the child's ability to communicate. The clinic is also collecting much needed data, developing Khmer specific resources and tracking child progress to demonstrate the need for, and importance of, the development of the speech therapy profession in Cambodia.

Being able to live in Cambodia, while contributing to building the speech therapy profession, has been an incredible opportunity for me. Every day is exciting, interesting and stimulating. I have learned a lot about myself, and these learnings, growth and development have and will continue to positively influence my future.

**Danielle Vellucci**  
**Speech Therapy Mentor**  
**Cambodia**

*Danielle's volunteer assignment was part of the Australian Volunteers Program, an Australian government initiative managed by an AVI-led consortium.*





## LEADERSHIP AND GOVERNANCE

AVI is committed to upholding the highest ethical standards and delivering best practice in international development. We have robust policies and practices in place regarding safety and security, child protection, prevention of sexual exploitation, abuse and harassment, anti-corruption, terrorism and fraud, modern slavery, gender equality, environmental sustainability and diversity and inclusion. Many of these policies and more are publicly available on the AVI website under 'Statements and Policies' at [www.avi.org.au](http://www.avi.org.au)

Australian volunteer Occupational Therapist and Mentor Joanne Cairney (left) chats with student Lillian Lole (right) at the School of Nursing and Allied Health Sciences, Solomon Islands National University (SINU). Joanne Cairney worked at Solomon Islands Ministry of Health and Medical Services.  
Photo: Australian Volunteers Program / Harjono Djoyobisono, 2018.



Australian volunteer Prosecutions Mentor Mark Brennan (left) with Senior Legal Officer Elma Veenah Rizzu at Honiara Magistrate Court. Both worked at the Office of the Director of Public Prosecutions.  
Photo: Australian Volunteers Program / Harjono Djoyobisono, 2018.

AVI's Transparency Statement outlines our commitment to accurate and transparent communication with stakeholders. This means ensuring the availability of readily accessible, accurate and up-to-date information to keep stakeholders informed of the organisation's activities and performance.

We comply with relevant legislation, ACNC Standards, the ACFID Code of Conduct, the ACFID Fundraising Charter, the FIA fundraising and funding and contractual requirements of DFAT and other donors. AVI's commitment to transparency and integrity within financial management is demonstrated through application of internal and external audits and published annual audited financial statements in this report, which is also made available on our website.





Australian volunteer Legal Adviser, Ryan West (left) with colleague Law Clerk, Ruuta Neeru (right) at Office of the Peoples Lawyer, Betio, South Tarawa, Kiribati. Photo: Australian Volunteers Program / Darren James, 2018.



## OUR BOARD COMMITTEES

The AVI 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.

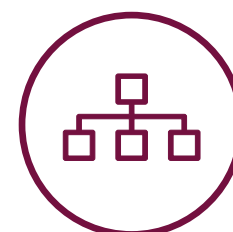
During 2021-22, the following committees were in operation:

- Finance, Audit and Risk Management Committee
- Governance and Quality Committee
- People and Culture Committee



## OUR ORGANISATIONAL LEADERSHIP TEAM

The Organisational Leadership Team's (OLT) role is to determine matters or make recommendations to the CEO and through the CEO, to the Board, regarding the direction and operations of AVI. Members of the OLT, individually and as a committee, support the CEO to lead, direct, coordinate and control the operations and performance of AVI in accordance with the policies, strategy and plans approved by AVI's Board of Directors. As AVI's most senior management body, the OLT plays a critical role in how the organisation makes enterprise-wide decisions and monitors and manages the execution of strategy.



## OUR BOARD

AVI's Board, in partnership with management, aims to build a responsible, sustainable and innovative organisation. All Board members are bound by AVI's Constitution and Board Charter and commit to upholding good governance, clear strategic direction and supporting the CEO.

During 2021-22, AVI's Board comprised:

- Kathy Townsend, Chair (until February 2022)
- Julie Hamblin, Chair (from February 2022)
- Dr Peter Wilkins, Deputy Co-Chair
- Dean Tillotson, Second Deputy Co-Chair, and Chair, Finance, Audit and Risk Committee
- Brendon McNiven, Director
- Jennifer Johnston, Director (until November 2021)
- Jon Marcard, Director
- Lyma Nguyen, Director
- Leanne Close, Director and Chair, People and Culture Committee (from February 2022)
- Liza Coffey, Director
- Martine Letts, Director and Chair, Governance and Quality Committee
- Mike Batchelor, Director (from February 2022)





## OUR ENVIRONMENTAL COMMITMENT

AVI is dedicated to reducing its environmental impact and continually improving its environmental and sustainability performance as an integral part of our business strategy and operations. Our approach is underpinned by our Environmental Sustainability Policy and our Corporate Social Responsibility Statement which detail our commitment to mitigating risks and complying with national legislation and international frameworks.

AVI is committed to encouraging its partners, stakeholders, suppliers and volunteers to do the same; and to learning, evolving and improving environmental sustainability practices across all areas of the organisation. During 2021-22, this commitment was demonstrated through the ongoing leadership and activity of the Environmental Sustainability Committee, responsible for assisting the organisation to develop, maintain and enhance environmentally responsible and sustainable practices. The Committee reports directly to AVI's OLT, providing information on relevant policy and legislative compliance to the Board Governance Committee.

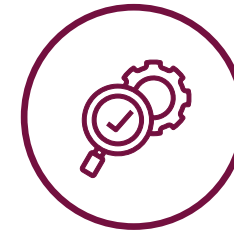
The Australian Volunteers Program's carbon offset initiative contributes to environmental sustainability by offsetting program participants' flights. From July 2021 to June 2022, volunteers and staff working on the program took 352 separate flights travelling a total of 369,633 miles and emitting 142 tonnes of CO2 equivalent. The program purchased carbon credits from a project in Vietnam, supporting the Bac Lieu Wind Farm, to offset these emissions, costing \$4,024.



## OUR COMMITMENT TO THE PREVENTION OF MODERN SLAVERY

AVI is committed to the prevention of modern slavery within all operations in accordance with the Modern Slavery Act (2018). We acknowledge that drivers of modern slavery and human trafficking are closely linked with poverty, unequal power dynamics and gender inequalities. In order to promote and work towards sustainable development, AVI ensures the identification and mitigation of modern slavery risks is part of our overall organisational safeguarding mechanisms.

AVI's Modern Slavery Act Statement, available on our website, outlines our commitment to working to ensure there are no modern slavery practices within our business, procurement and supply chains; and the processes in place to ensure we uphold these commitments.



## EVALUATING OUR WORK

As part of the Australian Volunteer Program's annual learning cycle, reflection events were held in August 2021 for the fourth year running, bringing staff together to analyse and reflect on feedback received and consider program improvements. The Monitoring, Evaluation and Learning (MEL) unit also supported the development of an updated Australian Volunteers Program logic, reflecting program adaptations over the years and a stronger focus on a principled approach to partnerships and achieving inclusive development outcomes. This program logic will help guide the program in its next five-year phase.

AVI has continued to progress the roll-out of its whole of organisational MEL framework. This framework continues to be refined and will soon be utilised across the organisation to track and measure impact and outcomes.



Australian volunteer Clinical Pharmacist Development Officer Snehlata Bhartu (right) with colleague Rogosjana Tabua (left) doing stock control and monitoring at Fiji Pharmaceuticals and Biomedical Services. Photo: Australian Volunteers Program / Darren James, 2019.



# DR CAREY'S STORY

Dr Graham Carey on supporting the development of a Post Graduate Diploma of Rural Medicine to prepare more doctors in Solomon Islands for work in Provincial settings.

In the four years prior to COVID-19, I was involved in providing volunteer fly-in-fly-out type medical services in the Western Province of the Solomon Islands with a group of like-minded Australian and American clinicians. Along with my wife, also a GP, we provided outreach clinics to the villages of Marovo Lagoon, and surgical services out of Seghe Hospital.

Although this model worked well, it was clear to us from the start that a more sustainable model was required to train and equip Solomon Islands doctors with the knowledge and skills to be able to live in these remote areas and provide ongoing medical care to the local populations.

When I became aware of AVI's SIMPLER program and its plan to develop a Post Graduate Diploma of Rural Medicine, I was keen to become a part of it. To me it forms the natural progression of vertical education from the SIMPLER bridging program through the intern program through to the diploma.

Currently, the majority of doctors working in the Solomon Islands are based in Honiara. I see the SIMPLER program as contributing significantly to the capacity strengthening that will allow for better medical care in provincial areas.

I commenced working as a remote contractor for SIMPLER at the beginning of May 2022 with the remit of progressing the Post Graduate Diploma of Rural Medicine. This included developing the teaching materials, protocols and procedures with the involvement of specialists at the National Referral Hospital in Honiara, and their mentors.

It has become very apparent to me over my time working remotely by Zoom and phone that there is a tremendous enthusiasm and passion amongst the medical specialists for the development and education of a rural and remote workforce. I have been humbled by the dedication that these extremely busy doctors have shown towards the project and by the stories of their own commitment to rural health.

**Dr Graham Carey**  
**Remote SIMPLER Contractor**  
**National Referral Hospital,**  
**Solomon Islands**

*Dr Graham Carey's contract was part of the Solomon Islands Medical Partnerships for Learning, Education and Research (SIMPLER). SIMPLER is supported by the Solomon Islands Government and the National Referral Hospital, funded by the Australian High Commission in Honiara.*



*I have been humbled by the dedication that these extremely busy doctors have shown towards the project and by the stories of their own commitment to rural health.*

Dr Graham Carey in Solomon Islands.  
Photo - supplied.





# THE MCTTT'S STORY

**Salote Waiwalu on how a grant from the Child Safe Volunteering Hub and partnership with AVI helped the Ministry of Commerce, Trade, Tourism and Transport (MCTTT) strengthened tourism child safety measures in Fiji.**

The MCTTT acknowledges our partners the Australian Department of Foreign Affairs and Trade and the AVI for their continuous support in executing the Child Safe Tourism project.

Safeguarding the vulnerable, especially children, is a key priority of the Fijian Government. Despite the impacts of COVID-19, we co-hosted two Child Safe Tourism Stakeholders workshops in Nadi and Suva to share knowledge on how to strengthen child safe tourism in Fiji.

The Ministry was awarded a small grant in 2021 to support the finalisation of the Code of Conduct for Tourism Service Providers, including conducting awareness sessions on Child Safe Tourism. We also produced a video promoting responsible and child safe tourism in Fiji along with collaterals for tourism stakeholders - particularly community-based.

The Code of Conduct draws inspiration from international standards and best practices to ensure tourism operators maintain the highest standards of services, recognising the need to be conscious of their conduct with vulnerable and disadvantaged groups, including children.

We are grateful that these awareness resources, together with the community-based Child Safe Tourism Toolkit, will empower more tourism sector stakeholders with the knowledge and skills to improve tourism industry standards and protect children and their rights.

We are confident that the broader Code of Conduct and the Toolkit will continue to add value to the sector in our efforts to maintain Fiji's reputation as a safe and desired tourism destination.

As stated by the MCTTT Permanent Secretary, Shaheen Ali "Child Safe Tourism is part of the Fijian Government's greater national commitment for the tourism industry. As tourism operators, and custodians of our guests, there is a duty of care we owe to guests and locals alike. This requires child-sensitive products and recognising children's vulnerability"

**Salote Waiwalu**  
**Senior Tourism Officer**  
**Ministry of Commerce, Trade, Tourism and Transport, Fiji**

*The MCTTT was supported by a CSV Hub Small Grant to develop a Code of Conduct for Tourism Service Providers and strengthen child safety measures within tourism activities. During 2021-22 AVI managed the CSV Hub, a DFAT-funded project that works across the Asia-Pacific region.*



MCTTT Child Safe Tourism Workshop in Nadi. Photo - supplied

*“We are grateful that these awareness resources... will empower more tourism sector stakeholders with the knowledge and skills to improve tourism industry standards and protect children and their rights.”*



Indigenous Volunteer, Worrin Williams (right) with a community member (left) at the completion of her assignment in Hoedspruit South Africa, 2019. Photo: Australian Volunteers Program / Sabrina Chielens.

# OUR COMMITMENT TO RECONCILIATION

AVI is committed to working towards reconciliation with Australia's Aboriginal and Torres Strait Islander peoples, whom we have deep gratitude and respect for. We acknowledge the past injustices and ongoing inequalities experienced by Australia's First peoples since colonisation and are committed to truth telling and progressing towards an equitable and just future.

AVI is dedicated to actively engaging in collaborative relationships with First Nations peoples and businesses. We will learn from and connect with Aboriginal and Torres Strait Islander peoples and cultures to enrich our organisation and create a culturally safe environment.

## AVI'S RECONCILIATION ACTION PLAN

Now in the second year of AVI's Innovate Reconciliation Action Plan (RAP), the dedicated working group has engaged senior leaders and cross functional staff to enable a greater commitment to and ownership of actions towards reconciliation, including events, reflective discussions and promotion of external initiatives. The RAP working group has also commenced the co-design process of the next iteration of the Innovate RAP 2022-2024.

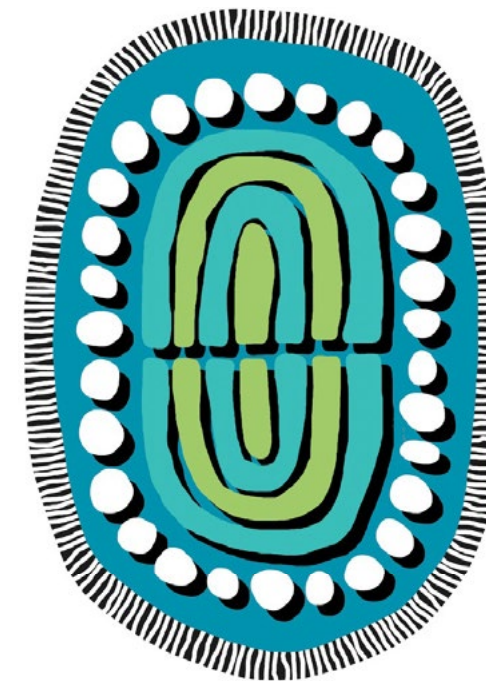
## OUR RECONCILIATION ACTIVITIES

NAIDOC Week 2021 'Heal Country' activities, driven by the RAP working group, engaged the whole of organisation by sharing information and raising awareness about our First Nations' histories and cultures. The working group hosted a staff NAIDOC Week walk to Bunjilaka and significant cultural sites of Fitzroy.

Later in the year, some of the National Reconciliation Week 'Be Brave. Make Change' initiatives included a quiz on histories and cultures of our First Nations; a screening of the documentary *Incarceration Nation* by Dean Gibson followed by a reflective and enriching discussion and a book club centred on *Sand Talk* by Tyson Yunkaporta.

AVI has taken a position to enable staff to work on January 26 if they prefer (with 'time off in lieu' provisions) recognising past and present injustices that our First Peoples experience due to colonisation.

During the year, AVI established four new and maintained five existing partnerships with Aboriginal and Torres Strait Islander organisations. All Australia-based staff took part in a mandatory online cultural learning program, delivered by Aunty Esme, Merle and Leigh, representing the Victoria Aboriginal Community Services Association Ltd (VACSAL).



## AVI'S RAP ARTWORK

The top centre element of the symbol represents the volunteer, with the three layers surrounding representing the volunteer's family, community and extended networks. Likewise, the bottom centre element represents the staff of the Partner Organisation, with the three layers surrounding representing the Partner Organisation, their community and extended networks.

When these two elements come together they represent two groups meeting, to exchange knowledge and work towards a common goal.

The green and blue colours represent saltwater and freshwater, as the waters that we travel across and the 29 white circles represent each country that we work in, including Australia.

The shadows represent the lasting impact of the program on all involved, with the black border around the elements representing the AVI as the continual thread that links everything together. The lines upon the border recognise the contributions of past volunteers.

This artwork was designed by AVI's Indigenous Programs Manager Alice Tamang, who is a proud Dharug woman.





Australian volunteer Policy Adviser Patrick Chan (second from left) with Enforcement Officers (left to right) Ioanne Teruruai, Tamuera Tamoro and Taakenteatu Kamkeiti. All colleagues worked together at Betio Town Council, Kiribati.  
Photo: Australian Volunteers Program / Darren James, 2018.

## THE PEOPLE WHO DRIVE OUR PURPOSE

Our team has continued to work with passion and commitment over the past twelve months, delivering our programs with excellence and developing new programs and improved ways of working. We have also supported staff to embrace a hybrid model of working - combining working from home and offices - as appropriate, in each country context. As with workplaces around the world, COVID-19 has continued to impact our ways of working and the team have continued to be responsive and innovative.

## STAFF ENGAGEMENT

This year, AVI focused on delivering our staff engagement plan, developed in response to our previous staff engagement survey. As part of this response, we launched our Leadership and Learning Forum. Open to all staff, the Forum focuses on developing capabilities and exploring challenges and changes in the international development sector. Throughout the year, we have heard from internal and external experts on a wide range of topics including performance management and staff professional development as well as exploring the organisational implications of decolonisation and locally led change. We also rolled out a new induction program to extend the understanding of our new staff around the world and will shortly release an AVI Employee Handbook.

A Working Group, chaired by the CEO and comprised of staff from around the world, developed a powerful new Code of Conduct for the organisation. Emphasising organisational values, rights and responsibilities, all AVI staff are required to abide by our Code. The power of the Code comes both through what it requires of each of us and the participatory manner in which it was developed.

AVI's Values in Action Awards were launched this year with staff across the organisation nominating colleagues based on contributions throughout the year. Recognised twice a year, the Awards are open to both individuals and teams across the organisation and were widely celebrated by all. We also launched the inaugural 'Macca' Award, in honour of and to remember the life and work of Dr Ian (Macca) McDonald; a staunch and passionate staff member of AVI for over 31 years. This acknowledgement, which will be announced annually, was awarded in December 2021 to Chloe Franklin.

## ORGANISATIONAL DEVELOPMENT

Other highlights throughout the year included further developing our approach to organisational business planning and aligning these plans to our performance appraisal processes. This is achieved by mapping objective setting and development plans to our cloud-based HR management system and conducting quarterly check-ins. Development plans also link directly to our Learning Management System so e-learning modules can be allocated as part of the planning process.

This year, all staff undertook cultural awareness and diversity and inclusion training as part of the organisation's commitment to providing a culturally safe and inclusive work environment. We have also reviewed and updated our Aboriginal and Torres Strait Islander recruitment process, committing to advertising roles in specific media outlets.

AVI reviewed and successfully negotiated a renewed Enterprise Agreement with staff. We are pleased that this was a constructive process with positive outcomes that have been approved by the Fair Work Commission. Finally, we were pleased to welcome several new members to our People and Culture team, increasing our capability on a range of key areas.



*The power of the Code of Conduct comes both through what it requires of each of us and the participatory manner in which it was developed.*



**Chloe Franklin**

Volunteer Services Support Officer, Australia  
Australian Volunteers Program

*Over the last four years at AVI, I have had the opportunity to work with our incredible teams on some great projects. Some of the highlights include meeting volunteers for their Pre-Departure Briefings before they head off on their assignments overseas and co-chairing the Reconciliation Action Plan (RAP) working group and helping the group draft AVI's second RAP. My favourite part of working at AVI is collaborating with and learning from my colleagues in Australia and overseas. My professional and personal life has been enriched by the people I'm lucky enough to work alongside.*



*This year marks five years of my journey with AVI, working on the Australian Volunteers Program in Timor Leste. I really enjoy the flexibility within the organisation as I believe it promotes a healthy work-life balance.*

*During my time with AVI, I have gained professionally and personally from the diversity within the organisation and the regions and countries we work in. I have learned a lot from the volunteers and partner organisations we work alongside and gained a deep understanding of how best to support them. Of course, learning from our mistakes is often the best way to improve efficiency and effectiveness in our approach.*

*Despite the challenges presented by COVID-19, the reaction of AVI's leadership team to the pandemic showed me how great our organisation is and how much our leaders truly care about people. It also gave us an opportunity to navigate a new working context, exploring alternate modes of delivery, such as through remote volunteering and other innovation initiatives. Our work is a continual process because this year's achievement is often next year's task.*

**Jose de Sousa**

Country Program Manager, Timor Leste  
Australian Volunteers Program



Australian volunteer Deaf Education Teacher Trainer Robyn Whitney (left) with Deaf Instructor Dorji Zangmo (right) at Wangsel Institute for the Deaf, Paro, Bhutan. Photo: Australian Volunteers Program / Harjono Djoyobisono, 2019.



# DOHERTY INSTITUTE'S STORY

**Program Manager Chantel Lin on how AVI's partnership with the Doherty Institute is supporting the recruitment of a microbiologist in Samoa and ongoing engagement of two national project coordinators in Fiji and Samoa.**

The combat antimicrobial resistance (COMBAT-AMR) project is funded by the Department of Foreign Affairs and Trade's (DFAT) Indo-Pacific Centre for Health Security and focuses on the prevention and surveillance of antimicrobial resistance (AMR) in Pacific Island countries. The Doherty Institute is working across four key pillars of activity: infection prevention and control, antimicrobial stewardship, laboratory diagnosis, and surveillance and animal health.

We work at both the institutional and national level, linking up with key government stakeholders and working within existing policy frameworks. We provide training and mentorship to improve detection and prevention of AMR. We work with key personnel in Fiji, Samoa, PNG and the Solomon Islands, strengthening skills and capability within the country to address the growing threat of AMR.

Through our partnership, AVI provides in-country service support and allow us to access the human resources to

run the project. We were able to get the coordinators in place in Fiji and Samoa which gave us the capacity to start working, relationship building and delivering on work plan activities. This would not have been possible without AVI's support.

An additional opportunity was identified to provide in-country laboratory capacity and AVI provided the logistical support to respond to the identified need through the recruitment of a microbiologist in Samoa.

As we are based in Melbourne, we rely heavily on the ability of our project coordinators to act as the main point of contact for the stakeholders we work with in-country. Having AVI recruit the right person for these roles is important in terms of delivering project outcomes, but also for the project's reputation. It is really important to have someone who is organised and understands the local context, as well as what we are hoping to achieve through the project.



AVI's flexible approach and ability to respond quickly to our needs has been instrumental in the overall success of the project. It has been an incredibly positive relationship and very easy to manage with great transparency on both sides. We hope to continue to partner with AVI, leveraging the success of this project to build an institutional partnership in the future.

**Chantel Lin**  
Program Manager, Antimicrobial Resistance and Genomics, Doherty Institute

*AVI was commissioned by the Doherty Institute to support the recruitment of a microbiologist in Samoa and ongoing engagement two national project coordinators based in Fiji and Samoa as part of the DFAT funded COMBAT-AMR project.*

COMBAT-AMR Project launch in Fiji 2021.  
Photo - supplied

(L - R): Ms Karishma Nandan, COMBAT-AMR Project Coordinator  
Mrs Ilisapei Nabose, Manager Clinical Governance  
Dr Ravi Naidu, Infectious Disease Clinician  
Dr Elizabeth Bennett, Intensive Care Unit & FNU Lecturer  
Dr Luke Nasedra, Medical Superintendent, Colonial War Memorial Hospital  
Ms Rochelle White, Director, Development Corporation, Australian High Commission Suva  
Hon. Dr James Fong, Permanent Secretary of Health, Ministry of Health & Medical Services  
Dr Royford Magiri, Fiji College of Agriculture, Fiji National University  
Ms Ilisabeta Pesamino, Pharmacist  
Dr Eric Rafai, Head of Research & Innovation, Ministry of Health & Medical Services  
Mrs Ashodra Gautam, Pharmacist

*AVI's flexible approach and ability to respond quickly to our needs has been instrumental in the overall success of the project.*



# FUNDRAISING

As a member of the Fundraising Institute of Australia (FIA) and signatory to ACFID's Code of Conduct Fundraising Charter, AVI is dedicated to best practice and ethical fundraising. This not only applies to how funds are spent, but also how they are raised – the stories we tell and how we tell them.

During 2021-22, AVI raised **\$110,400+**. Funds raised for AVI are used to forge new partnerships, support longstanding partners, enable continued investment in our programs and support the sustainability of the organisation. Through our generous supporters, AVI works to ensure that future generations can build upon our rich history and support locally driven change where it's needed most.



Australian volunteer Biodiversity Research Mentor Karunya Prasad (middle) with colleagues Choki Dorji (left) and Reena Gurung (right) at the National Biodiversity Centre (NBC), Thimphu, Bhutan. Photo: Australian Volunteers Program / Harjono Djoyobisono, 2019.



Kathy Townsend in Kuching, Sarawak, worked as a volunteer Secondary Teacher with the Ministry of Education, Sarawak, East Malaysia. Pictured with Green Rd Secondary School Principal Datuk Adi Badiozaman Tuah in 1978. Photo - Supplied

## BEQUEST PROGRAM

Interest in AVI's Bequest Program continued to grow during 2021-22. We know the decision to leave a gift in a will is so much more than adding words to a legal document. It is an expression of someone's values – the things they care about the most, and a sign of their commitment to a more peaceful, just and sustainable world. We are deeply grateful for the growing number of supporters that have indicated they would like to support AVI in this way, including our much-loved outgoing Chair, Kathy Townsend.

“

*I've been engaged with AVI to differing degrees since I volunteered in Sarawak in 1978 - 79. The organisation has grown enormously in that time, with a much larger number of volunteers working with a greater number of partners, in more locations. We've developed new programs which have enabled us to live out our purpose in new ways. For the last nine years I've had the privilege of chairing AVI's board of directors. I have seen firsthand how our work changes both the lives of Australians and those with whom they work overseas. That's why, with my family, I have decided to leave a bequest to AVI, knowing it will be used to continue the organisation's great work.*

**Kathy Townsend**  
Former AVI Chair



## REGULAR GIVING

We continued to build our regular giving program, encouraging supporters to consider this form of giving and enable AVI to better plan for the future and increase our impact. By becoming a monthly donor, we can provide up-front and ongoing support to partners working in the areas of greatest need, and we are deeply grateful to this growing community.



Maggie McCafferty (front row fourth from right) with colleagues at Universities' Central Library, University of Yangon, Myanmar, 2020.  
Photo - Supplied



*A strong belief in the power of capacity building in developing countries led me to start donating regularly to AVI over ten years ago. Every little bit helps, and I now support the organisation with a monthly donation. My brief time as a volunteer in Myanmar showed me how important AVI's work is and what volunteers can accomplish. I know my regular donation helps AVI support international partners to achieve their development goals.*

**Maggie McCafferty**

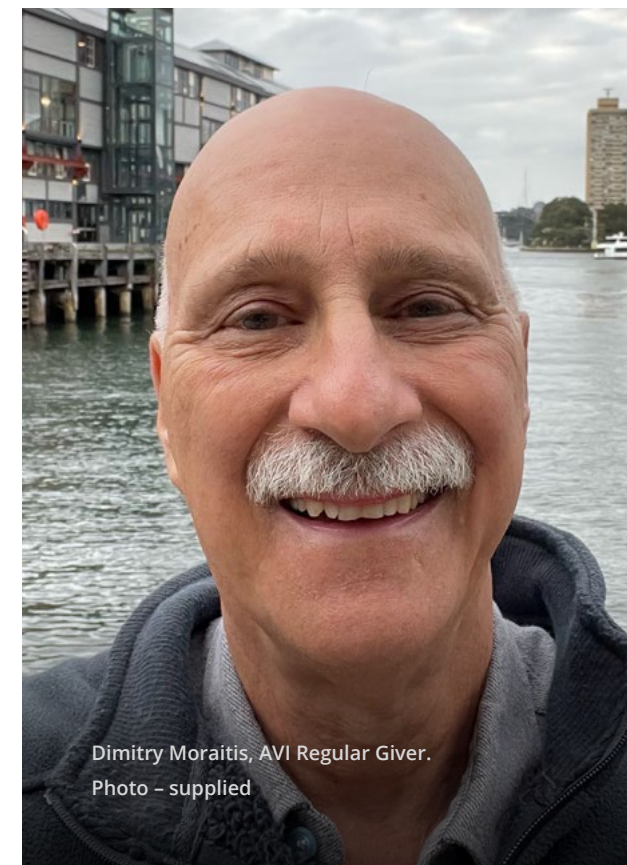
AVI Regular Giver



*I have supported AVI for almost 20 years; as a volunteer, returned volunteer at information sessions and regular donor. I am proud to support AVI's work and its grassroots focus on supporting international development to strengthen local capacity. Through this work, interpersonal relationships are leveraged to make a quiet and long-term impact in developing countries and imbeds sustainable change. My own volunteering experiences with AVI have been rewarding beyond words.*

**Mark Pringle**

AVI Regular Giver



Dimitry Moraitis, AVI Regular Giver.  
Photo - supplied



*I have been a donor to AVI for many years. I appreciate the good work and initiatives carried out by this outstanding organisation, supporting communities around the world, particularly our close neighbors in Asia and the Indo-Pacific as well as Africa. I really respect the dedication of all those volunteers, mentors and technical advisors who have given up their time to share their diverse skills in helping others. Once again 2021-22 was a good year for AVI and the people it benefits.*

**Dimitry Moraitis**

AVI Regular Giver



# DR EMIRE'S STORY

Dr Emire Meone Maefiti reflects on the challenges and successes of developing the clinical skills of newly graduated doctors through the Bridging Program at Honiara's National Referral Hospital.

The Bridging Program at Honiara's National Referral Hospital (NRH) aims to support newly graduated doctors who require additional training in terms of clinical skills and knowledge so they can better transition from medical school to a more clinical based setting.

The Medical Educator's role (apart from assisting the Chairperson) is to provide support not only for the bridging interns participating in the program, but also the interns under the mandate of the NRH's Medical Training Committee. This includes organising training, workshops and teaching sessions for the bridging interns, as well as supporting the heads of departments in ensuring that the trainees are properly supervised and appropriately assessed in each rotation.

I was appointed towards the end of 2021, a period in which COVID-19 was the main focus of the hospital and the country as a whole. Ensuring the interns and bridging

interns received the required training was a constant challenge as everyone was busy and there were a lot of restrictions in place.

In January 2022, COVID-19 entered our shores and the trainees found themselves suddenly faced with many extremely unwell patients. Whilst it was a very challenging time for the trainees, with a lot of staff shortages and long hours, it also exposed them to the realities of working in a limited resource hospital during a crisis. It was therefore quite thrilling to see everyone successfully completing their rotation and graduating despite these disruptions.

AVI remains an important stakeholder and the leadership and support towards the Bridging Program from its volunteers continue to play a significant role in the success of the program. Due to COVID-19, volunteers had to return home, leaving a noticeable gap for the program. We are thankful for AVI volunteer Frances Kennedy, who stayed back and provided immense

support to ensure the program's continuation. The partnership between AVI and the NRH is a valuable one and we look forward to ongoing cooperation as we enter a post COVID-19 era.

**Dr Emire Meone Maefiti**  
**Medical Educator, Medical Training Unit**  
**National Referral Hospital,**  
**Solomon Islands**

*The Medical Internship Training Program is part of the Solomon Islands Medical Partnerships for Learning, Education and Research (SIMPLER). SIMPLER is supported by the Solomon Islands Government and the National Referral Hospital, funded by the Australian High Commission in Honiara.*

“  
AVI remains an important stakeholder and the leadership and support towards the Bridging Program from its volunteers continue to play a significant role in the success of the program.”

Dr Emire Meone Maefiti working at the NRH.  
Photo - supplied.



# DR LAKEY'S STORY

**Dr Elizabeth Lakey on supporting University of Melbourne students in their virtual global volunteering placements and the benefits of cross-cultural sharing.**

I have worked with AVI to deliver student global volunteering experiences for the past five years. In our partnership, I rely on AVI to give the students grounding in important safety and cultural awareness, and to contribute to student learning in the discipline of Development Studies.

I have been particularly happy with the way AVI designed cross-cultural sharing and enrichment programs during the pandemic, when the placements have been virtual rather than in-country. Students have really enjoyed participating in virtual cooking classes, fashion parades and taking some language lessons via Zoom.

Global volunteering placements are a wonderful opportunity for students to learn about workplace culture in very different geographical locations. They also support students to be reflective and thoughtful about our privilege in Australia, and the best ways we can address the structural disadvantage present in our neighbouring countries.



Dr Elizabeth Lakey - University of Melbourne Photo - supplied.



AVI works closely with university staff and students alike, in order to offer the students the most challenging and enriching experiences possible.

**Dr Elizabeth Lakey**  
**Head of Program - Arts Teaching Innovation**  
**Academic Work Integrated Learning**  
**Coordinator**  
**Faculty of Arts, University of Melbourne**

*The University of Melbourne partners with AVI through its Student Programs, a cross-cultural experience that provides a unique opportunity for students to develop their skills and enrich their learning, producing career-ready professionals and responsible global citizens.*

*“Global volunteering placements are a wonderful opportunity for students to learn about workplace culture in very different geographical locations.”*



# SUSTAINABLE DEVELOPMENT GOALS

Delivering on the 2030 Agenda for Sustainable Development.

The Australian Volunteers Program partners with a broad range of organisations, working across many sectors. The program categorises partner organisations according to their alignment with the Sustainable Development Goals (SDG). In this graph, the size of each SDG logo indicates the proportion of partner organisations contributing to that goal.







Reverend Melanie Smith outside Etina Havea Kindergarten. Photo -supplied

# PACIFIC THEOLOGICAL COLLEGE'S STORY

**Reverend Smith, on how a grant from the Child Safe Volunteering Hub helped improve child safeguarding policies at Etina Havea Kindergarten and educational field trips for the children.**

As the impact of COVID-19 lockdowns began to take effect, the Etina Havea Kindergarten received funding through the Child Safe Volunteering (CSV) Hub to strengthen child protection and safeguarding policies at the Pacific Theological College.

We used this grant to review safeguarding procedures including revising the kindergarten curriculum to ensure that it encompassed a Pacific 'whole of life' emphasis. After the upheaval of the pandemic, it was clear that further work would be required to embed the safeguarding culture at the College and ensure the new curriculum was working as intended.



*We used this grant to review safeguarding procedures including revising the kindergarten curriculum to ensure that it encompassed a Pacific 'whole of life' emphasis.*

The funding gave us the opportunity to not only reinforce the knowledge gained already, but to deepen understanding further. Particularly significant was the ability to take time to hear from a member of Fiji Police's Child Protection Team about the realities of abuse and bullying in Fiji.

The kindergarten team were nervous about taking the children out on field trips away from the comfort zone of the kindergarten. Moreover, they had not had the opportunity to put into action skills and knowledge learned about photography and use of images of children on social media and in publications.

Facilitated by the funding, the team chose to visit the Kula Wild Adventure Park, a significant coach ride away from Suva. They meticulously planned the activities including how to ensure the children were safe from harm, as well take photos to then assess their useability. The fact that

no child was unwell on the coach journey and only one child fell over during the day (not even a mark on their knee) was a testament to the care shown.

A second field trip, taking part during Fiji's World Oceans Day activities, marching behind the Fiji Navy Band, required a whole different set of skills due to the number of people in the crowds. On this occasion, kindergarten children were allowed to bring their parents, and were very well behaved.

**Reverend Melanie Smith**  
**Pacific Theological College**  
**Suva, Fiji**

*The Pacific Theological College was supported by a CSV Hub Small Grant to safeguard children. During 2021-22 AVI managed the CSV Hub, a DFAT-funded project that works across the Asia-Pacific region.*





# IN MEMORIAM



Hugh O'Neill (right) with Junus, a cousin of his Indonesian host family in Bandung, Indonesia, 1958.

## HUGH O'NEILL

The Staff and Board of AVI were saddened to learn of the passing of Hugh O'Neill AO on 15 March 2022. A man of great integrity and a founding figure who truly embodied the heart of our organisation's values from its genesis.

Hugh was one of the organisation's earliest volunteers, working as an Architecture Lecturer under the Volunteer Graduate Scheme (VGS) in Indonesia from 1958-1960. After working in London for two years, he returned to Melbourne and was elected Chairman of the Volunteer Graduate Association (VGA) on 11 November 1964.

Hugh was intimately involved in the establishment of the Overseas Service Bureau (OSB) (the first iteration of AVI) and its programs.

His deep knowledge and passion for the philosophy of the VGS ensured the original ethos and principles on which it was founded remain preserved in the organisation's DNA to this day. Hugh was Chair of the AVI board in the early 1980's, was awarded Life Membership in 2003 and maintained an active interest in AVI up until very recently.



Betty Feith (right) with friend Djaelani, prepares to raise the Indonesian flag on Independence Day, Jakarta, 17 August 1954. Photo Ailsa Thomson Zainuddin.

## BETTY FEITH

The Staff and Board of AVI were saddened to learn of the passing of Betty Feith on 18 May 2022. Betty was one of a group of members of the Australian Student Christian Movement who played a key role in establishing the Volunteer Graduate Scheme (VGS) the first incarnation of AVI.

Betty became a Volunteer Graduate working in the Ministry of Education, Instruction and Culture in Jakarta from 1954 to 1956. She graduated from The University of Melbourne in 1951 with a Bachelor of Arts (Honours) in History and English, and a Diploma of Education.

In 1984, she completed a Master of Educational Studies at Monash University. For her thesis, she wrote a history of the VGS, in which she documented the ethos of the Scheme as an 'episode in education for international understanding', underpinned by a belief in racial equality and a spirit of identification with the Indonesian Republic. In 2017, this history was published into a book entitled 'Bridges of Friendship'.

Betty, who combined teaching and lecturing with a lifelong involvement in church and humanitarian service, went on to teach English and Asian studies at various secondary schools in Melbourne as well as Indonesian history and Asian studies at tertiary level. From the late 1970s she led several study tours to Indonesia.

Betty and her husband Herb continued their support for international volunteering throughout their lives. Their ongoing participation included university-based volunteer assignments in both Padang West Sumatra and Yogyakarta. Both Betty and Herb were awarded Life Membership of AVI.



# SOSEFINA'S STORY

Australian remote volunteer Sosefina shares her story about reviewing the hospitality curriculum at a technical institute in Tonga to ensure a high level of education and learning for students, as well as the joy of giving back to her country of birth.



Sosefina Fineanganofa, Curriculum Developer, 'Ahopanilolo Technical Institute, Tonga. Photo – supplied.



*I was keen to take part in remote volunteering as a way of giving back to my country of birth. Having spent 10 years of my career teaching hospitality, I felt my skills and experience were worth sharing with the youth of Tonga.*

The partner organisation I worked with remotely in Tonga is called 'Ahopanilolo Technical Institute (ATI). I started working with ATI in February 2021 on an assignment that was extended twice. My assignment was to review the Hospitality Accommodation Services Programme. We managed to upgrade the curriculum to the next level and advised the Tonga National Qualifications and Accreditation Board about the review. The Accommodation Services Programme has become a very popular choice for school leavers who wish to pursue a career in the hospitality industry.

In late September 2021, I started a new assignment as a Curriculum Developer for a Labour Mobility Pathway initiative, preparing Tongans who have the desire to travel overseas to work in fields such as seasonal fruit picking, tourism, hospitality and aged care. This assignment was the first of its kind to be made available in Tonga, and ATI will pilot the program before it is offered elsewhere in the Pacific Islands. This assignment was also extended twice to complete the addition of special units in the Tongan language, with greater emphasis on cultural issues to be of guidance to prospective Tongans working abroad. I am currently teaching the program in Tonga and will soon begin a new assignment as a Trainer and Mentor at ATI.

I was keen to take part in remote volunteering as a way of giving back to my country of birth. Having spent 10 years of my career teaching hospitality, I felt my skills and experience were worth sharing with the youth of Tonga. I thoroughly enjoyed working remotely, thanks to the technology which made communication easier, and all the assignments I took on were a good challenge. I greatly appreciated the team support from my partner organisation, as well as AVI. The biggest highlight is now being in-country to partake in teaching modules that I partially developed while volunteering remotely. Teaching and sharing onsite is so rewarding and I will definitely do it again!

**Sosefina Fineanganofa**  
Curriculum Developer  
'Ahopanilolo Technical Institute, Tonga

*Sosefina's volunteer assignment was part of the Australian Volunteers Program, an Australian government initiative managed by an AVI-led consortium.*





# HARRISON'S STORY

Pathway to employment mentee Harrison, on how the program has progressed his career and consolidated his own definition of success.

Mentoring is an invaluable way to explore your experiences and reflect on key learnings in a real and honest environment. The Pathway to Employment program was a fantastic way to dive into a mentoring experience and I highly recommend it to any and all students starting out in their professional careers.

I joined the program as a student of engineering and commerce with a wide range of passions but no clear career path. Like many students, I knew I wanted a career that aligned with my values, but didn't understand what that meant or how to get there. Working with Martin, Corporate and Public Affairs Chapter Lead at Roche, was an absolute privilege and allowed me to consolidate my personal narrative and come up with my own definition for success. Moreover, we were able to workshop tangible actions that added immediate value to my career progression.



One of the greatest benefits of mentoring is the access it provides to open and honest conversation with someone with lived professional experience. This allows for a genuine no-nonsense discussion that celebrates vulnerability and in turn, facilitates real, personalised feedback that is otherwise hard to come by.

Overall, the benefits of the Pathway to Employment program have been monumental in forging momentum in my career progression. I couldn't be more thankful to AVI for setting it up and to my wonderful mentor Martin for dedicating his time.

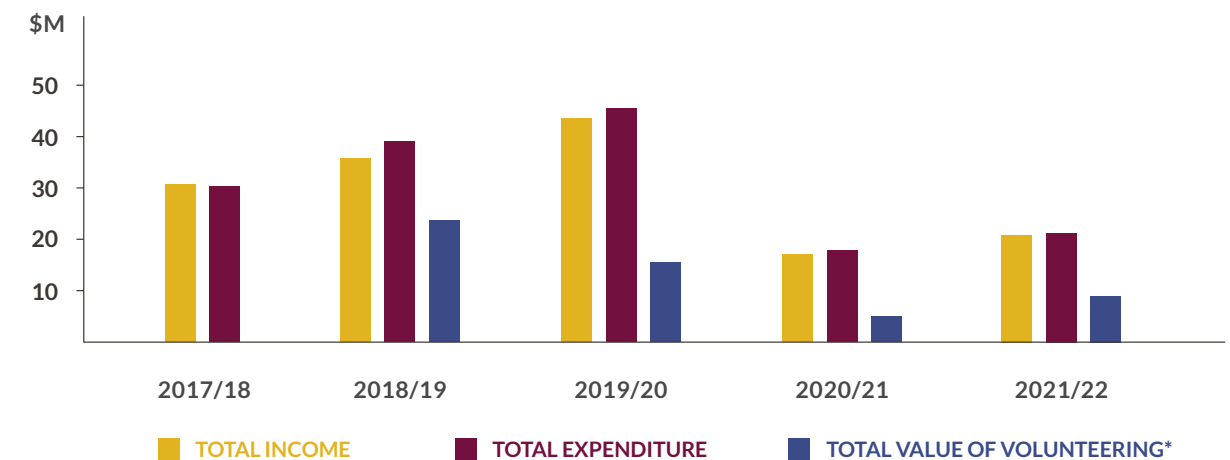
**Harrison Adkin – Mentee**  
**University of Sydney**  
**Pathway to Employment participant**

*AVI is partnering with Communitier to provide meaningful volunteering opportunities for students, with supporter from corporate mentors.*

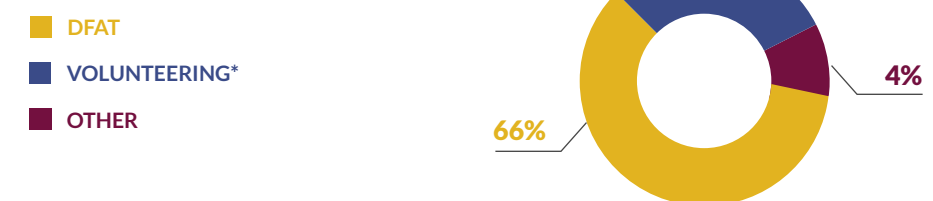
*One of the greatest benefits of mentoring is the access it provides to open and honest conversation with someone with lived professional experience.*

# 2021-22 FINANCIAL PERFORMANCE

## TOTAL VALUE OF INCOME, EXPENDITURE AND VOLUNTEERING



## TOTAL INCOME AND VALUE OF VOLUNTEERING 2021-22



## TOTAL EXPENDITURE 2021-22



\* 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. While in-country volunteer numbers have increased during the FY22 year post covid lockdowns, the majority of volunteers for the year were remote.



# AVI LIFE MEMBERS

Betty Feith

Bill Armstrong

Frank Engel

Greg Thompson

Herb Feith

Hugh O'Neill

Justice Richard

Refshauge

Jennifer McGregor AM

Jim Webb

Martin Clemens

Peter Britton

Robert (Bob) Meyenn



Stephane Breton (left) staff of ACTIV (Alternative Communities Trade in Vanuatu) and CEO Sandrine Wallez (right), sort cocoa beans at ACTIV Centre, Port Vila, Vanuatu. Photo: Australian Volunteers Program / Harjono Djoyobisono, 2018.

## 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)

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



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

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.



ACFID  
MEMBER

