



AUSTRALIAN
BUSINESS VOLUNTEERS

20
15-16

AUSTRALIAN BUSINESS VOLUNTEERS
STRENGTHENING BUSINESSES AND, THROUGH THEM, COMMUNITIES

**ANNUAL
REPORT**

About ABV

Working across Asia and the Pacific, Australian Business Volunteers (ABV) delivers development projects implemented by experienced business-skilled volunteers. ABV's origins go back to 1981 as a partnership between the Australian Government and the then Confederation of Australian Industry to establish what was then called the Australian Executive Service Overseas Program (AESOP).

ABV is unique among international development organisations in that its focus has always been on strengthening the private sector, with a vision of alleviating poverty through inclusive economic growth. With long-term experience implementing capacity building programs using different models, ABV collaborates with its partners to create effective development projects which are customised, needs-based, and community driven.

While a proportion of ABV's activities are funded through the Australian Government's Australian Volunteers for International Development program, increasingly ABV partners with corporates, institutions and other donors. A major reason for this is that ABV's focus on inclusive economic growth and private sector development means ABV is able to design development projects which can deliver shared value for donors and communities.

Vision

To alleviate poverty by using business expertise to drive inclusive economic growth and well-being.

Mission

Strengthen business and institutions to enable a strong and vibrant private sector.

Values

ABV's core value is altruism which is underpinned by the following principles:

- We build capacity by transferring skills and knowledge
- We work with integrity, delivering what we promise and demonstrating impact
- We are collaborative and respectful in our approach, drawing on the cross-section of local community, business and government to develop targeted and sustainable solutions





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Clockwise from top right:
 Mark Greenfields (R) with Aiyura Plantation Manager Napu Ratumu (L) during his assignment with the Coffee Industry Corporation in Goroka, PNG. John Cartwright (L) with PDAM staff Abun Gunawan (R) at PDAM's water purification plant Tirtawening office, Bandung, West Java, Indonesia. Graduation photo of a Your Enterprise Scheme ABV delivered in partnership with the provincial government of East New Britain, PNG. WIBDI Executive Director Adimaimalaga Tafunai (L) and Suzanne Blair (R).

Chair's Report

As 2016 draws to a close I find it hard to believe that I have had the fortune of serving Australian Business Volunteers as a Director of the Board for six years – the last three as Chair.

Serving on the Board of a For Purpose organisation is always interesting and very challenging in so many ways. Over my six years on the Board I believe it must be the case that ABV has faced every challenge possible for such an organisation.

Externally we have weathered the storm of continuing changes to government policy regarding volunteering in the context of five Prime Ministers, changes in regulation around the tax status and obligations of not-for-profits, and ongoing reductions in, and changes to, government funding.

Internally, we have worked through changes in leadership at CEO and Board level, and undertaken significant work on improving governance, shoring up our tax status, and implementing effective risk management. We have also worked on monitoring and evaluation, refocusing products to make ABV more sustainable and profitable as a business and on ways to keep ABV volunteers included and involved.

Throughout all the change the Board and staff, in all its iterations, have remained focused on the ABV core value – altruism and the work of our volunteers, and our motto of 'strengthening businesses, and through them, communities'. There has been a significant and ongoing

cultural shift as we have recognised the need to diversify our work to keep ABV sustainable and relevant - exhausting but very rewarding as we see new partnerships and new ways of working to deliver tangible lasting benefits for the businesses and communities in which our volunteers and staff work.

I would particularly like to thank the Australia Papua New Guinea Business Council for its support over such a significant period of change for ABV, and I am pleased that we will be able to formally recognise our continued mutual support through signing of the revised Memorandum of Understanding in December 2016.

Thank you to all the past and present members of the ABV Board for your time and volunteering commitment. Thank you also to two particular Board members – Des Walsh and Ross Johnston – and former Board member and CEO, Sarah O'Connor, who were on the Board with me for the most significant periods of time and who were, and I hope will continue to be, great resources, new friends and advisors on so many matters.

The life of a For Purpose organisation of course is never comfortable. I am confident that the ABV Board and Sarah O'Connor and her strong team are well placed to carry ABV into 2017's challenges and those that will come after. ABV's endeavours to be an integral part of the Australian Government's new volunteer program and to continue building strong partnerships with the private sector and governments in the region will take much time and will require focus and commitment of the Board, CEO, staff and volunteers. I wish you all well in these endeavours and thank you for the opportunity to have been part of ABV's leadership team over the past six years.

Fiona Jolly
Chair



ABV's endeavours to be an integral part of the Australian Government's new volunteer program and to continue building strong partnerships with the private sector and governments in the region will take much time and will require focus and commitment.

CEO's Report

2015-16 saw ABV continue with its strategic direction, expanding our small business mentoring and institutional programs as well as corporate partners.

Following last year's re-launch of ABV's flagship Your Enterprise Scheme (YES), I am pleased that we were able to deliver a further three programs in Papua New Guinea (PNG) and Indonesia. We received widespread support from donors and sponsors including Pacific Islands Trade and Invest and Virgin Australia. As a result, we have developed a strong relationship with the PNG Women's Chamber of Commerce and Industry, allowing us to support women in business and women's economic empowerment – a key factor in improving gender equality, poverty eradication and inclusive economic growth. With the now proven success of YES, we will be expanding the program across the Pacific in 2016-17.

A further partnership established this year with The Body Shop International has allowed us to work closely with the well-established NGO, Women in Business Development Inc. in Samoa, to transition to a sustainable social enterprise model.

Our long-standing partnership with IBM to deliver its Corporate Service Corps (CSC) continues and in August I attended a CSC signature event in the Philippines, celebrating the achievement of delivering 15 CSCs across the country over the past seven years. I also had the opportunity to meet the committed team of IBMers from nine different countries who participated in the Quezon City CSC.

Following on from our strong relationship with the Bank of PNG, this year we embarked on a new partnership with the PNG Department of Finance. With strong leadership from the Secretary, we are now working with the Department to strengthen its institutional capacity to deliver enhanced public financial management both internally and, eventually, across the public sector.

These partnerships have all been developed according to ABV's community led, long-term capacity building model, our Monitoring Evaluation Reporting and Improvement (MERI) Framework so that we can gradually affect improved socio-economic conditions where we work. With MERI now well embedded in our operations, this annual report puts it to the test. We have found that not only

do initial assignments result in improved business and organisational skills, our longer-term work with host organisations has led to increased productivity and capacity to offer services, cost savings and the employment of additional staff. We have witnessed how the steady income growth of social enterprises and community learning centres, for example, has had the multiplier effect of families having greater access to education.

This year we also nuanced our Mission and Vision to articulate the importance of strengthening business and institutions to enable a strong and vibrant private sector. Our Vision also recognises the fundamental role our business volunteers play in driving inclusive economic growth and well-being and as is evidenced in this report.

On this note, I would like to thank all our volunteers who have worked with us for another year. With 78% of our assignments being completed by existing volunteers, they are integral to our operations, working alongside staff in building the trust that is so important when working with communities long-term.

I would also like to thank our strong team of staff in the Canberra head office and in country who continue to work tirelessly, yet energetically towards our goals. I thank the Board too, with which I have worked closely to embed our strategic direction and set ABV on a steady path of growth.

ABV's Chair, Fiona Jolly, will be stepping down at the end of the year after six years on the Board. Fiona has witnessed significant change during this time and through her strong leadership, has been a bedrock of support to myself and ABV. I have enjoyed getting to know Fiona both professionally and personally. On behalf of staff, volunteers, members and the Board, I thank her for all the time and energy she has given to us over the years and wish her all the best in new and interesting endeavours.

Sarah O'Connor
Chief Executive Officer



CEO'S REPORT



... I would like to thank all our volunteers who have worked with us for another year

MERI Outcome 1

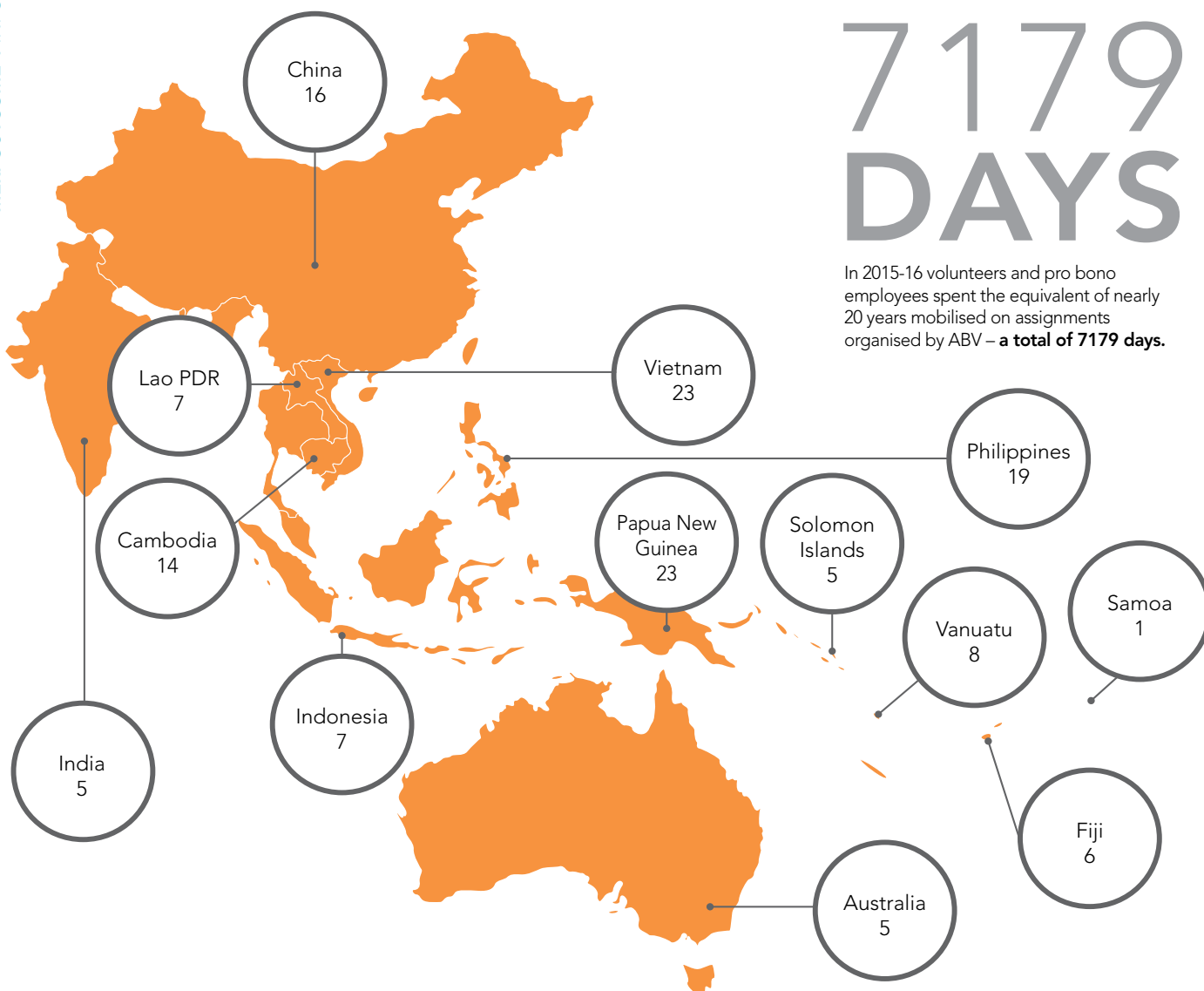
Improved Socio-Economic Conditions

A

FOUNDATIONAL ACTIVITIES

Ethical people-centred development projects and programs with business, government and community organisations are developed and promoted.

Mobilisations by Country



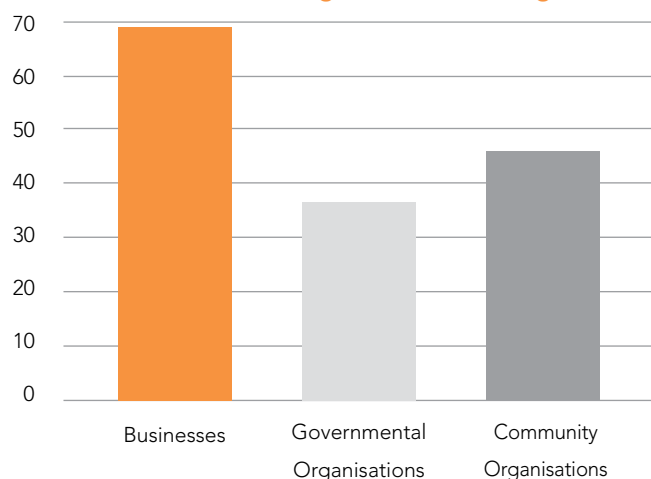
Volunteers with work and life experience

AVERAGE AGE

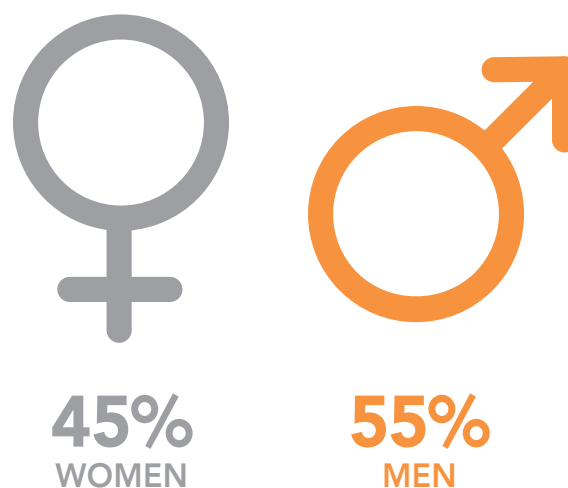
60
YEARS OLD



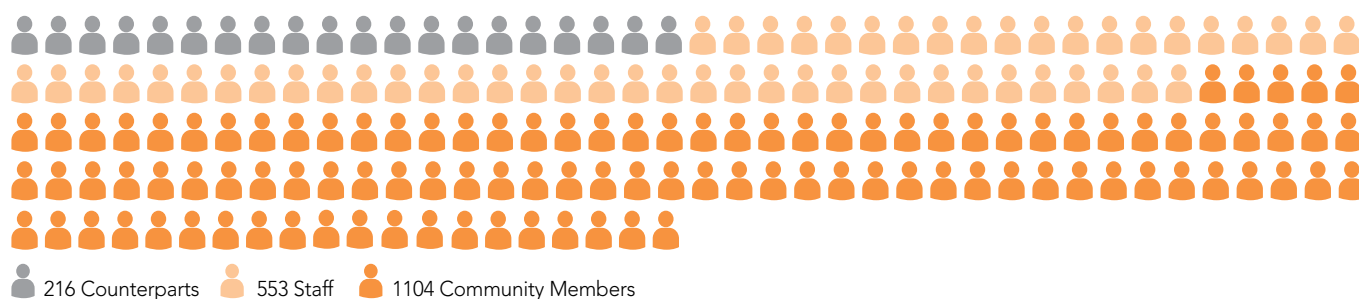
Number of organisations whose people received training and mentoring



Volunteers by gender



ABV's people-centred development projects provided training and mentoring to at least 1873 people:

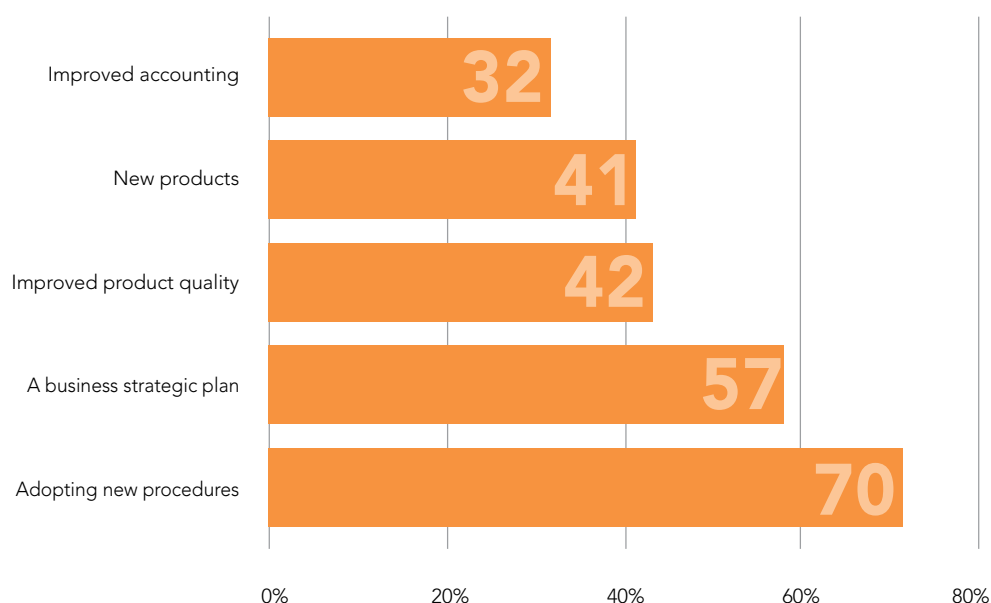


B

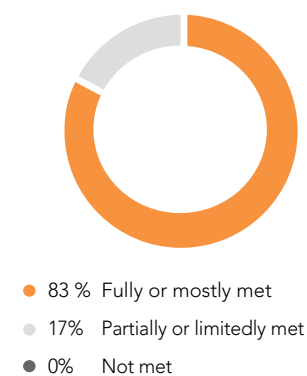
IMMEDIATE INDIVIDUAL OUTPUTS

Organisations have improved business and organisational skills.

Percentage of assignments which resulted in improvements to various business and organisation skills



Percentage of organisations reporting that the capacity building objectives of assignments were met

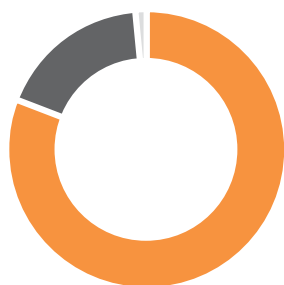




INTERMEDIATE ORGANISATIONAL OUTCOMES

Organisations have implemented sustainable business and organisational practices in their communities.

Organisations' views on likelihood that outcomes will be sustained



- 81% Very and Highly Likely
- 18% Likely
- 1% Unlikely or Very Unlikely



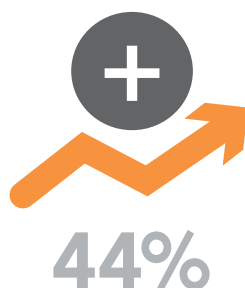
of projects resulted in the employment of additional staff



of all assignments created cost savings



of organisations reported increased staff morale



or nearly half of all assignments increased productivity of the organisations worked with



or half of all assignments increased the capacity of organisations to offer services



LONGER-TERM COMMUNITY OUTCOMES

Communities have improved and sustainable economic and social conditions. Some examples reported in 2015-16

A children's rights NGO in Manila the Philippines can more sustainably achieve its aims

A social enterprise's contribution to the NGO's budget rises from 20% to around 30% helping support 200 vulnerable children.

"There's big value in hosting a volunteer with business skills, because those aren't our skills in the first place, and we have to be guided, especially because we are focusing on training our kids." **NGO Assistant Director**

A Bakery on Mindoro Island in the Philippines provides a family with a livelihood

A family bakery has more than doubled in size and sells many new products providing a steady income to a disadvantaged family.

"(the volunteer's) ideas and the skills he taught us were really important in making our business grow." **Bakery owner**

Six ethnic Thai community homestay businesses in Mai Chau Valley Vietnam have large increases in incomes with associated social benefits

Average monthly income from homestays



"These figures are very impressive and this success has been helped by good planning, good marketing and acceptable hospitality skills, and so the three volunteers have contributed to this."

Homestay program partner

"Every time I receive a booking I am happy because I know it means I can afford for my children to go to school." **Homestay owner**

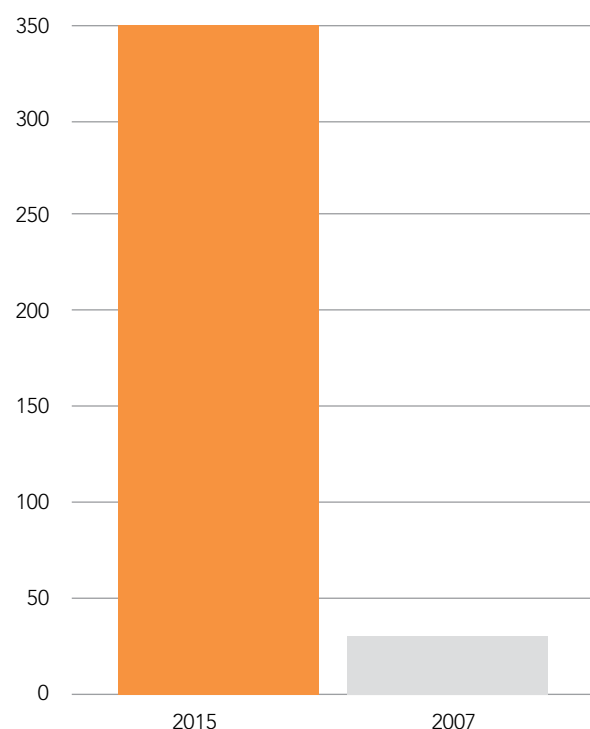
An IT business in Port Moresby PNG creates new employment and a steady income

"Previously we did not employ staff because we feared that we may not be able to pay them regularly because our income is not regular. In addition, we feared that if we trained them, they would 'steal' our skills and start their own companies. This was our greatest obstacle in growth. ABV's YES program enabled us to overcome that fear and we took the risk. The new staff member was able to generate steady monthly income and we are able employ two more this year."

Business co-owner

Students receive a quality education at a privately run Community Learning Centre in Jiwaka Province, PNG

Number of students attending the centre



"ABV's YES program was one of the factors which have helped make the Community Learning Centre a success... Other schools now compare themselves to the Learning Centre - by creating competition it is raising the standard of education in the whole region." **Learning Centre Director**

ABV's Monitoring Evaluation Reporting and Improvement Framework, and this Annual Report

This annual report is structured around the four outcomes of ABV's Monitoring Evaluation Reporting and Improvement (MERI) Framework.

MERI articulates ABV's commitment to long-term impact and change in the communities in which the organisation works, and to learning and being more accountable to donors and partners. It now informs the way ABV works, including how the organisation identifies the skills and qualities of the expert volunteers it recruits, the partners and communities with which the organisation works, its business model and its development approaches. The MERI Framework, which can be viewed opposite, sets out four clear outcomes, which if achieved indicate that ABV's projects and programs are contributing to its mission.

These four outcomes are:

- Improved socio-economic conditions
- Strong volunteer integration
- Community-driven partnerships
- Strong organisational capacity

2015-16 was the first full year in which the MERI Framework was implemented. As such, this annual report is structured around reporting ABV's progress towards the four MERI outcomes.

As a corollary of the framework's implementation ABV undertook an evaluation into the effectiveness of ABV's

development activities, producing an in-depth research report into volunteer impact at six host organisations in three countries. The evaluation process resulted in learning about the reasons for assignment effectiveness, which included the experience of volunteers, the length of assignments, the ability of volunteers to modify objectives, and the way volunteers sought to transfer skills and knowledge to counterparts. Most longer-term community level outcomes described in this annual report were identified during this evaluation process.



ABV's Thu Minh Tran receives a gift of thanks from a representative of Cambodian micro-finance organisation SAMIC as repeat volunteer Peter Buckley looks on (background)

The ABV 'MERI' Framework

MISSION:

STRENGTHEN BUSINESSES AND INSTITUTIONS TO ENABLE A STRONG AND VIBRANT PRIVATE SECTOR



VISION:

TO ALLEVIATE POVERTY BY USING BUSINESS EXPERTISE TO DRIVE INCLUSIVE ECONOMIC GROWTH AND WELL-BEING

THE MERI FRAMEWORK



MERI Outcome 1

Improved Socio-Economic Conditions *by Program*

In alignment with ABV's Monitoring Evaluation Reporting and Improvement (MERI) Framework, in 2015-16 ABV developed and promoted ethical people-centred development projects and programs with business, government and community organisations.

Foundational activities, outputs and organisational and community outcomes delivered under the AVID program

In 2015-16 ABV worked in consortium with both Scope Global and AVI to deliver a component of the Australian Volunteers for International Development (AVID) program, an Australian Government initiative. In total ABV mobilised 70 Australian volunteers in nine countries in Southeast Asia and the Pacific; Cambodia, Fiji, Indonesia, Lao PDR, Papua New Guinea, Philippines, Solomon Islands, Vanuatu, and Vietnam.

Assignment activities ranged from providing social enterprise advice to the Cambodian Volunteers for Community Development, to business development advice to Yayasan Peduli Kemanusiaan Bali, and to strategic development advice for the Fiji Indigenous Business Council.

More than 10% of assignments were with small businesses, and another 40% were business development and marketing focused assignments with government and community organisations working in areas such as micro-finance, industry sector promotion and business training.

Reflecting a growing trend in the development sector more than 10% of assignments were with not-for-profits seeking to transition to a social enterprise model to fund their activities. According to reports returned to ABV, at least 128 counterparts, 449 staff and 1094 community members were trained as a result of AVID assignments.

Common immediate outputs included:

- a business or strategic plan – 52% of assignments
- new products – 44% of assignments
- product quality improvements – 38% of assignments.

Around 80% of host organisations said the volunteer placed with them was either excellent or very good at transferring skills.

The most common organisational outcomes included:

- an increased capacity to offer services – 47% of host organisations
- increased productivity – 42% of host organisations
- increased staff morale – 39% of host organisations.

98% of host organisations believed that assignment outcomes were likely, very likely or highly likely to be sustained.

This financial year ABV staff visited several host organisations in Cambodia, the Philippines and Vietnam to assess the longer-term community outcomes of AVID assignments delivered by ABV.

During these visits ABV observed communities with improved and sustainable economic and social conditions and spoke with organisations and community members who acknowledged the volunteers'

contributions to these changes. Some community outcomes observed included:

- six community homestay businesses in Vietnam whose business incomes rose from zero to USD 1116 per month
- a Philippines NGO whose social enterprise income rose from 20% to around 30% of total income helping 200 children to be provided shelter
- a family bakery in rural Philippines which more than doubled in size and now provides a steady income to a disadvantaged family.

Australian Volunteer Dante Tagle (L) with counterparts during his AVID assignment with Makabata Nature Farm, Quezon, the Philippines



CASE STUDY

Making a difference through small business capacity building in rural Philippines

Roscini Eugenio beams as she shows the building extension which has doubled the size of her bakery and grocery shop in Roxas on the Philippines island of Mindoro. “Dante’s ideas and the skills he taught us were really important in making our business grow” she says. Australian volunteer Dante Tagle had worked with Roscini and her husband Estoy during three consecutive assignments through the Australian Volunteers for International Development (AVID) program at the nearby *Gelacio I Yason Foundation Family Farm School*.

A key element of the School’s curriculum is called the Family Enterprise Program (FEP). This innovative program sees the school educating students about small business development, and working with students’ families to build up feasible and sustainable family businesses through training, mentoring and occasional soft loans. The Eugenios’ bakery is one of the school’s success stories.

Dante’s three assignments were focused on building the Farm School’s capacities in business education and social enterprise development, with a particular emphasis on strengthening the FEP. As part of his work on the FEP Dante mentored the Eugenios on basic business management skills, going back to the bakery on each assignment.

“When we started four years ago the business was very small, with only a few items, but learning from Dante we were able to manage our finances well and come up with strategies to manage our capital” says Roscini. An example of the relatively basic but important changes the Eugenios made was to give set salaries to themselves as well as to their bakers and delivery person. Previously cash for daily expenses was taken directly from the shop’s cash box with no accounting of income or expenses.

In the words of Mina Ballesteros, Director of the School (which has also provided support to the Eugenios) “this advice is quite simple but it helps a lot. Now they can really know what they are earning”. For Roscini “(t)his was a big help because we were able to learn how to manage our capital. It’s not mixed with our needs for the family, so we were able to make it grow and use it efficiently.”

Madam Ballesteros also believes that having repeat assignments can help maintain and reinforce lessons learned. “These sorts of business skills are difficult



to master the first time.” “I would tell them Dante is coming, and he will look at what you are doing, so they were encouraged. Also sometimes you need that extra push so as to not backslide.”

The progressive change in the Eugenios’ bakery business exemplifies how multiple short-term assignments by skilled business volunteers can generate change over time. The Eugenios’ bakery was just one of many local small businesses, from banana plantations to organic rice farms, which benefited from Dante’s assignments with the School. The improvements to these businesses demonstrate how working with local community organisations on business projects can

Thanks to Dante Tagle’s 3 AVID assignments Roscini and Estoy Eugenio say their bakery business has doubled in size.

provide leverage to bring about change to the wider community.

Dante’s assignments were delivered under the Australian Volunteers for International Development (AVID) program – an Australian Government initiative. Each assignment was developed by Australian Business Volunteers who are working in consortium with Scope Global, a delivery partner of the AVID program.

**Australian
Volunteers**
FOR INTERNATIONAL
DEVELOPMENT

”

“This advice is quite simple but it helps a lot. Now they can really know what they are earning.”

Foundational activities, outputs and organisational and community outcomes delivered through partnerships for small business

In alignment with ABV's mission all of the partnership-based development projects which ABV undertook in 2015-16 focused on strengthening small business.

YES model programs

ABV delivered three Your Enterprise Scheme (YES) small business training and mentoring programs. Each YES took place over four weeks and was delivered by two highly experienced business volunteers.

The first YES in 2015-16 took place in Port Moresby, Papua New Guinea (PNG). It had 16 participants, all women who were already in business, but in a variety of sectors including clothing retail, catering, and jewellery-making among others. All participants reported significant increases in their knowledge of business skills such as SWOT, business planning, cash-flow and financial statements. It appears certain that participants will be putting what they learnt into practice. Julie Veali of Tee Laa Dee Catering for example said: "This program is exactly what we need to do business here in PNG. Without this program I could never be a success in business."

The second YES took place in East New Britain, PNG. It was completed by 14 participants, all managers from small retail, service and tourism businesses and associations. Upon completing the YES a large majority of participants felt they had either a good or an excellent level of understanding of all the business skills covered in program. It appears likely that the YES will have long-term outcomes,

with one participant saying; "We've had trainers before - but it has never stuck in - now I understand."

The third YES took place in Lombok, Indonesia and had 23 participants. Due to its importance to the Lombok economy, this YES was designed to meet the needs of the tourism and hospitality industry. As with the other YES programs participants reported significantly increased knowledge of basic business skills. An example of the positive feedback received was given by a young entrepreneur who had recently launched a cosmetics business called Tropicalola, "The workshops and our meetings have opened up my mind."

This financial year ABV sought to monitor and evaluate the impact of some previous YES programs on communities. In a number of cases there was evidence of improved and sustainable economic and social conditions and former YES participants who acknowledged the YES program's contribution to these changes. In one particularly clear example a former participant described how the number of students at his private Community Learning Centre in the PNG highlands had risen from 30 to 350, and that his participation in a YES was one of the factors in the Centre's success.

Women in Business Development Inc. transition to social enterprise

ABV's project with Women in Business Development Inc. (WIBDI) is focused on assisting the organisation to transition from a traditional non-government organisation to a social enterprise model. ABV placed a business volunteer with WIBDI to help develop a business plan, and provide upskilling through planning and training processes relating to business principles. At least one follow-up assignment is planned for 2016-17.

Highland Products Limited business improvement project

ABV provided a volunteer to deliver training for this PNG small business focusing on merchandising, customer service, presentation and communication skills, handling of complaints and teamwork.

Australian Volunteer Trish Hodgson & her counterpart during her third AVID assignment with CraftBeauty, Hanoi, Vietnam



CASE STUDY

A partnership project delivers for Papua New Guinean businesswomen

One of the most exciting projects ABV delivered this year was the Your Enterprise Scheme (YES) for women, in partnership with the Papua New Guinea Women's Chamber of Commerce and Industry and funded by a variety of individual and business donors. YES is ABV's four-week small business mentoring and training model. Delivered by skilled business volunteers the model focuses on workshops such as business planning, financial management, marketing, managing employees and risk analysis and is coupled with one-on-one mentoring. The 16 Papua New Guinean women who participated were already operating small businesses, and worked in a variety of sectors such as clothing retail, real estate, catering, and jewellery making among others. Participants were chosen due to their experience as well as their enthusiasm to learn new skills to enable them to grow their businesses.

At the conclusion of the project the participants were overwhelmingly positive about what they had learnt. Ray who is in real estate said it was "(o)ne of the best programs I've ever attended", while Julie who runs a small catering business said, "this program is exactly what we need to do business here in PNG". However this was not the end of ABV's engagement with the participants. In line with ABV's Monitoring Evaluation Reporting and Improvement (MERI) Framework, ABV reached out to the women one year after the program took place to understand the outcomes the program brought for their businesses. Every single responding participant felt that the YES had been valuable for them and their business. All participants bar

one had seen their business profits rise, with the latter attributing this to a family illness and a corresponding inability to focus on the business.

While the level of change varied from business to business, there was a clear view amongst responders that the YES had had an impact, with all responders believing that the skills they had learnt had improved the efficiency of their business. Amongst the most enthusiastic was Janet, who prior to the YES was a sole trader running a property valuations business out of her home. She was adamant that the skills she had learnt during the YES had significantly improved the efficiency of her business. Participating in the YES improved

her financial management, resources management, and overall confidence meaning the performance of her business was much higher. In the year following the YES Janet said her business "grew from strength to strength" and she was able to obtain loans and hire two employees.

In Janet's words "(b)efore the ABV YES my business was to me not a business, more like working for bread and butter, but now there is a total makeover for my business."

Sharon Valentine (L) & Bea Duffield (R) with small business owner Rita Jaima (C) during a Your Enterprise Scheme program for women in Port Moresby





ABV's Sarah O'Connor and PNG Dept of Finance Secretary Ken Ngangan with an MOU between the two organisations

Foundational activities, outputs and organisational outcomes delivered through partnerships with institutions

In line with ABV's mission the organisation worked to strengthen institutions to enable a strong and vibrant sector in 2015-16.

Bank of Papua New Guinea program

Following on from the four assignments undertaken by ABV volunteers in 2014-15, ABV delivered another four assignments with the Bank of Papua New Guinea (PNG) this financial year. The initial two assignments focused on business analysis. The main outcome of the assignments was the creation and training of a project team which will eventually analyze all bank procedures to determine whether they can be accomplished in a more efficient manner.

The other two assignments were with the Bank's Department of Human Resources (HR) and focused on improving key HR policies and processes (recruitment, performance management, remuneration) and then developing an implementation plan. Through these assignments the volunteer built the skills and confidence of HR staff. The Bank has now begun to take the implementation plan forward.

Department of Finance of Papua New Guinea Government program

This financial year ABV delivered an initial assignment with the PNG Department of Finance. This assignment focused on reviewing and providing advice in relation to departmental communications. It resulted in a report into internal and external communication and reporting mechanisms, as well as procedural and statutory reporting obligations.

Several more assignments in other areas are planned in the new financial year.

Securities and Exchange Commission of Cambodia program

Following on from a large number of assignments in previous years, ABV delivered an assignment with the Securities and Exchange Commission of Cambodia (SECC) which resulted in a master plan for the development of the country's securities market.

Mambisanda Hospital development scoping study

ABV placed three volunteers on an initial scoping project which produced recommendations around capacity building of the Mambisanda Hospital in Enga province PNG, in partnership with Wapenamanda District Administration.

Employees of Craftbeauty with all they have learnt during Australian volunteer Trish Hodgson's 3 assignments, Hanoi, Vietnam



Foundational activities, outputs and organisational outcomes achieved through the implementation of corporate pro bono programs

In 2015-16 ABV implemented several IBM Corporate Service Corps (CSC) and Smarter Cities Challenge (SCC) programs, continuing a partnership that began in 2008.

Corporate Service Corps

The CSC program helps communities around the world solve critical problems while providing IBM employees unique leadership development opportunities. By sending groups of 10 - 15 individuals from different countries for community-based assignments in emerging markets, the program has helped over 140,000 people since its inception.

In 2015-16 ABV supported 36 IBM employees deployed in three CSC teams to Quezon City - the Philippines, Vung Tau - Vietnam, and Wuhu - China. These teams completed 11 varied projects, from assisting Wuhu Huamei Filtration & Purification Technology Co with business management systems and marketing strategy development, to helping the Philippines National Economic and Development Authority with youth unemployment data analytics and research.

Of those client organisations which reported, all advised that project objectives had been mostly or fully achieved, and all believed that recommendations provided by the IBM employees were likely or highly likely to be implemented. Common outputs and outcomes of hosting CSC teams were reported as a business or strategic plan,

improved product quality, an increased capacity to offer services, and general organisational improvements.

Smarter Cities Challenge

The SCC program deploys top IBM experts to help cities around the world address their most critical challenges. Teams are put on the ground for three weeks to work closely with city leaders and deliver recommendations on how to make the city smarter and more effective.

In 2015-16 ABV supported 15 IBM employees deployed in three SCC teams to Huizhou - China, Melbourne - Australia and Surat - India.



IBM employees with counterparts during the CSC project in Vung Tau, Vietnam



IBM CSC Philippines 15 in Quezon City July 24 - August 21, 2015

A round table session between IBM employees and their counterparts during the IBM program in Vung Tau, Vietnam



MERI Outcome 2

Strong Volunteer Integration¹

In alignment with ABV's Monitoring Evaluation Reporting and Improvement (MERI) Framework, in 2015-16 ABV recruited and mentored an engaged community of volunteers with core business skills.

MERI OUTCOME 2

Foundational activities

Volunteers with core business skills recruited and mentored

At the end of the financial year ABV had a total of 529 registered volunteers. Reflective of ABV's strategy of recruiting volunteers with core business skills and experience, the most common occupation of ABV's volunteers were 'Business Administration Managers, Chief Executives, General Managers and Legislators'. The average age of ABV registered volunteers was 57. All new volunteers underwent a registration process which included interviews, background checks and discussions with host organisations. ABV's volunteers were mentored through online training, pre-departure briefings, ongoing engagement with project managers during assignments, and via post-assignment de-briefs.

An engaged volunteer community

Reflecting the enthusiasm of ABV's volunteers as well as ABV's strategy of engaging the volunteer community 78% of assignments were undertaken by volunteers who had previously undertaken an assignment with ABV. With more than 77% of volunteers extremely or

very satisfied with their volunteering experience and 100% of volunteers saying they would volunteer again, there is a clear desire amongst the volunteer community to stay engaged.

ABV maintained close engagement with the volunteer community via a steady flow of content relevant to international volunteering through its social media channels, monthly volunteer newsletter and quarterly *Perspectives* magazine.

Outputs and organisational and community outcomes

As described in the improved socio-economic conditions section of this report ABV's volunteers have been successful in a building capacity and active in the business growth of the organisations with which they worked. This was achieved in culturally sensitive manner. All ABV registered volunteers who went on assignment in 2015 -16 were required to undertake online cultural training, and their ability to undertake capacity building in culturally sensitive ways was continuously assessed during assignment and via post-assignment de-briefs.

Volunteers were also integral in promoting learning and informing the design and delivery of programs. Three volunteers undertook a scoping study for ABV on a potential partnership-based program of mentoring and capacity building of the Mambisanda Hospital in Wapenamanda, PNG. In addition two volunteers accompanied an ABV staff member on a feasibility study of the potential for a multi-year capacity building program for small and medium enterprises to be delivered under the ASEAN-Australia-New Zealand Free Trade Agreement. In Australia several volunteers took a lead role in assessing and updating ABV's Your Enterprise Scheme (YES) small business training and mentoring model, and another volunteer undertook an extensive review of post-assignment arrangements.

1. The information in this section relates to ABV registered volunteers rather than corporate employees on pro bono programs.

ABV staff and Australian volunteer Trish Hodgson (3rd from left) with Craftbeauty staff



MERI Outcome 3

Community–Driven Partnerships

Foundational activities, outputs and organisational and community outcomes

In alignment with ABV's Monitoring Evaluation Reporting and Improvement (MERI) Framework, in 2015-16 ABV established and nurtured partnerships with organisations in Australia, and internationally who share ABV's mission and values.

To ensure alignment with ABV's mission and values the CEO instigated a due diligence process for all potential partners from the private sector. ABV ensured that all new partnerships were community-driven by working closely with business, government and communities to determine local priorities and design projects. The medium term objective of all new partnerships was the improvement of business and organisational practices with the long-term goal of measured community impact.

New partners in 2015-16

ASEAN Secretariat

In October 2015 ABV undertook a ten-day fact-finding mission with the ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA) Support Unit (ASU) to test the feasibility of a multi-year capacity building program for small and medium enterprises (SME) in Cambodia, Lao PDR and Myanmar. The mission resulted in a proposal for five possible projects which were subsequently agreed to by the AANZFTA countries.

AVI

For the first time ABV began working in consortium with AVI on the implementation of the Australian Volunteers for International Development (AVID) program.

The Body Shop International

This year ABV signed an exciting agreement with international cosmetics business, The Body Shop International. Under this agreement ABV is initially assisting the Samoa-based Women in Business Development Inc. (WIBDI), a community organisation with which The Body Shop International works through its Community Trade sourcing programme.



Australian Volunteer Anna Campbell (C) working with locals on the design of a village visit tour during her AVID assignment with Egwalau Tours, Milne Bay PNG

Coffee Industry Corporation of Papua New Guinea

ABV and the Coffee Industry Corporation (CIC) established a memorandum of understanding this financial year. CIC has statutory powers under Papua New Guinea (PNG) law and exists to support development of the multi-million kina PNG coffee industry and maximise financial returns to all players in the industry within PNG. The MOU envisions ABV delivering short-term repeat assignments in response to needs identified by CIC to assist with achieving their strategic intent.



The medium term objective of all new partnerships was the improvement of business and organisational practices with the long-term goal of measured community impact.

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

The German foreign aid agency GIZ contracted ABV to deliver a small business training and mentoring project using ABV's Your Enterprise Scheme model in Lombok, Indonesia in March 2016.

Highland Products Limited

ABV partnered with Highland Products Limited in 2015-16 to deliver a business improvement project. Highland Products is a 100% PNG family-owned and operated company, specialising in poultry products.

Pacific Business Investment Facility

ABV signed a memorandum of understanding with the Pacific Business Investment Facility (BIF) an advisory service for Pacific island businesses requiring commercial finance for growth, diversification, or consolidation of their businesses, established by the Asian Development Bank and the Australian Government.

Pacific Islands Trade and Invest

ABV and Pacific Islands Trade and Invest (PITI) this year signed a memorandum of understanding to work together for the economic and sustainable development of Pacific islands countries. PITI also contributed significant funding to ABV's Your Enterprise Scheme (YES) for Women in Port Moresby.

Papua New Guinea Department of Finance

ABV and the Papua New Guinea Department of Finance entered into a three-year institutional strengthening partnership this year. The partnership aims to strengthen the institutional capacity of the Department of Finance to deliver enhanced Public Finance Management across the public sector in PNG.

Papua New Guinea Women's Chamber of Commerce & Industry

ABV and the Papua New Guinea Women's Chamber of Commerce & Industry (PNGWCCI) have developed a close relationship this financial year, with PNGWCCI raising the majority of funds to deliver the YES for Women in Port Moresby.

Provincial Government of East New Britain, Papua New Guinea

ABV and the Provincial Government of East New Britain delivered the first project under a previously signed agreement this financial year.

Virgin Australia

Virgin Australia kindly provided return flights for a number of volunteers in PNG and the relationship continues in 2015-16.

Memberships

In 2015-16 ABV maintained its membership of a variety of sectoral organisations including the Australia-Pacific Islands Business Council, Australia-Papua New Guinea Business Council, Australia-Fiji Business Council, Australia-Indonesia Business Council, as well as the Australian Council for International Development.



Jan Norton during the YES model program delivered in partnership with GIZ in Lombok, Indonesia

MERI Outcome 4

Strong Organisational Capacity

In alignment with ABV's Monitoring Evaluation Reporting and Improvement Framework, in 2015-16 ABV worked as an efficient, innovative and engaged team supported by ethical policies, practices and processes to implement ABV's strategic direction.

The statistics indicate that ABV is overwhelmingly meeting the expectations of key stakeholders:

- 96% of host organisations report they would use ABV's services again
- 100% of host organisations say they would recommend ABV to others
- 80% of host organisations view the ability of ABV volunteers to transfer skills to be excellent or very good
- 97% of volunteers viewed the level of support provided by ABV during their assignment to be adequate.

Ethical policies, practices and processes

In 2015-16 a non-executive board governed ABV in accordance with ABV's Constitution to ensure accountability and transparency in all its operations. ABV has a full suite of policies on matters including child protection, gender, disability, sustainability and human rights among many others. As a member of Australian Council for International Development (ACFID), ABV continued to be a signatory to the ACFID Code of Conduct. All projects undertaken by ABV reflected the standards and practices expected of ACFID members.

An efficient, innovative and engaged team

ABV's team includes the chair, board volunteers, members and employees.

CHAIR

- Fiona Jolly

DIRECTORS

- Frances Healy
- Ilan Rimer
- John Field
- Mark Epper
- Susan Kluss



Australian volunteer Philip Tremethick with wife Janet during Philip's AVID assignment with the Peace and Development Aid Organisation, Cambodia

In accordance with the ABV Constitution, the board met regularly throughout the year to determine the overall strategic direction and policies of the organisation.

MEMBERSHIP

As at 30 June 2016, ABV had 387 members and eight organisational members.

The vast majority of ABV members were previous volunteers who have completed at least one assignment. ABV members received regular updates regarding ABV activities, were invited to participate in the Annual General Meeting, and have demonstrated a commitment to the objectives of ABV under its Constitution.

EMPLOYEES

Under the direction of the CEO, ABV's employees implemented its strategic direction efficiently and innovatively, successfully navigating strategic changes including a modified mission, new partnerships, changed funding arrangements, and the execution of the MERI Framework. To do so, ABV was supported by an executive team and organisational structure that focused on corporate affairs, business development, international services and public affairs.

Table of all Volunteers & Assignments



AUSTRALIA

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Christopher Molloy	Smarter Cities Challenge	Melbourne SCC	IBM
Elaine Murphy	Smarter Cities Challenge	Melbourne SCC	IBM
Johnathan Birdsall	Smarter Cities Challenge	Melbourne SCC	IBM
Rebecca Carroll	Smarter Cities Challenge	Melbourne SCC	IBM
Sandeep Goel	Smarter Cities Challenge	Melbourne SCC	IBM



CAMBODIA

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Andrew Whittaker	Public Relations Advisor	Live & Learn Environmental Education Cambodia	AVID
Bevan Sharp	Tourism Business Development Advisor	Conservation International	AVID
David Gregory	Feasibility Project	AANZFTA	Partnership
Garry Kennedy	Business Development Advisor	SRSI	AVID
Henry (Hal) Judge	Strategic Planning Advisor	Cambodian Mine Action and Victim Assistance Authority	AVID
Leah Furey	Sales and Marketing Advisor	Sam Veasna Center for Wildlife Conservation	AVID
Liane Arno	Performance Management Advisor	Cambodia Centre for Independent Media	AVID
Martin Venier	Securities Market Development Master Plan Expert	Securities and Exchange Commission of Cambodia	Partnership
Matthew Stone	Organisational Development Advisor	SHE Investments	AVID
Peter Buckley	Project Management Advisor	Cambodian Mine Action and Victim Assistance Authority	AVID
Peter Charlton	Feasibility Project	AANZFTA	Partnership
Philip Tremethick	Business Plan Advisor	Peace and Development Aid Organisation	AVID
Philip Tremethick	Financial Advisor	Pracheacheat Finance	AVID
Simon Prattley	Social Enterprise Advisor	Cambodian Volunteers for Community Development	AVID



Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Alexandre Graziano Reboucas	Strategic Business Planning: products integration and optimization	Anhui Guyuan Swan Special Type Farming Pty Ltd	IBM
Ann De Jonhe	Strategic Business Planning: products integration and optimization	Anhui Guyuan Swan Special Type Farming Pty Ltd	IBM
Chuka Okechukwu	Strategic Business Planning: products integration and optimization	Anhui Guyuan Swan Special Type Farming Pty Ltd	IBM
Claudia Ziegler	Smarter Cities Challenge	Huizhou SCC	IBM
Emmanuelle Rousseau	Staff Training & Marketing Strategy Development	Wugu Tangwang Information & Technology Pty Ltd	IBM
Kaaren Koomen	Smarter Cities Challenge	Huizhou SCC	IBM
Kelsilene Alves Farias Moreira	Business Management Systems and Marketing Strategy Development	Whu Huamei Filtration & Purification Technology Co Ltd	IBM
Madhavi Shanmugam	Staff Training & Marketing Strategy Development	Wugu Tangwang Information & Technology Pty Ltd	IBM
Mark S. Walker	Business Management Systems and Marketing Strategy Development	Whu Huamei Filtration & Purification Technology Co Ltd	IBM
Mattias Molin	Staff Training & Marketing Strategy Development	Wugu Tangwang Information & Technology Pty Ltd	IBM
Ravishankar Suddekuntenanjundara	Smarter Cities Challenge	Huizhou SCC	IBM
Susan Jischke	Staff Training & Marketing Strategy Development	Wugu Tangwang Information & Technology Pty Ltd	IBM
Susan Schreitmüller	Smarter Cities Challenge	Huizhou SCC	IBM
Susruthan Kizhakkethara	Business Management Systems and Marketing Strategy Development	Whu Huamei Filtration & Purification Technology Co Ltd	IBM
Tami Brisland	Strategic Business Planning: products integration and optimization	Anhui Guyuan Swan Special Type Farming Pty Ltd	IBM
Xiao Zhou Hong	Smarter Cities Challenge	Huizhou SCC	IBM



Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Christopher Johns	IT and Web Designing Expert	Medical Services Pacific	AVID
Kerry Wills	Organisational Sustainability Advisor	Spinal Injury Association Fiji	AVID
Mervyn (Allan) Cann	Strategic Development Advisor	Fiji Indigenous Business Council	AVID
Peter Corless	Financial Management Advisor	People's Community Network	AVID
Robert Laird	Business Marketing Advisor	Nawaitavou Virgin Oil Company	AVID
Stephen Cooper	Database Training Advisor	People's Community Network	AVID



Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Gail H Zarick	Smarter Cities Challenge	Surat SCC	IBM
Jamshid Vayghan	Smarter Cities Challenge	Surat SCC	IBM
Laurie Daut	Smarter Cities Challenge	Surat SCC	IBM
Maureen Townsend	Smarter Cities Challenge	Surat SCC	IBM
Richard A Ernst	Smarter Cities Challenge	Surat SCC	IBM

INDONESIA

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Allan Kindt	Lombok Tourism SME Support	GIZ Indonesia	Partnership
Beatrice Duffield	Business Strategy Advisor	Yayasan Cipta Mandiri (YCM) - SOLA Kreatif Media	AVID
Janice Norton	Lombok Tourism SME Support	GIZ Indonesia	Partnership
John Cartwright	Project Management Advisor	PDAM Tirtawening Kota Bandung	AVID
Michael Dorahy	Data Analytics Advisor	PDAM Tirtawening Kota Bandung	AVID
Michael Gehling	Organizational IT Advisor	Yayasan Pengembangan Biosains dan Bioteknologi	AVID
Robert Hill	Business Development Advisor	Yayasan Peduli Kemanusiaan	AVID

LAO PDR

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Colin Tan	Marketing and Business Management Advisor	Lao Disabled Women Development Center	AVID
Emi Weir	Social Enterprise Advisor	SENGSAVANG	AVID
Geraldine Davis	Community Based Tourism Advisor	Department of Information, Culture and Tourism, Luang Prabang	AVID
John Holman	Production Planning Advisor	Quality of Life Rehabilitation Association	AVID
Julienne McKay	Communications and Advocacy Advisor	The Lao Disabled Peoples Association	AVID
Kathryn da Costa	Tourist Site Management Advisor	Department of Information, Culture and Tourism, Luang Prabang	AVID
Richard Goldberg	Communications and External Relations Advisor	Lao Business Women's Association	AVID



PHILIPPINES

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Anita Govindjee	Data Analytics and Dashboard Development	DSWD	IBM
Ankita Nayak	National Online Feedback Systems	NEDA	IBM
Anne-Marie chiasson	Project Management for Community Development	DSWD	IBM
Anthony Critchley	Organic Certification and Marketing Adviser	Central Bicol State Uni of Agriculture	AVID
Caroline Rocha De Araujo Silva	National Online Feedback Systems	NEDA	IBM
Cuauhtli Alfonso Tello Saldana	Youth Unemployment Data Analytics and Research	NEDA	IBM
Dante Tagle	Social Enterprise Marketing Advisor	Gelacio I. Yason Foundation-Family Farm School, Inc.	AVID
Dante Tagle	Business Development Adviser (farm-based social enterprise)	Bahay Tuluyan	AVID
Denis Ruzak	Data Analytics and Dashboard Development	DSWD	IBM
Earl Dacanay	Program Strategy Review Adviser	Department of Education - Division of Camarines Sur	AVID
Heinz Matti	IT Advisor	Office of the Project Development Services - Department of the Interior and Local Government	AVID
Henry (Hal) Judge	Human Resource Development Advisor	National Federation of Cooperatives of Persons with Disability	AVID
Jeremy Nicolas	Project Management for Community Development	DSWD	IBM
Karen Siles	Youth Unemployment Data Analytics and Research	NEDA	IBM
Masaru Sugiyama	Youth Unemployment Data Analytics and Research	NEDA	IBM
Oussama Barkia	National Online Feedback Systems	NEDA	IBM
Qiang Huang	Youth Unemployment Data Analytics and Research	NEDA	IBM
Rennard Murugan	Data Analytics and Dashboard Development	DSWD	IBM
Timothy Bierly	Project Management for Community Development	DSWD	IBM



Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Aian Fleming	Sales and Marketing Trainer	Highland Products Ltd	Partnership
Beatrice Duffield	YES Program	PNG Women's Chamber of Commerce and Industry	Partnership
Belinda Jones	Health Scoping Project	Wapenamanda District Administration	Partnership
Charmaine Belfanti	Governance Advisor	Bougainville Women's Federation	AVID
Deborah Anderson	Communications and Reporting Advisor	PNG Department of Finance	Partnership
Fiona Carr	Business Planning Advisor	Hako Women's Collective	AVID
Gordon Stevens	Health Scoping Project	Wapenamanda District Administration	Partnership
Gregory Curtis	Information Technology Advisor	Kokopo - Vunamami Urban Local Level Government	AVID
Liane Arno	YES Program 1	East New Britain Provincial Administration	Partnership
Mark Greenshields	Business Development Advisor	Coffee Industry Corporation Limited	AVID
Matthew Stone	YES Program 1	East New Britain Provincial Administration	Partnership
Nina Boydell	Small Business Trainer	Bougainville Women's Federation	AVID
Peter Merrett	Health Scoping Project	Wapenamanda District Administration	Partnership
Philip Pambai	Finance and Administration Advisor	Touching the Untouchables	AVID
Roy Ranney	Business Analyst 2	Bank of Papua New Guinea	Partnership
Roy Ranney	Business Analyst	Bank of Papua New Guinea	Partnership
Sharon Valentine	Business Mentor for Cafe	Bougainville Women's Federation	AVID
Sharon Valentine	Café Management Trainer	Bougainville Women's Federation	AVID
Sharon Valentine	YES Program	PNG Women's Chamber of Commerce and Industry	Partnership
Shelley Jones	Strategic HR Review	Bank of Papua New Guinea	Partnership
Shelley Jones	HR Review 2	Bank of Papua New Guinea	Partnership
Susan McCuaig	Creative Design and Marketing Trainer	National Fisheries College	AVID
Timothy Barker	Accounting Trainer	Hako Women's Collective	AVID



Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Suzanne Blair	Business Planning Advisor	Women in Business Development Inc	Partnership

SOLOMON ISLANDS

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Mary Fathers	Financial Management and MYOB Trainer	Global Printing Pty Ltd	AVID
Peter Corless	Audit and Management Advisor	Baoro & Associates	AVID
Robert Laird	Marketing Development Advisor	Kokonut Pacific Solomon Islands Ltd	AVID
Rona Taylor	Product Development Advisor	Kokonut Pacific Solomon Islands Ltd	AVID
Roseline Deleu	Market Analysis Expert	Solomon Islands Home Finance Ltd	AVID

VANUATU

Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Elizabeth Reece	Small Business Development Advisor	Vanuatu Chamber of Commerce and Industry	AVID
Jane Bateson	Business Centre Operations Advisor	Department of Women's Affairs	AVID
Jennifer Cavill	Graphic Design Advisor	Public Works Department	AVID
Nick Gorshenin	Organisational Strategy Advisor	Wan Smolbag Theatre	AVID
Pauline McCarthy	Organisational Sustainability Advisor	Ministry of Justice and Community Services	AVID
Sarah Allen	Graphic Arts Specialist	Department of Energy	AVID
Thomas Voigt	Policies & Procedure Advisor ? Catering Services	Air Vanuatu	AVID
Timothy Barker	Financial Trainer	ProMedical - VEMSA	AVID

Australian volunteer Robert Hill (L) working with counterparts during his AVID assignment at YPK in Bali





VIETNAM

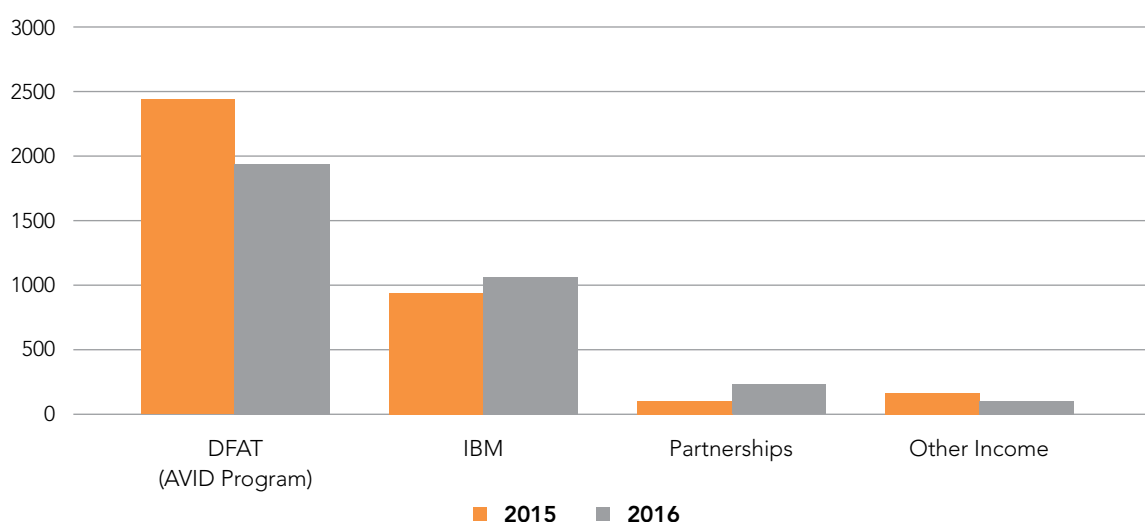
Volunteer	Assignment/Project Name	Host Organisation	Assignment Type
Alekhyia Telekicherla	Environmental Data Analytics Management	Ba Ria Vung Tau Department of Natural Resources and Environment	IBM
Beeka Campbell	Online Marketing and IT Security	Ba Ria Vung Tau Department of Natural Resources and Environment	IBM
Daniel Enright	Environmental Data Analytics Management	Ba Ria Vung Tau Department of Natural Resources and Environment	IBM
Debra Bakker	Business Management Advisor	Coins for Changes Vietnam	AVID
Donn Berghofer	Monitoring and Evaluation Development Advisor	Centre for Sustainable Rural Development	AVID
Geraldine Pasqual	Marketing Advisor	Vietnam Chamber of Commerce and Industry - Can Tho	AVID
Gillian Morgan	Human Resource Advisor	Vietnam Chamber of Commerce and Industry (VCCI) - Danang Branch	AVID
Guilherme Barbosa Rodriques	Environmental Data Analytics Management	Ba Ria Vung Tau Department of Natural Resources and Environment	IBM
Itzel Jazmin Chavez Ceron	Project Management	Ba Ria Vung Tau Development Investment Fund	IBM
John Tapper	Business Implementation Advisor	Centre for Rural Development in Central Vietnam	AVID
Kerry Wills	Funding Proposals Advisor	Center for Research and Education of the Deaf and Hard of Hearing	AVID
Michael De Jonge	Project Management	Ba Ria Vung Tau Development Investment Fund	IBM
Michelle Trinder	Marketing Strategy Development and Communications	Bia Ria Vung Tau Sewearge and Development Company Ltd	IBM
Parul Rathi	Online Marketing and IT Security	Ba Ria Vung Tau Department of Natural Resources and Environment	IBM
Peter Button	Community Based Tourism Marketing Advisor	Australian Foundation for the Peoples of Asia and Pacific	AVID
Peter Button	Marketing Advisor	Vietnam Pangasius Association	AVID
Peter C. Serisky	Marketing Strategy Development and Communications	Bia Ria Vung Tau Sewearge and Development Company Ltd	IBM
Philip Herrick	Social Enterprise Business Planner	Centre for Sustainable Development Studies	AVID
Robert Eadie	Marketing and Branding Advisor	Centre for Indigenous Knowledge Research and Development	AVID
Sayatani Ghosh	Project Management	Ba Ria Vung Tau Development Investment Fund	IBM
Stacia E. O'Neil	Online Marketing and IT Security	Ba Ria Vung Tau Department of Natural Resources and Environment	IBM
Trish Hodgson	Product and Quality Improvement Advisor (Handicraft)	Craftbeauty	AVID
William Wood	Business Development Advisor	Centre for Social Research and Development	AVID

Financial Report

Australian Business Volunteers Limited (as Trustee for the AESOP Foundation) recorded an operating surplus of \$63,532 for the 2015-16 financial year.

Total revenue for the year declined by 7.8% to \$3,377,419 of which 58% was received from the Department of Foreign Affairs and Trade (DFAT) under the Australian Volunteers for International Development (AVID) program. A further 32% of revenue was received from IBM to deliver programs under their Corporate Service Corps and Smarter Cities Challenge programs. The remaining revenue was derived from our other domestic and international partners (7%) and other income (3%).

Source of revenue (\$'000)



6.7%  **Increase in Net Assets**

7.8%  **Decrease in Revenue**

$$\text{CURRENT RATIO}^* = \frac{\text{CURRENT ASSETS}}{\text{CURRENT LIABILITIES}} = \frac{1,376,118}{357,206} = \mathbf{3.9} \text{ (2015=2.1)}$$

* The current ratio is a measure of a company's liquidity and a ratio greater than 1.0 indicates that a company can meet its short term obligations.

Australian Business Volunteers Limited as Trustee for the AESOP Foundation

ABN 89 008 612 431

DIRECTORS' DECLARATION

In accordance with a resolution of the directors of Australian Business Volunteers Limited, the Trustee Company for the AESOP Foundation, the Directors declare that:

1. The financial statements and notes present fairly the Trust's financial position as at 30 June 2016 and its performance for the year ended on that date in accordance with Australian Accounting Standards and the requirements of the Australian Charities and Not-for-profits Commission Act 2012; and

2. In the directors' opinion, there are reasonable grounds to believe that the Trust will be able to pay its debts as and when they become due and payable.

For and on behalf of the board of Australian Business Volunteers Limited

Director
Fiona Joky

Director
Mark Epper

17 October 2016



INDEPENDENT AUDITOR'S REPORT ON THE CODE OF CONDUCT SUMMARY FINANCIAL REPORT

TO THE TRUSTEES OF AESOP FOUNDATION (ABN 89 008 612 431)

The accompanying Code of Conduct summary financial report, which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and table of cash movements for designated purposes for the year then ended and related notes, is derived from the audited financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation (the trust), for the year ended 30 June 2016. We expressed an unmodified audit opinion on that financial report in our report dated 17 October 2016.

The Code of Conduct summary financial report does not contain all the disclosures required by Australian Accounting Standards. Reading the Code of Conduct summary financial report, therefore, is not a substitute for reading the audited financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation.

Management's Responsibility for the Code of Conduct Summary Financial Report
Management is responsible for the preparation of the Code of Conduct summary financial report on the basis described in Note 1, which is to comply with the reporting guidelines as set out in the ACFID Code of Conduct.

Auditor's Responsibility

Our responsibility is to express an opinion on the Code of Conduct summary financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Auditor's Opinion

In our opinion, the Code of Conduct summary financial report derived from the audited financial report of Australian Business Volunteers Limited as trustee for AESOP Foundation for the year ended 30 June 2016 is consistent, in all material respects, with that audited financial report, and is in accordance with the reporting guidelines as set out in the ACFID Code of Conduct.

Selina Stanford
Audit Director

Dated: 17 October 2016

SYNERGY GROUP AUDIT PTY LTD

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CODE OF CONDUCT SUMMARY FINANCIAL REPORT
STATEMENT OF FINANCIAL POSITION - AS AT 30 JUNE 2016

	2016 \$	2015 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	621,636	1,121,065
Trade and other receivables	736,949	570,158
Other assets	17,533	120,097
TOTAL CURRENT ASSETS	<u>1,376,118</u>	<u>1,811,320</u>
NON CURRENT ASSETS		
Property, Plant and equipment	24,419	36,907
TOTAL NON CURRENT ASSETS	<u>24,419</u>	<u>36,907</u>
TOTAL ASSETS	<u>1,400,537</u>	<u>1,848,227</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	110,871	52,174
Unearned revenue	127,016	725,017
Provisions	119,319	94,987
TOTAL CURRENT LIABILITIES	<u>357,206</u>	<u>872,178</u>
NON CURRENT LIABILITIES		
Provisions	24,804	21,054
TOTAL NON CURRENT LIABILITIES	<u>24,804</u>	<u>21,054</u>
TOTAL LIABILITIES	<u>382,010</u>	<u>893,232</u>
NET ASSETS	<u>1,018,527</u>	<u>954,995</u>
EQUITY		
Settlement capital	10	10
Retained earnings	1,018,517	954,985
TOTAL EQUITY	<u>1,018,527</u>	<u>954,995</u>

At the end of the financial year, the Trust had no balance in the following categories: Inventories, Assets held for sale, Other financial assets (current or non-current), Non-current trade and other receivables, Investment property, Intangibles, Other non current assets, Borrowings (current or non-current), Current tax liabilities, Other financial liabilities (current or non-current), Other liabilities (current or non-current), Reserves.

CODE OF CONDUCT SUMMARY FINANCIAL REPORT

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
REVENUE		
Donations and gifts		
Non-monetary	50,094	57,295
Monetary	<u>24,949</u>	<u>4,892</u>
	75,043	62,187
Grants		
Department of Foreign Affairs and Trade	1,945,674	2,426,305
Other overseas	<u>1,161,835</u>	<u>1,004,484</u>
	3,107,509	3,430,789
Other Income		
Investment income (interest received)	6,814	8,566
Other income	185,353	67,133
Unrealised gain on foreign exchange	<u>2,700</u>	<u>94,111</u>
	194,867	169,810
TOTAL REVENUE	<u><u>3,377,419</u></u>	<u><u>3,662,786</u></u>
EXPENDITURE		
International Aid and Development Program Expenditure		
International programs		
Funds to International programs (AVID)	1,091,291	1,669,298
Program Support Costs	<u>556,727</u>	<u>213,887</u>
	1,648,018	1,883,185
Accountability and administration		
Administrative expenses	313,809	357,387
Employee expenses	<u>1,301,966</u>	<u>1,316,272</u>
	1,615,775	1,673,659
Non-monetary expenditure	50,094	57,295
Total International Aid and Development Program Expenditure	<u>3,313,887</u>	<u>3,614,139</u>
TOTAL EXPENDITURE	<u><u>3,313,887</u></u>	<u><u>3,614,139</u></u>
Surplus/(Deficit) for the period	<u><u>63,532</u></u>	<u><u>48,647</u></u>
Other Comprehensive income	-	-
Total comprehensive income (loss)	<u><u>63,532</u></u>	<u><u>48,647</u></u>

During the financial year ended 30 June 2016, there were no amounts received or incurred by the Trust for the following categories: Bequests and Legacies, Grants (Other Australian), Revenue or expenses for International Political or Religious Adherence Promotion Programs, International programs (Community Education), Fundraising costs (Public costs or Government, multilateral and private) and Domestic programs expenditure.

CODE OF CONDUCT SUMMARY FINANCIAL REPORT

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2016

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2016

	Retained Earnings \$	Settlement Capital \$	Total \$
Balance as at 30 June 2015	<u>954,985</u>	<u>10</u>	<u>954,995</u>
Net surplus/ (deficit) for the year	63,532	-	63,532
Other comprehensive income	-	-	-
Total comprehensive income for the year	<u>63,532</u>	<u>-</u>	<u>63,532</u>
Balance as at 30 June 2016	<u>1,018,517</u>	<u>10</u>	<u>1,018,527</u>

During the financial year ended 30 June 2016, there were no adjustments or changes in Equity, other than the surplus for the year.

TABLE OF CASH MOVEMENTS FOR DESIGNATED PURPOSES
FOR THE YEAR ENDED 30 JUNE 2016

	Cash available at the beginning of the year	Cash raised during the year	Cash disbursed during the year	Cash available at the end of the year
	\$	\$	\$	\$
AVID funding of overseas volunteer program	628,117	1,224,980	(1,793,532)	59,565
Total for other purposes	492,948	1,437,341	(1,368,218)	562,071
Total	<u>1,121,065</u>	<u>2,662,321</u>	<u>(3,161,750)</u>	<u>621,636</u>

NOTES TO THE SUMMARY FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2016

Note 1: Summary of significant accounting policies**(a) Basis of Preparation**

The summary financial report is a special purpose financial report that has been prepared in accordance and to comply with the reporting guidelines as set out in the ACFID Code of Conduct.

The summary financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

(b) Financial Statements

A full set of financial statements for Australian Business Volunteers Limited as trustee for AESOP Foundation will be available on the Australian Business Volunteers website after the annual general meeting.

Note 2: Fundraising activities

Income is derived from Grants, Interest and International Development Programs sponsored by Corporates as part of their Community Social Responsibility commitments, including provision of fee-for-service project management, leadership programs and training. No direct fundraising activities have been undertaken in the current year.

About this report

This Annual Report is a summary of organisational performance during the 2015-16 financial year. Australian Business Volunteers (ABV) is a signatory to the Australian Council for International Development (ACFID) Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory, ABV is committed and fully adheres to the ACFID Code of Conduct, conducting its work with transparency, accountability and integrity.

ABV has prepared this report in reference to the guidelines outlined in the Code. The report reflects ABV's commitment to high standards of financial reporting, management and ethical practice. ABV is committed to open and accountable governance and encourages feedback. To provide feedback or to lodge a complaint against the organisation, please email info@abv.org.au. The complaints handling policy can be found on the ABV website. If the complainant is not satisfied with the response and believes the organisation has breached the ACFID Code of Conduct, the individual can lodge a complaint with the ACFID Code of Conduct Committee at code@acfid.asn.au. Information about how to make a complaint can be found at www.acfid.asn.au.

The 2015-16 Annual Report and past annual reports, along with audited financial reports, can be accessed via the ABV website at www.abv.org.au. Hard copies of these reports are also available upon request from ABV.

Credits

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AUSTRALIAN BUSINESS VOLUNTEERS
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