

AUSTRALIAN BUSINESS VOLUNTEERS

Annual Report 2019 - 2020



Australian Business Volunteers

Our purpose

Sharing our business expertise to positively change communities.

Our mission

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

Our vision

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

Our history

Founded in 1981, Australian Business Volunteers (ABV) commenced operations as an initiative of the Australian Government. Now an independent not-for-profit organization, ABV has placed close to six thousand skilled business professionals and pro-bono employees on capacity building and mentoring assignments over three decades, throughout the Asia Pacific and beyond.

The underpinning principle for all our work is that locally developed business provides an effective model for sustained community development, alleviating poverty by contributing to economic growth, job creation, and people's livelihoods and incomes.

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About us

ABV is an international development agency with a unique focus on strengthening business and economic institutions with a vision of alleviating poverty through inclusive economic growth.

ABV pursues its charitable purposes by implementing projects throughout Asia Pacific and in Australia, building capacity by transferring skills and knowledge always with a focus on strengthening communities and alleviating poverty.

Our approach

Each project has been co-designed by our experts in international and community development and volunteers drawn from our registry of Skilled Business Professionals and small businesses who donate their time. These projects are collaboratively implemented by mixed teams of experts and professionals.

Our Skilled Business Professionals bring extensive experience and an independent, altruistic approach that guarantees effective and authentic skills transfer and mentoring, working with a range of organisations including local NGOs, educational institutions, national, provincial and local governments, large corporates and small businesses. ABV collaborates with our partners to create effective programs which are customised, needs-based, and community driven.

YOUR ENTERPRISE SCHEME (YES)



BETTER BUSINESS GOVERNANCE (BBG)



MENTORING



CORPORATE SKILLED VOLUNTEERING (CSV)



TAILORED CAPABILITY BUILDING



Our partners



ABV is a Global Compact member.

ABV is registered with the Australian Charities and Not-for-profits Commission (ACNC).

ABV is a member of the AIBC, Australia PNG Business Council and Impact 2030 Council.



Australia—Papua New Guinea
Business Council



Chairperson's report



Mark Epper, ACA, GAICD

What a challenge and a journey the past 12 months have been.

Without doubt, ABV could not have survived without our fantastic stakeholders. Without the,

- leadership, drive and enthusiasm of Liz Mackinlay, our CEO;
- dedication of our staff;
- Counsel and willingness to pitch in of our Skilled Business Professionals who donate their time;
- loyalty and preparedness to get on, of our partners;
- continued support of our pro-bono solicitors (Sparke Helmore) and auditors (KPMG);
- significant and timely financial support of the federal government; and
- guidance and patience of the ABV Board. I'd like to acknowledge the contribution of two retiring directors, John Field and Elly Patterson. Thanks for your wisdom and insights over your many years on the Board.

In the past I have written about ABV transitioning from a government grant reliant organisation to a self-sustaining one. ABV had achieved this by February 2020, then the pandemic closed everything down. Fortunately resilience and support helped us through the darkest periods and we are now resuming better times. ABV is growing its revenue base, containing costs and looking to add to our team.

Well done everyone and thank you for your contributions. The future is looking bright for ABV. Let's enjoy this journey together. And please no more surprises!

Mark Epper

A stylized, handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke.

CEO's report



Liz Mackinlay, MSPD, B.Occ Thy (Hons), MAICD

2020 will always be known as year of difficult and tumultuous times due to the devastating bushfires across the East coast summer followed closely by the COVID 19 pandemic. ABV had been moving through a significant period of transformation in 2018 and 2019 and in February 2020, both the ABV Board and I were pleased that we had a series of strong corporate partnerships in place doing meaningful work here in Australia and in our region, specifically Papua New Guinea, with expansion being planned across the Pacific and Indonesia. We are clear that the purpose for ABV is to share our business expertise to positively change communities.

Two hallmarks of the transformed ABV organisation have been of immense value in the forced migration to a digital economy during COVID. ABV transitioned from being a volunteer- sending agency to designing and implementing sophisticated programs that leverage business skills and experience to create change for Small Medium Enterprises (SME's) and Not for Profits and the communities they operate within. The second is our flexibility as a remotely located distributed workforce, leveraging the skills and experience of our hundreds of Skilled business professionals who donate their time and our small salaried staff of international development experts. COVID forced a transition from the industrial economy to a digital economy globally and ABV's business model and distributed workforce have positioned us to work flexibly in a number of ways that are needed as we transition in disaster recovery in our economy here in Australia and across the region.

The suspension of all our funding contracts in March was difficult, however the silver lining for ABV was that no contracts were cancelled so we held a reasonable expectation that our work would resume as we came out of the initial phase of the pandemic. We were also able to use the unexpected hiatus in external activity to examine and amend our internal processes and costs so that we could make our organisation fit for purpose for our current business model. My thanks to ABV International Programs and Partnership specialist Naomi Toole for leading this internal review.

The review of our internal processes led to an overhaul of our Volunteer engagement approach. We have always cherished our register of Skilled Business Professionals who donate their time. For the past two years I have aimed to engage our volunteers in a far more collaborative way and a group of eight Skilled Business Professionals joined a working group in April this year to guide and support this new way of working. The group of eight, ABV's own G8, have helped update and align our signature products – Your Enterprise Scheme, Better Business Governance and Family Money Management Planning, Mentoring and Corporate Skilled Volunteering, bringing greater quality control and consistency across all of our program offerings. Their advice and support have been invaluable to me, our team and to inform how we work with all of our volunteers as a distributed workforce.

I'm delighted that our partnerships with NAB, Woolies, Newcrest on Lihir Island Papua New Guinea, Bank of South Pacific and other partners across the Pacific have been able to recommence using a mix of remote and on-the-ground support. We have also been able to pilot combining our international development place-based planning experience with corporate skilled volunteering to support a bushfire affected area of NSW's South Coast and we're seeing great results that we hope to replicate into 2021.

It is a privilege to lead ABV and I thank my dedicated team who chose to make some personal sacrifices during COVID to keep our organisation afloat, for which I'm grateful. Their flexibility during these ambiguous times and their commitment to our organisation has been inspiring. I'm grateful to our Skilled Business Professionals for staying the course with ABV and there will be many new opportunities to support the work we aim to do to strengthen communities through leveraging your business skills. ABV has survived this first phase of COVID and we aim to continue strongly into 2021 in our 40th year of operations.

Thank you for your ongoing support and partnership.

Liz Mackinlay



Sustainable Development Goals – How do we measure up?

The United Nations Sustainable Development Goals provide a framework for development efforts for communities, organisations and nations around the world. ABV is committed to measuring our work against the SDG's as the most effective way of measuring our outcomes and impact for the communities we serve.



Our people

Board members/ Trustees

Name	Position	Date Appointed
Mark Epper	Chair	November 2015
Frances Healy	Deputy Chair Governance Committee	November 2015
John Field	Chair Finance Committee	November 2014
Elly Patterson	Board member	November 2016 (outgoing 2020)
Louisa Minney	Board member	November 2017



Team



Liz Mackinlay
Chief Executive Officer



Luke Bearup
Associate Manager
International Programs



Jessie Fisher
Associate International Program
& Partnerships Specialist



Geoff Briggs
Chief Partnerships Officer



Ping Zhou
Finance Manager



Rayani Doodoh (Nani)
Associate Advisor Indo-Pacific Relations
& Business Development



Naomi Toole
International Program
& Partnerships Specialist



Michelle Bevans
Marketing &
Communications Manager



Cate Giovanelli
Volunteer Engagement Manager



Thutego Shubo
Project Officer



Faith Gudgion
Executive Assistant to CEO



Materua Tamarua
PNG Country Manager



Henry Ume-Taule
Senior Project Officer

Skilled Business Professional Working Group:

Our distributed workforce in action

In April 2020, as ABV began to assess our relative strengths in terms of adjusting to the disruptive force of COVID-19, it became clear that we had been a fully distributed workforce for a long time, substantially lessening the adjustment of moving to remote work that many others experienced. From our origins as a government-funded, office based business we were now an independently-funded team of several hundred Skilled Business Professionals (SBPs) enabled by a small salaried team.

Recognising this as a core strength, we identified that to operate more effectively our volunteers needed to be integrated in to everything we did from business development and design to product and process improvement. The Skilled Business Professional Working Group formed in May 2020 with the purpose of advising, designing and leading various internal projects to support greater quality and effectiveness. The group act as a sounding board for the salaried team, a source of expertise and experience to draw on as new programs are designed and implemented, and have taken on lead roles in the development, quality and consistency of core products and processes.



Matt Stone

Matt has close to 50 years of experience in business, banking and finance fields across a wide variety of roles. His first career was with ANZ bank where he graduated into business banking and then into senior management in organisational development and human resources roles. On leaving the ANZ he spent five years carrying out business consulting with medium enterprises which were not large enough to engage HR/organisational development permanent positions, but needed support.

A sea change had Matt move to South Gippsland where he bought and operated a small county hotel. The local TAFE college had a need for experienced people to help mentor participants in the New Enterprise Initiative scheme. He mentored dozens of small business owners before discovering ABV's challenge to strengthen small businesses in our Pacific region.

He has been a part of the YES program for the past fifteen years.



Liane Arno

Liane's first career choice was as a police officer with the Australian Federal Police which saw her work in a variety of roles including guarding Parliament House, hosting a local weekly television program and as a criminal analyst. Deciding that a long term career in policing was not her aim, she moved to work with Ansett and was 'blooded' as an industrial relations officer with the infamous pilot dispute. She went on to work at Qantas to aid the merger of Qantas and Australian Airlines and bring staff onto common terms and conditions. Liane then moved on to a number of senior positions in Human Resources including Head of HR for ANZ bank and Director of Human Resources for Visy.

Liane started volunteering with ABV 15 years ago and has conducted around a dozen YES programs as well as helped develop the YES curriculum.



Keith Thomas

Keith is a retired IT professional and Project Manager. He has worked in the Federal Government (Defence), private enterprise including BHP Petroleum, ALCOA, and smaller businesses, including his own as well as other voluntary agencies including Uniting Church of Australia, and Red Cross.

Keith's main role with ABV is to support its upgrading of its IT office and communication systems and recently working on the Regional Connectivity Program assisting small businesses in fire ravaged areas of South Eastern Australia. Keith holds a BSc(hons), Graduate Diploma in Commercial Data Processing and an MBA.



Evelyn Moolenburgh

In business life, Evelyn is Managing Director of Learning Ventures, a Leadership Development and Coaching Company. With over 30 years experience, she is known in her sector for innovation and being future focused on the new world of work.

In volunteering life, Evelyn is a community fire fighter and for ABV, she is a Mentor on the Bank South of Pacific Leadership Development Project. She works with two mentees in Tonga and Solomon Islands, this mentoring project is focused on helping each mentee build the confidence and skills to take on a more senior leadership position with the Bank.



Cameron McFarlane

Cameron has extensive experience in corporate strategy, acquisition management, financial management and small business development. In addition to a long career in the private sector Cameron also spent some years working for the World Bank and International Finance Corporation.

As a volunteer with ABV he has 20 years experience across multiple countries including YES, BBG and specialist projects. He has lived in Fiji and Indonesia which developed his understanding of the issues faced by people in developing countries. He has degrees in Engineering, Business and a Masters degree in Commerce.



Jane Anderson

Jane works for TAFE NSW where her career in adult education and training has incorporated international, community, business and management skills and experience. Prior to a career in adult education, Jane worked in management and her first career was as a translator / interpreter. She has lived and worked in the UK, France, Algeria, USA, Belgium and Canada as well as travelling extensively for both business and leisure and recently completed a Masters in International Relations.

When SBP Jane Anderson realised she was not going to be able to volunteer internationally this year, she approached ABV and proposed she volunteer onshore. She took leave and worked on a variety of projects including research and writing sections for business proposals, designing a consistent pedagogical organisational approach, aligning product methodologies and branding and refreshing the Family Money Management Program (FMMP).



Jo-Anna Crawford-Bryde

Jo-Anna is an education specialist with over 27 years of experience across a range of sectors. For the past 15 years Jo-Anna's focus of work has been in the education aid and development field. Major contributions have been to education and curriculum reform projects around the Pacific including work in Papua New Guinea, Tonga, Fiji, Nauru, Kiribati, Vanuatu, Sri Lanka and Indonesia.

Prior to her work internationally, Jo-Anna worked as founding Principal of the Griffith University and Toohey Forest Eco-Centre and held senior executive positions in the Department of Education, Queensland.

Jo-Anna has also served on the board of Solar Buddy, a charity focusing on addressing energy poverty in developing countries.

Jo-Anna is currently the Education Advisor to the Federated States of Micronesia and is working on coaching and mentoring and monitoring and evaluation for ABV.



Peter Barnett

Peter is a manager and procurement specialist with a reputation for collaborative partnerships to achieve positive outcomes while remaining focused on team development. Peter is able to draw on many years of experience in Procurement in the private and public sectors as well as with NGOs and volunteering.

CEO Speaking Engagements

November 2019 - November 2020



International Mining and Resources Conference and Expo at Melbourne's Convention and Exhibition Centre - 30th October 2019

*A Vision for economic sustainability post-mine closure
- Lihir PNG*

CEO presented a joint Case study with Dr Graham Hancock, General Manager – Social Performance, Newcrest Mining: “How the Apeketon Business Hub joint project was developed and key benefits it has for the Lihir community”. A vision for economic sustainability post-mine closure, Lihir PNG.



**SAP Business Women's Breakfast at Taronga Zoo, Sydney
- 12th December 2019**



CEO Liz Mackinlay was part of a panel of women leaders speaking about how to create change for communities from the perspective of businesswomen. CEO's exhortation, with the elephants attentively listening in the background, was to be brave and look to create opportunities for a better world through whatever means you have at your disposal.



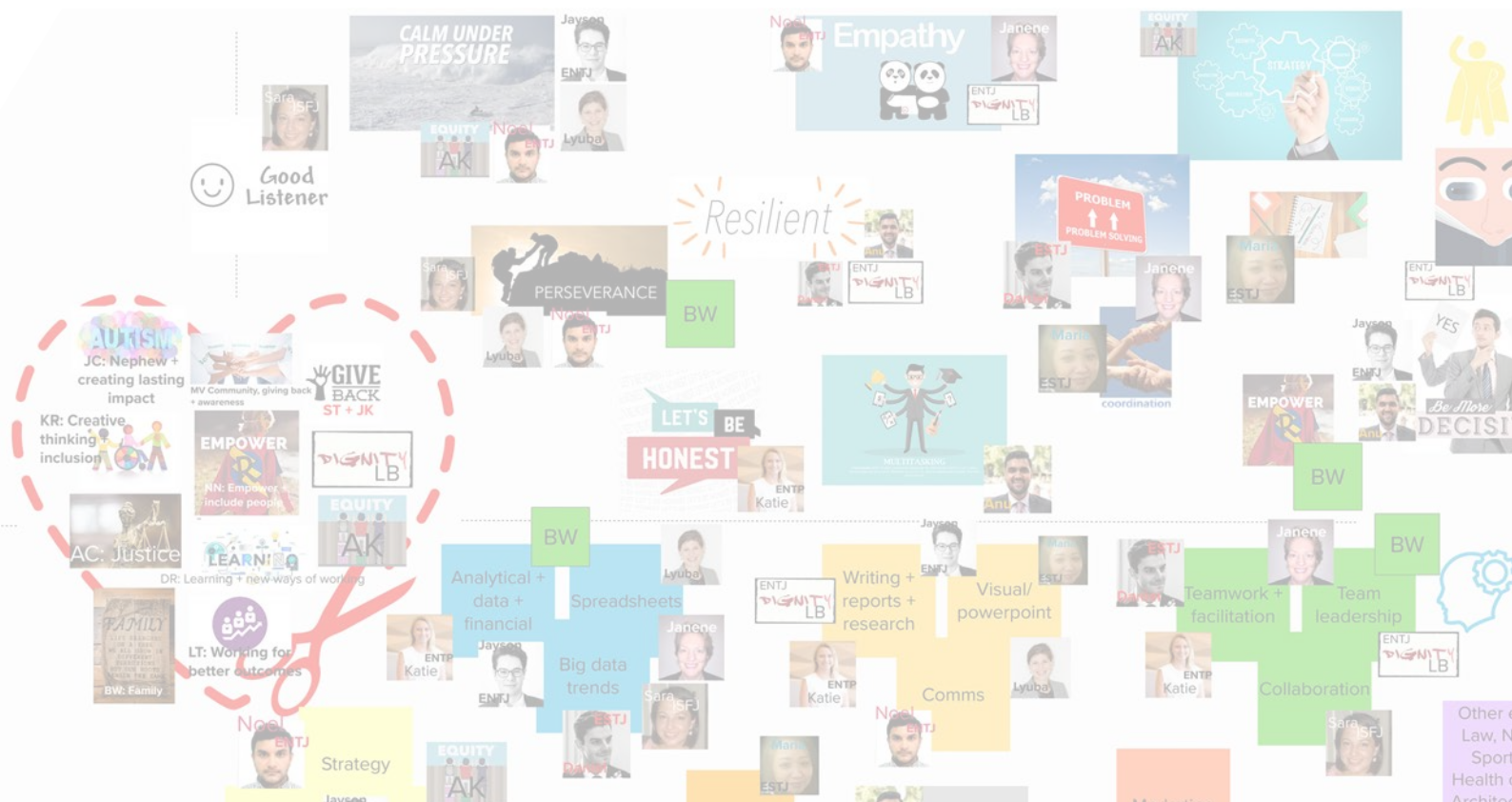
"The question I asked the board was: this is a risky proposition, are you prepared to really innovate?... Mark said I could have a blank piece of paper."

"Tips on a creating a successful Chair/ CEO partnership"
– Article featured in AICD Magazine.

Bank of South Pacific Leadership and Management Development Program, Guest Speaker Event - 25th August 2020

CEO spoke to the 30 participants in the LMDP program about her approach to leadership, highlighting the need to create followership, be collaborative, how to build a high performing team through trust, integrity and learning from your mistakes so you don't make them twice. She encouraged the group to be decisive, be on time and be accurate in all that you do.

Finally, she encouraged the group to do three things: have fun, as you work 70% of your life so you should enjoy what you're doing, be brave because it is through doing hard things that we can imagine a better world, and in imagining that better world, see how you are part of the solution.



Paul Ramsay Foundation - 4th November 2020

CEO facilitated a roundtable discussion for leaders in organisations providing health, education and economic participation services to young people in regional rural and remote Australia as a platform for developing thought leadership about **“no child or young person left behind due to COVID.”**

Thank you

We'd like to thank each and every one of our amazing Skilled Business Professionals who supported our projects and initiatives throughout 2019-2020.

The donation of your expertise, passion and your time is greatly appreciated and we appreciate your continued support of ABV.



Our pro bono partners



Spark Helmore -
Legal Support



NobleCX -
Salesforce Support



PWC in PNG -
Tax & Legal Advice



KPMG -
2020 Audit



How you can help

Become a member

If you would like to become a Member of ABV, you can head to our website and complete the 'Become A Member' form at: abv.org.au/about-us/become-a-member/
Or email us at info@abv.org.au

Volunteer your time

If you would like to become a Registered Volunteer for ABV and be eligible for any of our great assignments, you can head to our website and follow the Volunteer Registration Process: abv.org.au/volunteer/apply/
Or email us at recruitment@abv.org.au

Become a corporate partner

If an organisation you are part of would like to know more about Corporate Skilled Volunteering or any other type of collaboration, please email us at info@abv.org.au or call +61 2 6151 9999

Other ways you can help our cause

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