

ANNUAL REPORT

2024



Acknowledgement of Country

We acknowledge the Traditional Owners and Custodians of the lands across Australia and pay our respects to their Elders, past and present.

For over 60,000 years, First Nations peoples have cared for this land, and their connection to the country remains a key part of Australia's identity.

We recognise that sovereignty was never ceded and acknowledge the lasting impacts of colonisation. We commit to uplifting Aboriginal and Torres Strait Islander voices, valuing their stories, and educating ourselves on their cultures.

We extend our respect to all First Nations peoples across the Pacific Islands and Papua New Guinea, honouring their heritage and resilience.

We are committed to reconciliation, walking alongside Australia's First Nations peoples with respect and gratitude for their contributions to the land's past, present, and future.

Always was, always will be.

Contents

Board & Chair report	4
About ABV	
Our Purpose	6
Unique Value Propositions	7
Our Focus Areas	8
Theory of Change	10
United Nations Sustainable Development Goals	12
Our Skilled Business Volunteers	14
Strengthening Micro, Small and Medium Enterprises across the Pacific	16
Our Pacific Partners	17
Nurturing Local Entrepreneurship in the Pacific	18
Papua New Guinea	20
Fiji	24
Samoa	26
Nauru	28
Building Economic and Disaster Resilient Communities in Australia	30
Our Partners in Building Resilience	31
Supporting viable futures for regional and rural communities	32
How We Work	35
Advancing Economic Opportunities for First Nation Entrepreneurs	36
Martu Business Development Services	38
Collaboration and conversations are the keys to First Nations progress	39
The 'S' in ESG	40
Our Triple Benefit	41
Our Corporate Partners	42
Our Financial Performance	46
Directors Report	47
Board of Directors	48
Our People	50

Board & Chair report

2024 has been a year of strong growth for ABV, and a positive confirmation that the model we operate, the programs we run and our approach to strengthening communities resonates with our partners and volunteers.

We welcomed five new Board Directors alongside our new Chair, Helen Conway, who brings significant expertise and wisdom to our Board.

Liz entered her seventh year as CEO and has continued to grow the Program of work for the organisation, including embedding a strong management culture to drive the organisation forward.

As Chair of the ABV Board and ABV CEO, we're committed to upholding ABV's purpose: we strengthen communities through business. We use business in a number of ways – we believe that individual businesses are crucial for a strong and healthy community.

Therefore, we support businesses in vulnerable or developing areas that require assistance to remain viable within their community. We think about the businesses that make up the economy of a community. And we work with those groups that are thinking about the economy of places in regional and rural Australia and across the Pacific to strengthen these economies in a sustainable way by helping solve the question: How can this economy remain viable?

We also think of businesses as an incredible grouping of skills and resources that can be leveraged for the benefit of community. We collaborate with volunteers, both from our corporate partners and people who simply want to volunteer their skills and their time.

We make sure we're focusing on creating valuable experiences where those skills are prioritised and needed. We focus on ensuring the communities that we work with feel supported and that the outcomes from the volunteering we provide and the programs we provide are creating long-term outcomes. And we make sure that anybody partnering with us, whether it's a corporate or government, is getting value out of the work that we are doing for them.

Our Economic and Disaster Resilience program is anchored in a new way of working with communities to empower them as part of their own planning for sustainable futures.

We have partnered with Monash Fire to Flourish, who have a similar and complementary model to advocate to government for the system change required to support our work. ABV continues to explore the opportunities for implementing our model, currently focused on the Resilient Regions program in Victoria and adding in an Economic

Resilience Program with NAB and a variety of other corporate partners.

ABV is positioned well to be the partner of choice for strengthening Micro and Small Medium Enterprises across the Pacific, with existing partnerships strong and growing and new partners emerging. Our intention is to maintain existing partnerships and programs and continue to grow in a sustainable way across the Pacific. We intend to bring the learning from our Economic and Disaster Resilience program in Australia into our work in the Pacific, where the community led disaster preparedness is nascent.

First Nations Entrepreneurship has two elements for ABV. Our work on Martu Business Development Services in the Western Pilbara is working on finding meaningful economic pathways for the Martu across Western Australia. We are also working with a number of First Nations entrepreneurs through our Economic and Disaster Resilience program, such as the Bateman's Bay Aboriginal Land Council and the Merriman's Aboriginal Land Council in NSW, as well as providing a Corporate Strategy Challenge once a year for an indigenous business with NAB.

The 'S' in ESG is an evolving thought leadership program of work grounded in the outcomes we can achieve in our first three programs of work, long-term outcomes of communities that we can measure to show outcomes and the change journey for a community.

Our volunteer journey is key to maintaining our engaged volunteers, how they experience ABV, and how they interact with our equally important local staff, who maintain relationships with stakeholders on the ground in our programs.

We are grateful to our dedicated staff across Australia and the Pacific, our hundreds of volunteers who participate in our programs, our partners both in funding and implementation and the hundreds of businesses and community groups that put their trust in ABV to help strengthen their communities.



Helen Conway, ABV Board Chair

Liz Mackinlay, ABV CEO



Unique Value Propositions

When these three unique value propositions intersect, ABV can create enormous and unique value for the partners we're in relationship with.

The mutuality of those relationships and the value creation for three different yet interconnected segments is unparalleled: consultants can't do this nor can traditional not-for-profits, and government certainly can't in isolation. This is ABV's unique value proposition.

ABV creates value for communities.

For over 40 years, ABV has designed and implemented programs that deliver strategic value through developing business expertise. With climate change and uncertain geopolitical times, ABV is needed more than ever to facilitate programs that create sustainable change for communities. We embed economic and community resilience through empowering entrepreneurs and strengthening community businesses and organisations.

ABV creates value for our corporate and government partners.

ABV are the brokers of connection for corporates to meaningfully and respectfully work with communities. The long-term relationships we hold with our corporate and government partners is testament to the trust we build through working deeply, authentically and innovatively together. Our partners continue to fund our programs because they see tangible results due to our measurement and reporting capabilities.

ABV creates value for our volunteers.

Our skilled business volunteers build marketplaces, mentor entrepreneurs, strengthen institutions and transform communities. We provide programs where our volunteers have meaningful opportunities to share their skills and experience. We match our volunteers with community organisations and small businesses to solve tricky problems together.

Our Purpose

Purpose

ABV strengthens communities through business.

Values

Initiative: We take a strategic lead in working with communities, partners and all our stakeholders. We use our initiative to find opportunities for our programs, drive partnerships and engagement towards community outcomes, and drive the systems change needed for stronger communities.

Innovation: We are energetic and inquisitive. We are hungry to learn new things, and do things differently. We explore innovative ideas, test our assumptions and create the opportunities communities need to be adaptable and sustainable.

Impact: We make a difference in everything we do. We look for ways to amplify our impact through systems change, leveraging our advocacy and evaluation work to help our partners and funders create adaptable, sustainable and inclusive communities.



Our Focus Areas

ABV's purpose, to strengthen communities through supporting businesses, is the common thread that weaves through our four strategic outcome areas, chosen from our experience and networks across the regions. The diversity in our work reflects the adaptability of our business model and our willingness to provide help wherever it's needed.

Building Economic and Disaster Resilience in Australia

Addressing the challenges posed by increasing extreme weather events, we leverage local knowledge and implement place-based planning to influence systemic resilience changes across Australia. Our consultations with the community show how many grassroots projects are standing up to solve complex issues. Our volunteers support these projects by contributing additional skills and experience.



First Nations Entrepreneurs' Economic Pathways

Our ABV team and volunteers walk alongside community participants throughout their business journey, from the initial stages through to the launch phase. We actively engage with participants on country, providing hands-on assistance, creating networks and building trusted relationships



Micro, Small and Medium Enterprise (MSME) Development in the Pacific

We collaborate with corporate and government partners to focus on MSMEs while also improving products, policies and practices that impact MSMEs. Our unique business hub model offers drop-in support, resources, guidance, advice, network building and focused support streams like training, mentoring and local economy building.

The 'S' in ESG

ABV is committed to enhancing Corporate Social Responsibility programs to foster long-term community resilience. Corporate skilled volunteering is instrumental in achieving sustainable outcomes for communities, and the 'S' in ESG frameworks ensures robust measurement and community learning outcomes.



By focusing on these strategic areas, ABV aims to create lasting and impactful change, ensuring communities remain at the heart of our efforts.

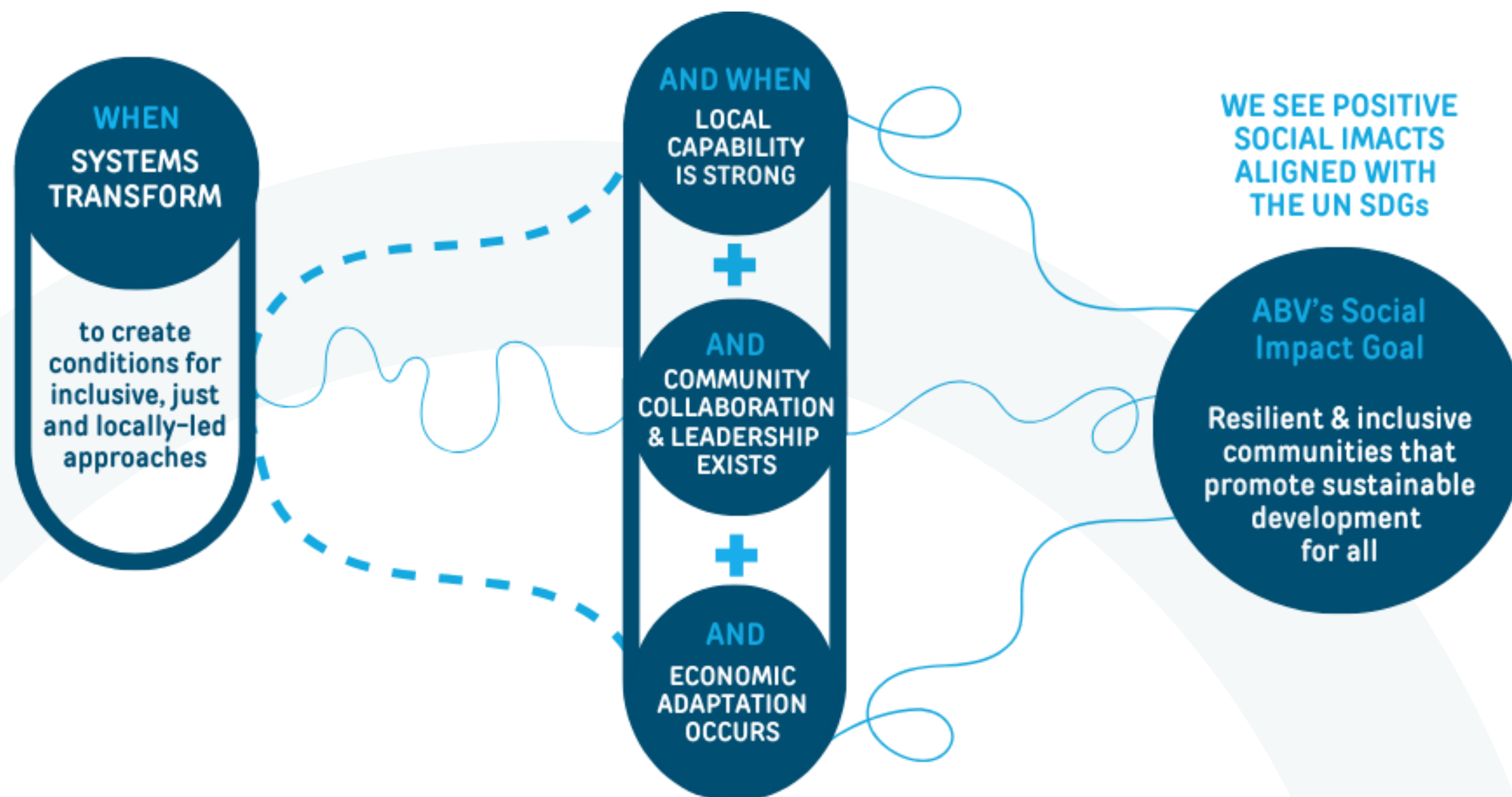
Theory of Change

Our purpose for the Theory of Change (ToC) is to describe how we as an organisation believe change happens in the world and to identify the necessary and sufficient conditions that need to be met to achieve our organisation's goal.

Importantly, we cannot create these necessary and sufficient conditions on our own. That requires collaboration with others.

Locating our own work in a ToC helps us understand where we might best focus our efforts to unlock potential, where the gaps are, what our unique contribution can be based on our capabilities, where we need to partner, where we are dependent on others, where there are significant risks, or where activity is simply futile. In other words, it should inform our strategy and planning every step of the way.

UN Sustainable Development Goals (UN SDGs)



United Nations Sustainable Development Goals

How do we measure up?

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



Pacific programs working towards reducing poverty

Financial literacy and business skills programs delivered throughout the Pacific equip micro, small and medium business owners and families with the tools to have greater financial stability.



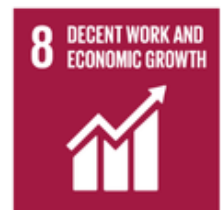
Promoting equality through entrepreneurship programs

Our model uses skilled volunteers and corporate partners to enhance local entrepreneurs' business skills. Our programs provide workshops, tools, and mentoring across Australia and the Pacific.



High attendance of women in Pacific programs

Our Pacific programs have a strong focus on women's economic empowerment and providing opportunities for young entrepreneurs and rural businesses. On average 69% of our program participants are women.



Small business focus promotes sustainable growth

Building sustainable communities through small business and entrepreneur support provides pathways for job creation, innovation and economic growth across all of the communities we work with in Australia and the Pacific.



Providing access to financial services

Our program with BSP Financial Group across the Pacific works to increase access to financial services for MSMEs and to grow local industries, contributing to the overall wellbeing of the communities in which they operate.

Economic inclusion for First Nation peoples

The Martu Business Development program focuses on collaborating with Martu entrepreneurs in the Pilbara and Kimberley regions from diverse sectors, such as civil works, labour hire, art, music, cultural awareness, and education.



Building resilient Australian regional communities

Community-led disaster and economic resilience programs in NSW and Victoria contribute to more resilient and sustainable communities through brokering connections, providing volunteer support and facilitating preparedness workshops.



Strengthening resilience and economic adaptability

Energy transitions in Australia's regional and rural areas, and sustainable fishing and tourism roadmap development in Nauru are two programs focusing on helping communities adjust to the changing economic and business landscape.



Partnering for sustainable outcomes

NAB volunteering partnership brokerage with not-for-profit organisations and social enterprises that provide support to disaster-affected communities, contributing to multi stakeholder partnerships that support the achievement of the SDGs.



Our Skilled Business Volunteers

Our volunteers are the heart of ABV. Their generosity is the reason we can do what we do. They are the ones who care deeply, support small businesses, and mentor other leaders.

They are businesspeople who help other businesspeople succeed.

283

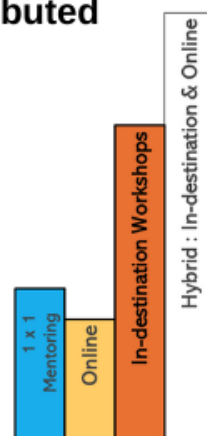
Volunteers on our database

21%

increase on last year



How our Volunteers Contributed



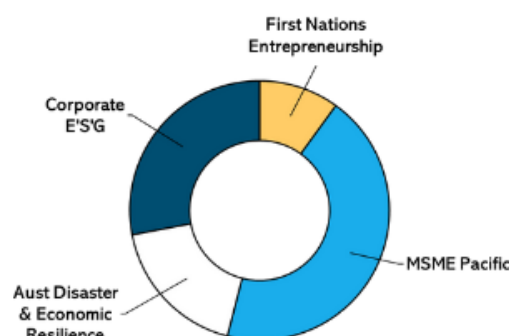
Opportunities for ABV Volunteers

72

28

Corporate Volunteers involved in Community Projects

Where our Volunteers Contributed



Volunteers Allan and Shirley Cann awarded Order of Australia Medals

For most of their lives, Allan and Shirley have done everything together. Their lifelong partnership intertwines with work, volunteering and their enthusiasm for travel. Through volunteering, they have travelled across the Pacific to the Solomon Islands, Vanuatu, and Fiji with Australian Business Volunteers and other international agencies. Volunteering with ABV since 2006

"Allan found the assignments, but I always went with him. We are the Coles 2 for 1 special," says Shirley.

We are grateful to have volunteers like Allan and Shirley in our ABV family. We feel incredibly proud that they recently received the Medal of the Order of Australia (OAM) at the Australia Day Awards 2024.



Honouring Bevan Sharp on retirement

For an impressive span of more than 30 years, Bevan Sharp has been a dedicated volunteer of ABV.

His commitment has seen him complete over 60 assignments in 16 countries, contributing his time and expertise to invaluable projects across Asia and the Pacific, including in Cambodia, Vietnam, PNG, Solomon Islands, Timor Leste, Indonesia, Tonga and Fiji.

Bevan's wealth of professional experience and passion for supporting the communities he works with has seen him perform a varying range of roles including hotel management, tourism business development, staff management training, marketing development, business hub establishment, marketing, agri-tourism, and fundraising.

Thank you for your service, Bevan.



"Real leadership is when you see those you are mentoring blossom — being there as a set of safe hands and seeing how much they flourish. There is such huge potential there, and I loved meeting such a diverse group of participants."

Marcus Alexander, Volunteer

Join us!

If you love to share your knowledge with others and are passionate about giving back to communities in need, why not contact us for [more information](#).



Strengthening Micro, Small and Medium Enterprises across the Pacific

Small and medium businesses are the engine room of Pacific economies, contributing between 40–60% to individual countries' GDPs across the region. ABV maximises business owners' and entrepreneurs' opportunities for long-term success with hands-on, practical support.



Our Pacific Partners

ABV collaborates with partners across the Pacific, sharing a unified vision of strengthening Micro, Small and Medium Enterprises (MSMEs). We focus on long-term results, co-designing programs with our partners to support them in achieving greater outreach and better outcomes for the communities they serve and support.

Newmont Corporation, Papua New Guinea

Newmont is the world's leading gold company and a producer of copper, silver, zinc and lead and is widely recognised for its principled environmental, social, and governance practices. ABV works with Newmont to deliver business development services on Lihir Island, where Newmont's tier-one gold mining operation is located, as part of Newmont's social performance programs in Papua New Guinea.



BSP Financial Group Limited Papua New Guinea, Fiji, Samoa

As the only home-grown bank in the South Pacific, BSP understands the unique challenges and opportunities in the region and is truly committed to assisting local communities and organisations. ABV facilitates business training, coaching and mentoring programs for their MSME customers, with a particular focus on women-led MSMEs.



Nauru Chamber of Commerce

ABV has been working in partnership with the Nauru Chamber of Commerce since 2020, with funding support from the Australian High Commission in Nauru, New Zealand Ministry of Foreign Affairs and Trade, and British High Commission (Solomon Islands and Nauru).

The Chamber's vision and sole aim is to facilitate, in the National Interest, the growth of the private sector and the development of business opportunities in Nauru for the benefit of all Nauruans.



Nurturing Local Entrepreneurship in the Pacific

ABV is committed to sustainable and inclusive economic development across the Pacific by supporting MSMEs as the 'engine room' of Pacific economies, helping to strengthen capability and resilience through a multi-layered strategy:

713

Participants

500+

YES Training Workshops run

70

Women-led MSMEs

69%

20

Industries Covered

Retail, Consumer Goods, Professional, Hospitality, Catering services, Building & Construction, Repair & Maintenance, Real Estate, Manufacturing + More

Increasing the success of small businesses

Our model leverages the knowledge and expertise of our skilled business volunteers and corporate partners to grow local entrepreneurs' business acumen through workshop training, simple business tools and long-term coaching and mentoring.

Advocating for system change

Small Businesses are the engine room of Pacific economies. ABV advocates for MSMEs at all levels of government and industry to drive systemic improvements which creates an environment where small business can thrive.

ABV is a key advocate for MSME strengthening across the Pacific and our CEO is consistently invited to speak and represent at key economic forums including:

- Australian and Papua New Guinea Business Forum AUPNG, co-presenting with BSP
- 27th Australia Fiji Business Council forum, co-presenting with BSP Fiji Country Head
- Enhancing Pacific Ecosystems for Entrepreneurship and Innovation Forum
- PNG Community Affairs and National Content Conference, PNG (CANCONEX)
- International Conference for Sustainable Development.

Ensuring businesses are sustainable

We focus on sustainability by building strong networks between businesses in our programs, local governments, community leaders and like-minded organisations. Our programs ensure businesses have a robust business model and are investment ready.

Promote inclusivity

Our programs have a strong focus on enhancing women's economic empowerment and providing opportunities for young entrepreneurs and rural businesses.

On average **69%** of businesses participating in our programs are women led.

International Women's Day Forum for 2024 focused on amplifying the success of women entrepreneurs across the Pacific.

Expanded our programs to regional areas of Mt Hagen, Lae and Jiwaka in PNG.



Papua New Guinea



Apeketon Business Hub

ABH was launched in 2019 in partnership with Newmont with the goal to create sustainable business and employment opportunities for Lihirian people. Locals can drop-in for immediate assistance and access a variety of free training and mentoring programs. These programs cater to a wide range of needs, from managing household finances to launching businesses. In addition to ongoing programs, ABH hosts specialist events with successful business leaders as guest speakers aimed at connecting and inspiring entrepreneurs.

In 2024, this model continues to be refined and developed, producing positive results for the Lihirian community. Workshops are supported by our network of skilled volunteers and our local staff, bringing their expertise to Papua New Guinean business owners.



578
Participants

165
Active Clients

33
Accredited
Businesses



Industries
Covered

10

Training
Programs
Delivered

47

Established models continue to deliver impactful MSME growth

Micro, small and medium businesses in Papua New Guinea need practical, targeted, individualised support to better operate their businesses. ABV provides that support with a tangible and 'high-touch' approach utilising the expertise of Skilled Business Volunteers in collaboration with our corporate partners.

ABV's work in strengthening MSMEs is delivered through two main programs; the Apeketon Business Hub (ABH) on Lihir Island in partnership with Newmont Corporation and the BSP YES GROW Program, run in conjunction with the regions' largest bank, BSP Financial Group Limited.

ABV has been active in building a sustainable ecosystem for thriving small businesses and is seen as the partner of choice for MSME and institutional support programs in Papua New Guinea.



"Before the workshop, I struggled to know how to run my business. Thanks so much Gavin and Beatrice (ABV Volunteers) for your expertise and inspirations, personally I love this training. And I have more confidence now."

Workshop Participant

Your Enterprise Scheme

ABV and BSP's partnership was formed in 2018 to support capability development and growth of both BSP's staff and clients. Our cornerstone partnership program, YES GROW, has been co-designed with BSP to support BSP's clients, growing their business acumen and maximising their chances of success.

Now into its fourth phase, YES Grow continues to deliver results with participants seeing significant improvement in their business competencies and growth in confidence.

YES Grow consists of a 3-day workshop, followed by up to six months of one-on-one business mentoring, access to business tools and networking opportunities delivered by ABV's skilled business volunteers.

In 2024, the program, expanded into Mt Hagen, Jiwaka and Lae, offering more opportunities for regional and rural business owners.

295

Participants

18

Training cycles delivered

1,632

Volunteer hours

41%

Women-led MSMEs

19

Industries Covered

Agriculture, Bus PMV, Catering, Construction, Electrical & Communication, Equipment Hire, Homestay accommodation, Livestock + more.

Jayde Ovia's Story

Jayde Ovia's journey into the makeup industry began with cosmetology classes in high school, learning artistry fundamentals over two years of training. After graduating, Jayde caught the attention of modelling agencies for her height and striking features. Making it to the top 10 in the Miss Cosmopolitan Pageant and walking the runway at PNG Fashion Week, Jayde saw makeup artists in action, reigniting her passion for being behind the brush. Jayde honed her skills over the next year by practising looks on friends and family.

In 2023, looking for some direction Jayde seized an opportunity to join the YES Grow program, a collaboration between BSP Financial Group Limited and Australian Business Volunteers (ABV). This dynamic four-week initiative empowers small and medium enterprises/businesses (SMEs) through tailored workshops, coaching, and mentoring sessions delivered by ABV Mentors.

The YES Grow program proved transformative for Jayde, offering guidance from ABV's mentors about fundamental business skills like budgeting. Embracing a newfound "saving culture," she now meticulously tracks business expenses, maintaining a clear separation from personal accounts. Empowered by her newfound financial skills, Jayde dreams of opening a studio as the hub for her services.



"When you love what you do, it's not stressful. I get completely lost in the moment, and my passion for makeup takes over. It's the best feeling."

Jayde Ovia





Fiji

Fiji THRIVE program completes its first year

The success of the YES Grow program in PNG saw the initiative expand to Fiji in March 2023. The program was tailored to the Fiji market and became known as Fiji THRIVE; (Together, Helping [to build a] Resilient, Inclusive [and] Vibrant Economy).

Since its launch, the program has grown from strength to strength, producing significant results for BSP's client base in Suva, Pacific Harbour, Nasinu, Nausori, Lautoka and Nadi.

A key point of difference between Fiji THRIVE and other business development programs in Fiji is its focus on ongoing support through practical business coaching and mentoring for up to six months after the training workshop. Through the program, a strong Alumni network is being formed, fostering peer mentoring amongst participants which in turn provides long-term support.

68

Participants



23%

Youth-led MSMEs

266

Volunteer hours

7

Industries Covered

69%

Women-led MSMEs

"Since the training, I've not only improved my business but I also feel confident offering advice to other business owners now."

Olga Kumkee
Kumkee Designs Fiji

"ABV invested in me, they invested their words and guidance, and I haven't stopped knocking on doors of opportunity since."

Saurara Cola,
Fiji THRIVE MSME Alumni





Samoa

Launch of YES Grow: New opportunities for Samoan business owners

The ongoing success of the YES Grow program in PNG and Fiji has seen the program continue to expand across the BSP Pacific network. This year, Samoa became the third country to launch under the ABV and BSP partnership.

YES Grow Samoa began its first cycle of workshop training, business mentoring and coaching in June 2024, with 24 participants completing training, half being women. There has been a high level of engagement amongst participants with a 96% training completion rate and strong take up of ongoing online coaching and mentoring opportunities.

24

Participants



50%

Women-led MSMEs

Industries
Covered

10

Supermarkets, Accommodation, Retail,
Professional services, Hospitality,
Construction, Transportation, Trade supply
stores/service, Printing and Floristry



“Looking forward
to continuous
coaching from
ABV and I would
promote YES GROW
to all other small
businesses for their
future success.
Thank you.”

YES Grow Samoa
participant





Nauru



Private Sector Development Roadmap securing a diverse economic future

Since 2020, ABV has been working with the Nauru Chamber of Commerce (NCC), supported by Australian, New Zealand and British governments, to develop and implement the Private Sector Development Roadmap.

The Roadmap is contributing to the National Sustainable Development Strategy, supporting Nauru's transition from a mining and public sector reliant economy, into a diversified, inclusive and sustainable economy supporting MSME growth.



120

Participants

370+

hours of
1:1 Business Support

800%

INCREASE IN TOURIST
VISITOR NUMBERS IN 2023

20+

NEW SHORT-STAY
ACCOMMODATION
OFFERINGS

1ST

EXPO
INBOUND TOURISM

Outreach to MSMEs

350+

83%

Women-led MSMEs

MSME KEY PROGRESS
INDICATORS



reported 'significant
improvement' in
knowledge & skills after
training



on average improved their
core business
competencies (MSMEs
engaging over 12 months)



are incorporating
tourism offerings into
their businesses
(59% of these are youth-led)

Nauru Business Hub

The Nauru Business Hub has become the focal point for implementing the Private Sector Development Roadmap, offering workshop training and mentoring programs, custom business tools and online resources for the start-up and growth of local businesses. Now in its second year, the Business Hub continues to build its membership and support offerings to small businesses and young entrepreneurs.

Sustainable Tourism Working Group (STWG)

A successful first year for the Sustainable Tourism Working Group, bringing together representatives across government, private business and community. STWG achieved all three objectives from their year one action plan: increasing community awareness, establishing a new local inbound tourism operator, and increasing short-term accommodation offerings, all with a focus on supporting young entrepreneurs.

Fishing Sector

In 2024, NCC and ABV are building engagement in private enterprise development for fishing sector MSMEs, in line with national efforts to enhance sustainable fishing practices to address food security, promote import substitution and maximise infrastructure investments supporting local food production.

"The break-even workshop has helped me with all of my business; you need to have these skills first."

Brigida Mwardaga



Building Economic and Disaster Resilient Communities in Australia

Regional Australia is dealing with increasing challenges including severe climate disasters, economic transitions, the housing crisis, and young people moving away.

We work to bring communities together, strengthen social connections, and navigate the complexity of these challenges.

Our approach combines expert community development and skilled volunteering, offering solutions tailored to each community's needs in our ever-changing context.

Our Partners in Building Resilience

ABV's work in disaster and economic resilience would not be possible without funding from our government and corporate partners and the engagement and dedication of our community partners.

Australian Government

National Emergency Management Agency (NEMA)

NSW Reconstruction Authority (RA)

Emergency Management Victoria (EMV)

Corporate, Industry and Academic Partners

Arup

Disaster Relief Australia (DRA)

Deakin University (research partnership)

Community Partners

Araluen Estate Progress Association

Batemans Bay Local Aboriginal Land Council

Braidwood & Villages Business Chamber

The Compost Club, Moruya

Fire to Flourish

Merrimans Local Aboriginal Land Council

Mogo Village Business Chamber

Tumbarumba Chamber of Commerce

Walbunja Rangers

Eden Access Centre

The Southcoast Health and Sustainability Alliance (SHASA)



Supporting viable futures for regional and rural communities

ABV is committed to revitalising regional economies by supporting the organisations, entrepreneurs, and small businesses that are essential to a strong community and we make sure the community's voice is at the heart of the process.

ABV has worked with communities across the shires of Snowy Valley, Bega Valley, Eurobodalla and Queanbeyan-Palerang during the Capable Communities program. Our goal is to develop lasting solutions that build the resilience needed to face future environmental challenges.

ABV is proud of the outcomes we have achieved with regional communities during the Capable Communities program for 2023-2024.



Delivering practical support through our extensive network of highly skilled experts

After understanding the community's needs and priorities, we connect them with the necessary resources to achieve their goals.

We source skills that complement the community's existing knowledge base in three key ways: Staff members that are experienced in community development, access to a pool of 300+ skilled business volunteers with a varied number of skills and our Corporate partners providing additional specialist expertise.

- Arup and ABV developed an access road plan for Merrimans Local Aboriginal Land Council for better response during emergencies.
- Geographic information system workshop for Walbunja Rangers delivered by Arup to digitally map and plan for future burns.
- Facilitated NAB employees working on a strategy to provide sustainable childcare options for working Mothers in Orbest NSW

Rural and Regional communities are better prepared for economic challenges and climate disasters

Communities have no shortage of ideas. After understanding community needs and building trust, ABV sources the necessary skills and expertise from our network of volunteers and corporate partners to transform these ideas into actionable plans.

- Held the Batemans Bay Local Aboriginal Land Council Cultural Burning Conference to bring together key agencies and land councils.
- Tourism corridor planning for Braidwood and held a Tourism and Investment workshop for Braidwood and Villages
- Reverse Brief for a carpark study, flood mitigation and wetland landscape concept plan in Mogo.

913 Volunteer hours

25 Skilled Business Volunteers

3 Economic Resilience and Cultural Fire Projects

Infrastructure Engineers and Technical Specialists **26**

6 Arup pro bono Projects

14 Volunteer Industry Experts

120 hours time donated by Arup

“Overall, the effort and effect that ABV has contributed to and will leave behind in Tumbarumba will be ongoing and long-lasting. The management tools and direction that ABV has provided to our community, will not only help us to survive, but help us to thrive.”

**Maria Anderson,
President Tumbarumba
Chamber of Commerce**



PANEL | Community perspective on resilience reimagined
 Moderator: Liz Mackinlay (Australian Business Volunteers)
 Zena Armstrong (Cobarro Community Bushfire Recovery Fund)
 Natascha Wernick (Byrrill Creek Community Resilience Team)
 Melanie Bloor (Resilient Uki)

Disaster resilience approaches at all levels are shifting to enable more community involvement and leadership

Communities do not exist independently of government – government decisions can have negative impacts on communities. We advocate for community voices to be included in policy decisions. The need is urgent, and the solutions are available. When it comes to disasters, it's time for Australia to reshape itself to enable community leadership in disaster resilience.

- Statement submitted to the Senate Select Committee on Australia's Disaster Resilience
- Presented at Emergency Management Conference, Melbourne
- Cohosted the Community Forum on Climate Resilience with Fire to Flourish
- Moderated a panel discussion at the Australian Disaster Resilience Conference
- Presented at International Conference on Sustainable Development
- Partnering with Monash Fire to Flourish to further strengthen community leadership

"We are excited about the progress we have made through our collaboration with ABV. Without ABV's support, our limited resource pool of volunteers will find it very difficult to keep momentum and be at high risk of stalling."

**Braidwood and Village Business Chamber,
 Letter of support to the Federal and State Members**

How We Work

Community and Local Capability Building

By equipping regional entrepreneurs with the tools they need and supporting community projects with expert guidance, we aim to create a sustainable and thriving economic environment in these areas.

Connection Brokering

ABV works to bridge gaps between different sectors and stakeholders, ensuring that diverse perspectives are integrated into community development efforts.

Planning and Preparedness

ABV offers practical disaster planning services and supports the creation and implementation of actionable plans to address specific needs.



CONSULTATION

Building foundational trust with communities while identifying their key needs, priorities and interests.



PLACE-BASED ENGAGEMENT

Working in the community, with the community to discover unique characteristics, drawing on local knowledge and resources.



CREATING A SAFE SPACE

Creating social safety as community holds the sometimes-difficult conversations to determine actions.



ENGAGING VOLUNTEERS & NETWORKS

Sourcing specialist volunteers to complement local skills. Expert knowledge accelerates projects.



FEEDBACK LOOP

Regular review sessions keep feedback consistent and provide continuous improvement. ABV feeds its learnings into our advocacy work and understanding of the systems change needed.



Advancing Economic Opportunities for First Nation Entrepreneurs

At ABV, we are committed to the ongoing journey of transforming our practices, ensuring we walk alongside First Nations communities with respect and authenticity.

Creating clear opportunities for First Nations entrepreneurs.

ABV supports First Nations entrepreneurs and their communities by strengthening business skills, promoting long-term growth, and walking alongside them in two-way learning.

Providing expertise through skilled volunteers

The ABV Program Team, with a cohort of skilled business volunteers, supports community participants throughout their business journey, actively engaging on country, providing hands-on assistance, creating networks, and building trusted relationships.

Corporate partners engagement with Indigenous businesses transformed

By building authentic collaborations between government, corporate partners and First Nations organisations we create meaningful outcomes for all involved.



Our Partnership with Martu

Newmont Telfer is a gold and copper mine located on Martu country, in the Pilbara region of Western Australia.

Telfer's relationship with Martu was formalised in December 2015 with the signing of the Indigenous Land Use Agreement (ILUA). It is the most significant Agreement with Martu since mining operations began at Telfer more than 40 years ago.

The ILUA commits Newmont to provide practical support to Martu people in training and employment, business development, contracting, cultural heritage protection, health, education and logistical support.

NewmontTM

Martu Business Development Services

Supporting the creation of pathways to economic independence for Martu people.

In its second year, the Martu program focuses on collaborating with entrepreneurs in the Pilbara and Kimberley regions. We strive to assist Martu's economic self-determination by providing expertise to develop business skills and create opportunities to develop sustainable industry networks.

Community participants can be matched with skilled business volunteers, working together on business planning and development, engaging with industry and creating new networks.

Regularly attending events and engaging with community on country is key to building trust and respect with Martu. This year the ABV team travelled to the Telfer Mine, Jigalong, Warralong, Broome, Punmu, Newman, Port Headland, Perth and Fitzroy Crossing. The ABV Program Team attended community events like the Martu Youth Festival and the Western Desert Shield, a community AFL event held at Newmont Telfer, and participated in Newmont Telfer's Christmas in Community.



Image Credit: Wangkinpali



Collaboration and conversations are the keys to First Nations progress

ABV has worked with First Nations organisations across regional NSW under our Capable Communities program and in Victoria through our corporate partnership with NAB.

Cultural Burning Conference

The Cultural Burning Conference, co-designed with the Batemans Bay Local Aboriginal Land Council (BBLALC), was held in July 2023 and marked a significant milestone in the ongoing efforts to integrate cultural burning practices into land management across Southeast NSW.

A year on and the impact of the conference is still being felt throughout the region with tangible results. The conference catalysed efforts to obtain public liability insurance for land councils to conduct controlled burns. This has led to three Local Aboriginal Land Councils to be employed to facilitate roadside burning for NSW Roads dozens of Wallaga Lakes locals to be certified for cultural burnings and real progress in educating the land management agencies and acknowledging cultural burning as a land management tool.

Merrimans Local Aboriginal Land Council

Arup and ABV developed an access road plan for Merrimans Local Aboriginal Land Council

for better response during emergencies. Arup continues to remain engaged with the Merrimans RFS Emergency Road Access project as they navigate with NSW Department of Planning and Environmental department approvals. Under the recent of appointment Merrimans new CEO Blaen Davis.

Walbunja Rangers

Arup provided Geographic Information System (GIS) mapping training for the Walbunja Rangers to enhance their skills in using digital mapping while they are on country. The Arup GIS team, Frankie Coen and Gaenor Gibbs-Harris continue to build on their mapping training from March this year.

First Nations Foundations

ABV and NAB facilitated a Corporate Challenge with First Nations Foundation, a not-for-profit focused on improving First Nations people's financial literacy. The team developed a marketing and brand strategy, including a communication plan.



The 'S' in the ESG: ABV are innovators in developing meaningful social responsibility programs for our corporate partners

Many corporations want to contribute to their communities, whilst many communities are feeling the need for more support. ABV bridges the gap, by connecting corporate skills, networks and funds to create lasting and meaningful change for small businesses and not-for-profits. We also provide a robust way for our corporate partners to track and measure the success of their social impact efforts.

Our Triple Benefit

ABV prides itself on our Triple Benefit model, which creates value for everyone involved. We work with corporate partners in a way that benefits not only the corporation but also the communities we serve and the volunteers who gain leadership skills and contribute to meaningful social impact.

Benefits for the Corporations

ABV handles community facilitation for you, making it easy for our corporate partners to engage meaningfully. We take the time to understand your business needs and opportunities, co-designing and delivering programs that meet those goals. We also authentically measure the social change and outcomes from the work we facilitate



Benefits for Community

Our corporate partnerships bring valuable resources, networks, and expertise to communities. By combining ABV's experience in community-led development with the skills of our corporate partners, we empower communities to lead projects from ideation to implementation, ensuring they receive the support needed for success.



Benefits for Volunteers

Volunteers love our programs for the authentic experience of working shoulder-to-shoulder with communities and business owners. Participants who are involved in our programs consistently report improved engagement, fulfilment, and confidence, knowing they affect a meaningful change.



Our Corporate Partners



Our NAB immersive skilled volunteering program pairs employees with a community partner to support and develop their capacity to solve a business challenge whilst deeply immersing employees in a cultural learning journey, understanding that the people that know the organisation and its mission best are the community partner.

Over the past 12 months, 3 separate NAB teams delivered outstanding results for community partners' Save the Children, First Nations Foundation and Future of Orborst and District Project. The challenges ranged from providing data strategy, roadmaps, communication and engagement plans as well as recommendations for sustainable solutions and actions.

7 years
in partnership

Total
Community
Strategy
Challenges
Completed **13**

2023 - 2024 FY

2492

Volunteer hours

33 **93** NPS
NAB
Participants
Net Promoter
Score for
community &
employees



ARUP

The partnership between ABV and Arup has evolved into a long-term collaboration benefiting rural communities recovering from climate events. Arup offers pro bono planning, design and engineering expertise, addressing specific local needs and accelerating recovery within ABV's disaster recovery projects.



4 years in
partnership

9 Major Projects
Completed

"The work we have undertaken in partnership with ABV and affected communities has been a step away from 'business as usual' for many of our staff. It has provided us with opportunities to build long-lasting relationships with local communities and to exchange knowledge, promoting mutual learning and increasing the range of Arup's technical skills."

Ed Rowe, Arup

Our Corporate Partners



BSP understands the ongoing community benefits realised when small businesses are successful. Their investment in building a program that increases their clients' business acumen, networks and confidence has also had tangible impacts on BSP's results.

ABV provides skilled volunteers to run a series of hybrid training, coaching and mentoring programs throughout PNG, Fiji and Samoa for BSP clients. Training programs complement BSP's products and services and provide great support for business growth from Micro to Small and Small to Medium organisations.

6 years in partnership

2000+

Volunteered hours of mentoring & training

K2million

Loan products accessed to grow MSME businesses post-YES GROW training



Newmont Corporation, under their Social Performance program, have a deep commitment to develop local talents and skills within the communities they work. ABV have been working with Newmont to co-design and co-deliver their social obligation strategy with the Martu people in Western Australia and in Lihir, PNG.

ABV provide skilled volunteers to work with the community on locally-led initiatives, including mentoring, financial literacy and business acumen workshops.



5 years in partnership

Accredited businesses

33+

578 + 21

Participants PNG

Participants Martu

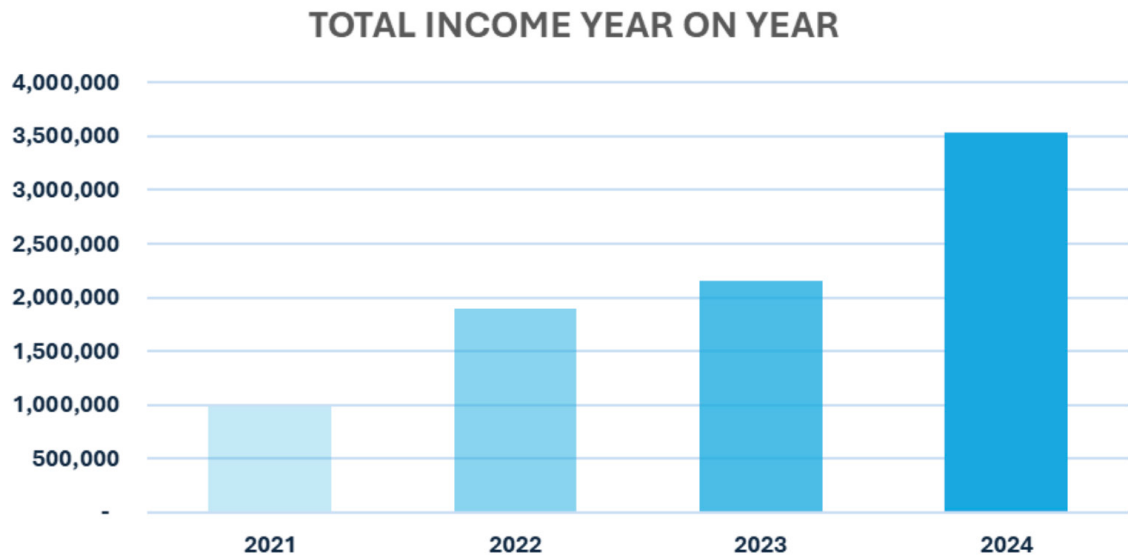
165

Active clients on Lihir

Our Financial Performance

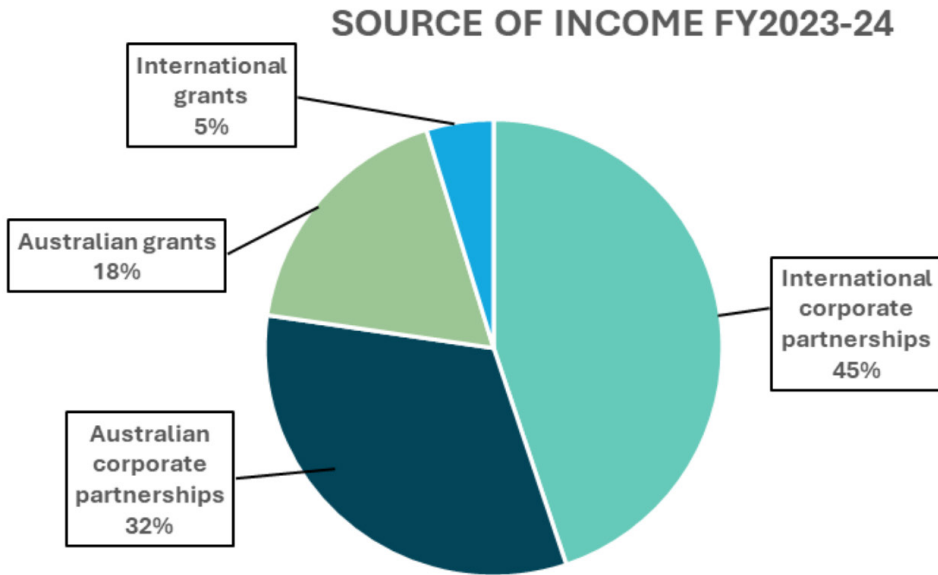
Our year on year income growth reflects ABV's continued commitment to create value for the communities in which we operate, the corporate and government partners that fund our programs, and the volunteers who are the foundation of what we do.

ABV's total income for the year ended 30 June 2024 was \$3,537,556, which is 65% higher compared to last year.



Australian income increased by 170% from last year to \$1,782,818.

International income increased by 18% from last year to \$1,754,738.



Directors' Declaration

Australian Business Volunteers Ltd as Trustee for the AESOP Foundation

ABN: 89 008 612 431

Directors' declaration

The Responsible People declare that in the Responsible People's opinion:

1. The financial statements and notes for the year ended 30 June 2024,

comply with Australian Accounting Standards - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012; and

give a true and fair view of the financial position as at 30 June 2024 and of the performance for the year ended on that date of the company.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulations 2022*.

Director _____
Helen Conway

Director _____
John Edwards

Dated 01 November 2024

Board of Directors

Helen Conway – Board Chair

Helen's wealth of experience and deep commitment to community, diversity, and inclusion make her an outstanding addition to ABV's esteemed board. A highly regarded leader and former CEO of the Workplace Gender Equality Agency, Helen has spent a decade in legal practice and 18 years in the corporate sector. Her diverse directorships in health, transport, and superannuation sectors showcase her commitment to community service, fairness, and inclusion.

John Edwards – Deputy Board Chair

John Edwards has held Senior Executive/Leadership and Board/ Advisory roles in both engineering and technology firms, as well as a number of start-ups and early-stage businesses.

He has held Partnership and VP roles in international management consulting firms in Australia, Asia, and Europe, with a strong focus on business transformation, strategic marketing, and the business impact of technology. His Executive roles have included PA Consulting Group (Senior Partner – UK and Asia Pacific), Ernst & Young (Lead Partner Australia: Technology, Media & Entertainment Consulting), Capgemini (CEO AsiaPac, Telecom & Media Consulting), Motorola (VP and Head of Professional Services and Asia Networks business), and BTS (MD Australasia). He is a Fellow of both the Australian (AICD) and UK (IOD) Directors' Institutes and has extensive experience as a Non- Executive Director and Chair. John has an Honours Degree in Production Engineering and an MBA from the Wharton School in the USA.

John received the Crandall Challenge from Wharton Graduate Emeritus Society in 2024.

Evelyn Moolenburgh – Board Director

Volunteering has always been at the forefront of Evelyn's life from "Cents for Service" as a young Girl Guide, to raising hundreds of thousands of dollars for a new library at her local school, over 20 years as the Team Leader of her local Community Fire Unit and now as an Australian Business Volunteer. With ABV, Evelyn has mentored emerging women leaders in both Tonga and Solomon Islands and has played a role in the Strategic Roadmap for the business community of Nauru.

With close to 40 years of management consulting experience, the last 15 as the Managing Director of Learning Ventures, Evelyn understands the commercial realities of business and can now combine these with her love of volunteering to nurture and coach other business communities to be resilient and successful.

Evelyn is the volunteer representative on the ABV Board.

Michael Ohlsson – Board Director

Michael's interest in volunteering stems from decades of active involvement in not-for-profit organisations in the education sector, primarily Before & After School Care, and on Primary School Councils, plus surf life saving and local community sports clubs.

Michael has spent over 40 years in financial services, including CEO and Managing Director roles in investment banking, trading and funds management. His experience covers all aspects of business, from strategy development and execution through to mergers and divestments. In his career, Michael's success has been largely in driving business growth.

Whilst serving on the Asia-Pacific Management Committee for Fidelity International when CEO of their Australia/New Zealand business, Michael took a great interest in the development of the investment services governance systems for multiple countries in the region.

Michael has a BA in Economic & Financial Studies and is a Graduate of the Australian Institute of Company Directors. Michael is also the Chair of ABV's Finance Committee.

Michellene Kable – Board Director

An executive for over 25 years across different industries, including large ASX firms, Michellene is a transformational leader who specialises in business strategy and change management. With an MBA and a graduate of the Australian Institute of Company Directors, Michellene is a seasoned board member providing strategic advice to relative stakeholders. A trusted advisor, Michellene has consulted to global organisations including Allianz Insurance and Deloitte and was most recently invited to partake in the 'Women On Boards' ASX Program.

Ask Michellene what she enjoys best about being on boards and her answer is to work collaboratively with great teams to adapt, align and implement strategy into action.

Specific to ABV, Michellene also serves on the Finance and Audit Committee.

Rita O'Sullivan – Board Director

Rita is a Climate Finance and Business Development advisor with extensive knowledge and skills in development policy and operations. This lawyer/ economist/business manager progressed through positions during her 19 years with the multi-lateral Asian Development Bank including Country Director (Sri Lanka) and Financial Sector Practice Lead where she coordinated financial sector reform programs in Asia/Pacific. She is engaged in various projects including SME business & digital literacy skills in PNG. Rita is a member of the Assurance Oversight Committee of CGIAR, the Consultative Group on International Agricultural Research. Prior to ADB she held positions as Vice President, Risk Assessment with the National Securities Clearing Corporation in New York; as Manager and General Counsel at the Securities Exchanges Guarantee Corporation Ltd; and in the Australian Federal Attorney-General's Department, Papua New Guinea's (PNG) State Solicitor's Office, and Australian and PNG law firms.

Ms. O'Sullivan holds Arts/Law and Economics degrees, a Masters of Law from the University of Queensland, and graduate diplomas in applied finance and investment. She is a barrister and solicitor at the High Court of Australia, and the Supreme Courts of ACT, QLD, & NSW and a lawyer at the National Court of Justice, PNG. Rita is a longtime yoga practitioner, a lover of classical music, and researcher of diverse cultural studies, preferably undertaken in-country.



Liz Mackinlay
CEO



Jeremy Stevens
CFO



Naomi Toole
General Manager,
Programs



Oscar Mussons
Program Director,
Australia



Jessie Fisher
Program Director,
Pacific



Belinda Howard
Program Director,
Partnerships



George Barrett
Senior Program
Manager, Aust



Brigitte White
Senior Program
Manager, Martu



Ravi Chand
Senior Program
Manager, Fiji



Henry Ume-Taule
Apekton Business
Hub Manager



Jenn Harris
Nauru Business
Hub Manager



Natascha Wernick
Program Facilitator Community
Development, Aust Disaster &
Economic Resilience



Natalie Moore
Program Facilitator,
Partnerships



Neil Smith
Program Coordinator,
Aust Disaster & Economic
Resilience



Mouna Yangnmali
Programs
Coordinator, PNG



Paula Ramirez
Program Officer



Yujin Lee
Program Officer



Thanda Bennett
Program Officer –
PMO Coordinator



Garth Preece
Program
Coordinator, Martu



Sharon Bieundurry
Martu Liaison
Officer



Noeletta Lee
Martu Liaison
Officer



Cate Giovanelli
Senior Manager, Volunteer
Engagement & Journey



Hayley Saxby
People Mobilisation
Lead



Moneesha Reynolds
Marketing Manager



Kari Edie
Senior Event
Coordinator



Steve Tuxford
Training & Development
Manager



Anzac Vuia
Training Manager,
Apekton



Yasaman Azizi
Administration
Officer



Volunteer with us

If you would like to become a registered volunteer for ABV, please visit our website and follow the volunteer registration process:

Visit abv.org.au 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 contact us via:

Visit abv.org.au or email hello@abv.org.au

Subscribe to our ABV Newsletter

f [@abvaustralia](https://www.facebook.com/abvaustralia)

ig [@abv_aus](https://www.instagram.com/abv_aus)

in [@australianbusinessvolunteers](https://www.linkedin.com/company/australianbusinessvolunteers)

