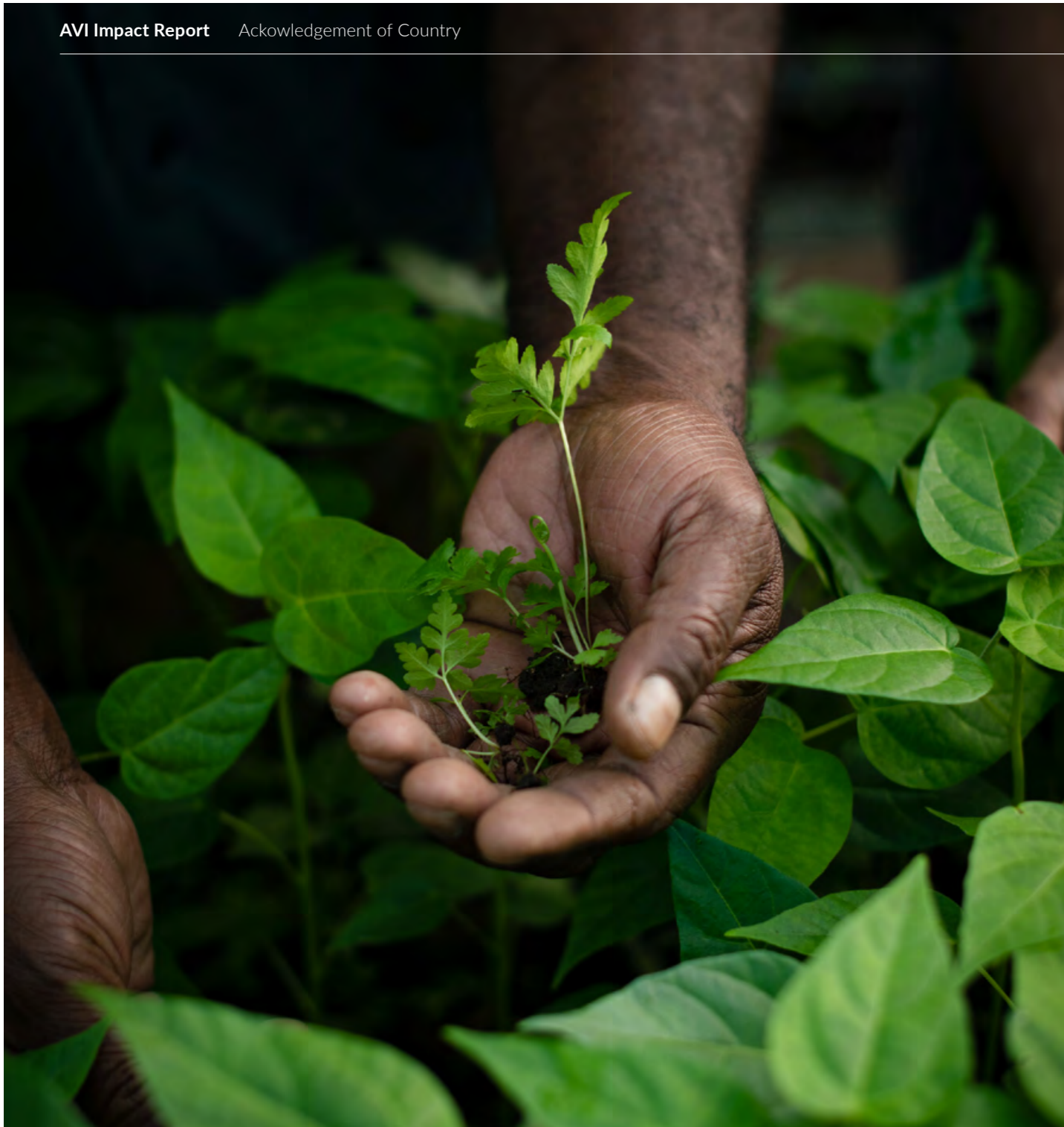


# AVI

*inviting change*



Impact Report | 2022  
2023



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(Above) Department of Forestry, Port Vila (Vanuatu). Credit: Darren James, Australian Volunteers Program

(Front Cover) Australian volunteer Red James and Vanessa Manuake, Paramedics and Emergency Medical Technicians at ProMedical in Port Vila (Vanuatu). ProMedical is an NGO that provides a 24 hour ambulance service on the islands of Efaté and Espirito Santo. Credit: Darren James, Australian Volunteers Program

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

# How we work

AVI believes in self-determination.

We believe people in developing countries know the social, economic and environmental goals they want to achieve.

AVI brings the right people together to share skills and knowledge, strengthening locally driven capacity where it's needed most - in people, organisations and systems.

Because we support the development process, not drive it, we know the change is truly fit for purpose and sustainable.

Interpersonal relationships are central to our mission. That's why we invest in long term partnerships with a range of businesses, governments and non-profit organisations.

These partnerships flourish into rewarding, cross-sector exchanges where learnings flow both ways, resulting in collaboration across cultures and a more informed and understanding Australian community.



Australian volunteer Civil Engineer Sadiya Abdullah at the Department of Water Resources' office in Port Vila (Vanuatu). Credit: Darren James, Australian Volunteers Program



## OUR PURPOSE

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



## OUR VALUES

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



## OUR COMMITMENTS

- Change that is locally owned and led
- Inspiring, engaging and connecting people around the world
- Strengthening capacity through sharing expertise and knowledge
- Building relationships of mutual respect and trust
- Evidence-based practice and outcomes reporting
- Supporting, not driving the development process
- Respect for human rights and a strengths-based culturally appropriate and inclusive approach
- Volunteering for development and the 2030 Agenda for Sustainable Development

(Top) Clinical Nurse consultant Kristalee Horoto (L) and Dr Trina Sale (R) at the National Referral Hospital in Honiara (Solomon Islands). Credit: Ivan Utakenua.

(Middle) Utama Pranaya (L) and Enen Ernawati (R) with Australian volunteer Philip Thomas at the office of Yayasan Usaha Mulia in Jakarta (Indonesia). Credit: Harjono Djoyobisono, Australian Volunteers Program.

(Bottom) Pak Nunung, vanilla grower from Wonosobo Regency, Central Java (Indonesia). Credit: Harjono Djoyobisono, Australian Volunteers Program.

# Message from our Chair Julie Hamblin and CEO Melanie Gow

2022-23 was the first full year of AVI's recovery from the COVID-19 pandemic and enabled us to resume face-to-face volunteering as well as continuing with the new volunteering modalities developed during the period of travel restrictions.

During the year, we managed a total of 464 volunteer assignments in 26 countries including 195 remote, 33 hybrid or local assignments and 236 in-country assignments. We initiated a number of new partnerships and discovered new and innovative ways to deliver on our organisation's core purpose - to enable people to create the change they want to see through sharing and exchanging skills, experience, knowledge and building relationships between people and cultures.

This report outlines AVI's achievements during the year, as well as providing personal reflections and stories from the staff, partners and volunteers who comprise the lifeblood of our organisation. These stories of impact cover a number of sectors, from climate change to development through sport, Water Sanitation and Hygiene (WASH) to animal protection. We hope that you enjoy reading them as much as we have.

**This year we have been overjoyed to see the full return of face to face volunteering, which has enabled Australian volunteers to play a role in helping our partner organisations recover from the lasting impacts of COVID-19.**

Whilst long term face to face volunteering continues to be a significant way in which we work, AVI has welcomed the growth of hybrid volunteering opportunities across a number of programs, including SIMPLER (Solomon Islands Medical Partnership for Learning, Education and Research), the Australian Volunteers Program and the Blue Pacific Pro Bono Collaborative. Hybrid volunteering incorporates a period of time spent in-country to build relationships and understand the local context, along with a period of time working remotely. The introduction of a hybrid volunteering model diversifies the pool of Australians whose lives will be enriched through international volunteering whilst expanding the talent pool for our partner organisations.

This year, AVI has been privileged to work with a number of new partners to harness the skills of



**Julie Hamblin** AVI Chair

volunteers in different sectors. One personal highlight has been our partnerships with the Reece Foundation and four Australian law firms involved in the Blue Pacific Pro Bono Collaborative. These partnerships have provided a powerful blueprint for the successful development of partnerships with the private sector.

Turning our focus to causes closer to home, we continued the progress of promoting the process of reconciliation within our organisation and beyond. 2022/23 saw AVI join the Allies for Uluru, a coalition of Civil Society organisations working in support of the movement for a First Nations Voice to Parliament. AVI took a 'Hard Yes' position on this issue, which was expressed through a number of staff engagement and public awareness activities. AVI has a long and proud history of advocacy on a number of international social justice and human rights issues and we were pleased to be able to apply this critical lens within Australia as well.

AVI has continued to provide positive thought leadership and lead by example with best practice volunteering. Child safeguarding continues to be a strategic focus for us and we were pleased to



**Melanie Gow** AVI CEO

play a positive role in inspiring CECI Nepal to adopt their first Child Protection Policy – a policy which has since inspired broader change throughout the organisation's international network.

Our people are our greatest asset and we have continued to increase opportunities for staff reward and recognition, as well as learning and development.

AVI would not exist without the generous contributions of our supporters, which give us long term financial sustainability and the freedom to develop and maintain the long term partnerships which are the key to achieving lasting locally-led change. We received a very generous bequest from Barbara Praetz, a former volunteer whose remarkable story is included in this report.

At this time of global uncertainty and change, it has been a challenging year for many of us. However, we are proud of what AVI has been able to achieve and optimistic that we will be able to continue to expand our impact across the countries in which we work. We would like to thank our staff, volunteers, partners and supporters for their invaluable contribution to our work.



Australian volunteer Research Development Mentor Laura Wallace at Universitas Muhammadiyah Yogyakarta (Indonesia) with colleagues Nopryan Ekadinata (L) and Avifah Noor Itsnaini (R). Credit: Harjono Djoyobisono.

## In 2022–23 AVI managed:

**236**

in-country assignments

**195**

remote assignments

**33**

hybrid or local assignments

carried out by skilled volunteers in

**26 countries**

These volunteers worked to support locally driven economic, social and environmental change with:



**80%**

of partner organisations reported good or excellent progress against assignment objectives delivered by the Australian Volunteers Program\*

**150**

AVI staff worked out of 23 country offices



For more on the Australian Volunteers Program, please access the program's 2022-23 annual report at [www.australianvolunteers.com](http://www.australianvolunteers.com)

# Tom's story

## Thomas Fitzpatrick on the prevention and management of diabetic foot disease in the Solomon Islands

Under the supervision of Dr Rooney Jagilly, Head of Surgery at the National Referral Hospital in Honiara, I have been working on the 'Luk Afterem Legi (Look after Legs)' Project which aims to reduce the rate of diabetes related amputations and avoidable deaths in the Solomon Islands.

The Solomon Islands has the 9th highest prevalence of diabetes in the world. For many reasons, a large number of people with (often uncontrolled) diabetes, are developing foot wounds and seeking medical assistance late, by which time their wounds are large, infected or necrotic. This almost always leads to acute hospital admission, surgical debridement, amputation, or death. 60% of inpatients on the surgical ward at the National Referral Hospital have severe amputations and wounds and the mortality rate 5 years after an amputation is up to 70%.

There are no podiatrists or specialists in diabetic foot care in the Solomon Islands. As a project manager with a background in Podiatry, my role focusses on working with surgeons, nurses and other health professionals to improve screening, prevention and management of diabetic foot disease.

One exciting health promotion initiative we are starting is with Dreamcast, a local theatre company, to use film, art and theatre to raise awareness and understanding of diabetes in provincial areas.

Another program highlight has been training Roselyn (Surgical Nurse) and Jordanna (Diabetes Nurse) in podiatry skills to become the country's first Diabetic Foot Trainers. They have worked with managers to improve service systems and trained over 75 health workers in diabetic foot care. Roselyn and Jordanna were very proud to make their first ever overseas

trip to deliver training at Alotau Hospital in Papua New Guinea and it was great to be a part of that.

Staff are working to improve health outcomes in a very challenging environment. An example includes patients often needing a family member to donate blood for urgent surgery to avoid spreading of foot infection and death.

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**“What I love most about working in the hospital is that, despite the challenges, walking through the corridors you are guaranteed stumble across warm smiles and laughter from staff, patients and families to one another.”**

– Tom Fitzpatrick.

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This along with the joyful tone and expressions of the Pijin language is really infectious and brings strength to others in what is often a very hard time. The importance of community and the culture it brings to take care of one another and enjoy the simple things in life is a key reflection from my time in the Sols.

I've been overwhelmingly impressed by my colleagues' resilience, creativity and eagerness to overcome significant challenges at different levels of the healthcare system and achieve positive health outcomes.

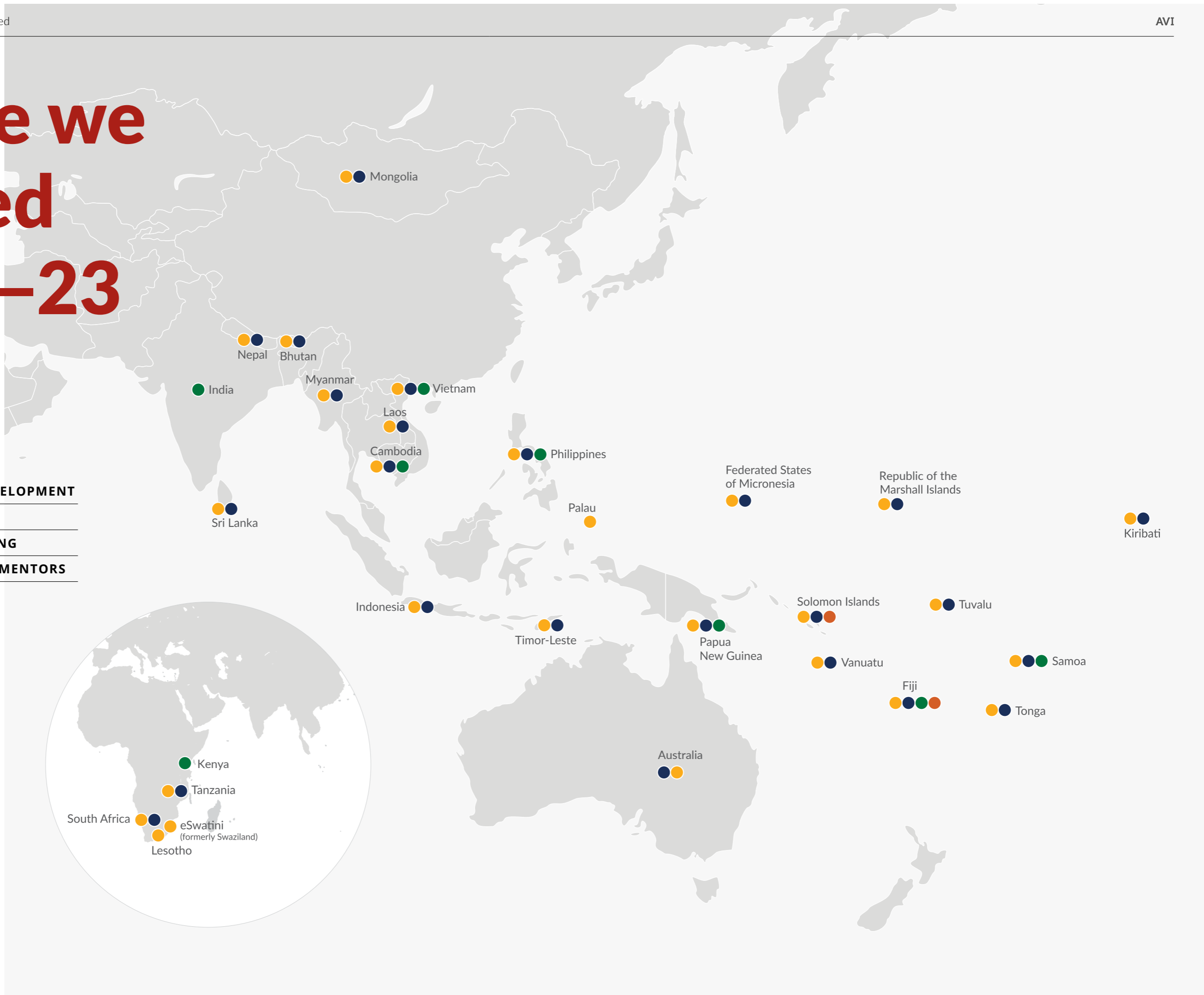
*Tom Fitzpatrick's assignment is part of the Solomon Islands Medical Partnerships for Learning Education and Research (SIMPLER). SIMPLER is supported by the Solomon Islands Government and the National Referral Hospital, funded by the Australian High Commission in Honiara.*

Thomas Fitzpatrick with colleagues Jordanna (L) and Roselyn (centre) at the Alotau Provincial Hospital, Milne Bay (PNG). Photo supplied.



# Where we worked 2022–23

- VOLUNTEERING FOR DEVELOPMENT
- AVI OFFICE
- CAPACITY STRENGTHENING
- TECHNICAL ADVISORS & MENTORS



## AVI OFFICES

During 2022-23, 150 AVI staff members worked from offices in 23 countries to provide world-class support to participants in all programs and initiatives we manage.





Australian volunteer Jinsook Yoo with colleagues in the operating theatres of Port Vila Central Hospital (Vanuatu). Credit: Darren James, Australian Volunteers Program.

# Program summary

## Australian Volunteers Program

The Australian Volunteers Program matches a broad range of skilled Australians with partner organisations across the Indo-Pacific region, contributing to sustainable development outcomes. AVI manages the program, in an AVI-led consortium with DT Global and Alinea International, on behalf of the Australian Government.

The program's key objectives include supporting the goals of partner organisations, promoting the value of volunteering, and fostering cross-cultural connections. By achieving these objectives, the program contributes to building trusted relationships between people and communities in Australia and countries across the Pacific, Asia and Africa, fostering equitable development. The program is deeply committed to working in ways that support local leadership and has a strong and active commitment to gender equality, disability equity and rights, and the inclusion of First Nations perspectives and people.

In 2022-23, the program recruited, mobilised and supported 362 volunteers to deliver 417 assignments. These volunteer assignments supported 249 partner organisations. The program launched a new volunteering modality – hybrid volunteering – which includes remote and in-country phases in one assignment. In addition,

the program helped partners to strengthen their capacity by awarding 33 small grants and facilitating a range of networking and knowledge exchange events such as the Global Webinar Series.

The program continued to engage more than 100 Australian organisations in international volunteering. The Indigenous Pathways initiative developed new partnerships with the Torres Strait Regional Authority and WWF-Australia.

The program delivered a major event at the Australian Parliament House in Canberra to mark International Volunteer Day 2022, with a keynote address by Senator The Honourable Penny Wong, Minister for Foreign Affairs. More than 90 guests representing the Australian Government, partner governments, partner organisations, volunteers and staff attended the event.





Eugenio Lemos, Director of PERMATIL (L) with Australian volunteer James Palmer (R) in Dili (Timor-Leste).

## Reece Foundation Partnership

AVI partnered with Reece Foundation to recruit and mobilise six volunteers to Cambodia in July 2022. The project involved working with Reece Foundation’s partner organisation Community Generation to help provide water and basic sanitation to communities in need.

Under two phases of the Resilient Lismore project, AVI also partnered with Reece Foundation to recruit and mobilise 16 volunteers to Lismore NSW. The first phase involved volunteers scoping the needs of approximately 80 flood-affected homes, and the second phase saw volunteers from a variety of trades undertaking the scoped work. AVI was responsible for the recruitment, background checking, mobilisation, predeparture briefing, pastoral care and safety and security of the Reece Foundation Volunteers. AVI also undertook a Child Safeguarding Review and created and recommended a Safeguarding Policy for Reece Foundation.

## Student Mobility Services

In 2022/23, AVI launched its new Student Mobility Service that aims to support educational institutions that do not have a dedicated student mobility team. The service is modular, allowing institutions to pick and choose the services needed, from initial program design to pre-departure preparation to logistics and incident management. This approach builds on organisations’ strengths and capabilities, allowing them to achieve more with less.

The introduction of AVI’s new Student Mobility Services has led to the establishment of a new partnership with the University of Tasmania which will begin in the 23/24 FY.

## Technical Advisors and Mentors

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

The reopening of international borders in July 2022 allowed SIMPLER to re-commence its in-country program after two-years of providing remote support throughout the pandemic. Eight Australian volunteer health professionals were deployed to key positions in the National Referral Hospital Honiara, the country’s central hospital that handles approximately 80% of the cases in the Solomon Islands, with the aim of strengthening health service provision and providing training and capacity development opportunities for local health professionals.

SIMPLER continued its partnership with the Australasian College for Emergency Medicine (ACEM), enabling Fellows to support emergency medicine education in the Solomon Islands. SIMPLER also recruited volunteers to hybrid roles for a medical laboratory development mentor and leadership mentor to the CEO.

The pandemic unfortunately delayed progress on the Postgraduate Diploma in Rural Medicine and the placement of volunteers in the new Naha Birthing Hospital so the focus shifted to the creation of online learning materials for medical trainees. Forty individual modules covering the major medical teaching topics will become available online next year for interns to study and self-assess. There is potential to share this material with other Melanesian countries.

## In-Country Communication Officer Network

AVI was commissioned by The Australian Centre for International Agricultural Research (ACIAR) to engage a network of communications professionals in Fiji, Papua New Guinea, Philippines, Vietnam, India, Cambodia and Kenya. The In-Country Communication Officer Network (ICCON) initiative aims to raise greater awareness of ACIAR's agricultural research and projects in the Pacific, East Asia, South and West-Asia and Eastern and Southern Africa regions.

## Pacific People

Powered by AVI, Pacific People is the first Pacific-wide specialised end-to-end recruitment service headquartered in Suva, Fiji.

In 2022/2023, business began to regain momentum as the region recovered from the impacts of COVID-19. Pacific People delivered 46 new projects comprising recruitment, training, business support and consultancy services. Of the total recruitment projects, 18 were successfully filled by Pacific People; two were pending client decision at time of report and four were either put on hold or filled externally.

Pacific People continues to attract new clients with a total of 21 new clients signed on in the past financial year including eight local clients, four regional clients and nine international clients based in countries across the Pacific - including Fiji, Vanuatu, Papua New Guinea, Australia and New Zealand.

## Capacity Strengthening

### Australian Humanitarian Partnership – Disaster READY

The Australian Humanitarian Partnership is a ten-year (2017-2027) partnership between the Australian Government and Australian NGOs. As part of Plan International Australia's consortium for Disaster READY, AVI continued to support local partner organisations in Fiji and the Solomon Islands with capacity strengthening activities relating to institutional strengthening and for disaster preparedness and response.

AHP2.0 commenced from 1 July 2022, and first-year priorities for AVI included developing capacity strengthening frameworks for all local partners (five in Fiji and three in Solomon Islands), and co-ordination of a Localisation Summit and Reflection Workshop in Honiara.

Capacity strengthening activities included the provision of training and support in relation to Disaster Risk and Response, policy implementation, and strategic planning for partner organisations in Fiji and the Solomon Islands.

### Doherty Institute

As part of the DFAT funded COMBAT AMR (Combating the threat of antimicrobial resistance in Pacific Island Countries) and MRFF projects (Medical Research Future Fund) AVI was commissioned by the Doherty Institute to recruit and engage eight project co-ordinators and laboratory staff based in Fiji and Samoa.



Australian volunteer Karen Berger (L) selecting costumes with Finance Officer Julie Auskai (R) at Moresby Arts Theatre in Port Moresby (Papua New Guinea). Karen is a Mentor for the theatre's Youth Arts Program. Credit: Darren James, Australian Volunteers Program.



Robert Lal with his kava crop in Port Orly on Espiritu Santo, the largest island of Vanuatu. Credit: Darren James, Australian Volunteers Program.

### Blue Pacific Pro Bono Collaborative

AVI formed a new partnership with four of Australia's leading law-firms (Ashurst, Norton Rose Fulbright, Clayton Utz and DLA Piper) to form the Blue Pacific Pro Bono Collaborative.

The Collaborative seeks to provide pro bono legal support to local partners working at the forefront of the climate crisis in Pacific Island countries with the aim of addressing the threat to the livelihoods, security and wellbeing of people in the region. The Collaborative also works to strengthen the capacity and capability of local Pacific lawyers to provide pro bono legal support across the region.

Under a pilot in May and June 2023, the Collaborative partnered with the Pacific Community (SPC) in

Suva, Fiji to provide legal support to five key multilateral projects: the UNESCO Global Geoparks; the Framework for Energy Security and Resilience in the Pacific (FESRIP); MFAT Climate Change Program; the Pacific Adoption of Waste to Energy Solutions (PAWES); and the Pacific Energy Gender Network. Nine Australian volunteers undertook a two-week placement with SPC alongside eight Fijian lawyers supported by the Fiji Law Society.

The Collaborative is now working on expanding its regional outreach and is hoping to continue to provide pro bono legal support to SPC in Fiji whilst developing new partnerships in neighbouring countries.

## Strengthening Child Protection in Nepal and beyond

The Australian Volunteers Program worked in partnership with the Centre for International Studies and Cooperation (CECI) Nepal to support the development of CECI Nepal's first Child Protection Policy.

The Centre for International Studies and Cooperation (CECI) is an international non-government organisation that combats poverty, exclusion and inequality through sustainable development projects in Africa, Asia and the Americas. CECI Nepal was established over 30 years ago and works with diverse partners including government bodies, community-based organisations, NGOs, and the private sector. In alignment with AVI and the Australian Volunteers Program, CECI has a strong commitment to supporting organisations through volunteer placements.

CECI Nepal has worked in partnership with the Australian Volunteers Program's team in Nepal for a number of years, including sharing an office space. In December 2022, the program's Nepal team and Child Protection and Safeguarding Advisor were invited to host a workshop in Kathmandu for CECI Nepal staff on the topic of child protection.

The workshop helped identify risks to children in Nepal, and ways in which CECI Nepal could improve child safeguarding and advance the rights of children. The conversation raised a number of important issues and resulted in a decision to develop CECI Nepal's first country program Child Protection Policy. The new policy has been finalised and applies to all staff, national and international volunteers, and CECI Nepal board members. The policy showcases principles and localised practices to support the protection and rights of Nepal's children and underscores CECI's commitment to zero tolerance against child abuse, harm or exploitation.



CECI Nepal staff enjoy a team building activity during a workshop break. Photo supplied.

Following the adoption of the Nepalese policy, CECI's global office in Montreal has expressed an interest in implementing the newly developed policy across its global program which operates in 18 countries across Africa, Asia and the Americas. This unique outcome is a testament to the commitment and passion of CECI Nepal staff and shows how local initiative and partnership can lead to better protection for children on an international scale.

**“We can't change the world, but we can be a role model regarding child protection policy.”**

- CECI Nepal Staff member and workshop participant

# Anthony's story

## Anthony Healy on how the magic of AFL is promoting positive lifestyle choices and improving outcomes for school children in Papua New Guinea.

I moved from Melbourne to Papua New Guinea (PNG) in 2014, when I took up a position as a science and maths teacher at an international school in Port Moresby. I'm a passionate AFL supporter and whilst I was teaching, I took the opportunity to introduce the girls and boys to the magic of football. When I retired from teaching in 2022, it seemed like a natural pathway for me to take on a role with the Australian Volunteers Program as Support Officer at the AFL PNG Development Office.

Working with students between the ages of five and 18, from all backgrounds and with all abilities, I was privileged to be part of a team that rolled out 'Smart Start Niukick', AFL PNG's grassroots development program in schools.

So far, we have reached 32 schools and are projected to reach over 70,000 students nationally by December 2023.

AFL PNG runs skills clinics that work to inspire positive lifestyle choices, with anti-drug and alcohol messaging and nutritional education being a strong part of the program. Their programs also include a strong anti-violence focus, particularly regarding



violence against women, due to the high rate of domestic violence in PNG (Human Rights Watch).

The program has also developed a pathway and training program for elite PNG players with Gold Coast Suns player Hewago Paul Oea (a.k.a Ace) and Valerie Mai, top kicker for the Flames (PNG National Women's team) being notable graduates from the National Training Academy.

Ace is a bit of a homegrown hero and we have developed a book about him which has been introduced to schools.

Here in PNG, resources and equipment are scarce and the playing fields often look more like carparks. Travelling from Geelong, I've brought back around 50 pairs of football boots that my sister collected from the Salvos and other places. The AFL has also been terrific in sending supplies and equipment.

A lot of work is being done to encourage female participation in the AFL and I'm looking forward to the day that we can see one of our program participants going on to participate in the AFLW.

*Anthony's assignment was part of the Australian Volunteers Program, an Australian Government initiative funded by the Australian Government as part of its development program. AVI is the lead delivery partner of the Australian Volunteers Program.*

**“The children love hearing Ace's story – seeing a local boy spotlighted on the world stage inspires them and gives them hope.”**

– Anthony Healy.

(Previous page) Australian volunteer Talent Academy Support Coach Anthony Healy in Port Moresby (Papua New Guinea). Credit: Darren James, Australian Volunteers Program.

(Top left) Prudence Sindriwen and Valerie Mai from AFL PNG Photo credit Darren James, Australian Volunteers Program

(Top right) Gold Coast Suns player Hewago Paul Oea (Ace) Photo credit Australian Football League

# Leadership and Governance

AVI is committed to upholding the highest ethical standards and delivering best practice in international development.

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

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

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

Frenda Juvinmal (L) and Stanley Toa (R) at an event hosted by the Vanuatu Paralympic Committee in Santo (Vanuatu). Credit: Darren James, Australian Volunteers Program.





Australian volunteer Helen Wood (R) with Nursery Worker Joylyn Langon (L) at the Department of Forests' nursery in Tagabe. Credit Darren James, Australian Volunteers Program.

## Our Board Committees

The AVI Board establishes committees to facilitate the practical work of its governance role and responsibilities. Committees comprise Directors plus independent members who extend and complement the Board's skills, while also providing a measure of external objectivity.

**During 2022-23, the following committees were in operation:**

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

## Our Board

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

**During 2022-23, AVI's Board comprised:**

- Julie Hamblin, Chair
- Dr Peter Wilkins, Deputy Co-Chair (until June 2023)
- Dean Tillotson, Second Deputy Co-Chair, and Chair, Finance, Audit & Risk Committee
- Martine Letts, Director and Chair, Governance and Quality Committee
- Lyma Nguyen, Director (until February 2023)
- Jon Marcard, Director
- Brendon McNiven, Director
- Liza Coffey, Director
- Leanne Close, Director and Chair, People & Culture Committee
- Mike Batchelor, Director
- Tony Sheehan (from March 2023)
- Sam Mostyn, President

## Our Organisational Leadership Team

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

**During 2022-23, AVI's OLT comprised:**

- Melanie Gow, Chief Executive Officer
- Bruce Morrison, Chief Financial Officer
- Zoe Mander-Jones, Program Director – Australian Volunteers Program

- Melanie Wilson, Manager, Public Diplomacy – Australian Volunteers Program
- Emma Hess, Partnerships and Innovation Manager – Australian Volunteers Program
- Alison Boundy, People & Culture Manager (from August 2022)
- Kiji Faktaufon, Regional Director, Central and North Pacific – Australian Volunteers Program (until December 2022)
- Matt Coleman, Executive Manager, Corporate Operations (from November 2022)
- Jonathan Hunter, Regional Director, Asia Archipelago– Australian Volunteers Program (from January 2023)



## Our Environmental Commitment

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

AVI's Environmental Sustainability Action Plan outlines specific actions to reduce environmental impact on both operational and organisational fronts, such as measures to improve waste reduction, energy efficiency and sustainable water consumption. An Environmental Sustainability Committee has been put in place to oversee the implementation of the Action Plan.

AVI's efforts to decarbonise its programs and operations have in fact been included as a case study in a joint research project by the Australian Council for International Development (ACFID) and the University of Technology Sydney (UTS). The case study is available on the ACFID website.

The Australian Volunteers Program's carbon offset initiative contributes to environmental sustainability by offsetting program participants' flights. From July 2022 to June 2023, program staff and volunteers flew 2,023,068 kilometres and emitted 476 tonnes of CO2. Internationally certified carbon credits were purchased from a project in Sri Lanka supporting small-scale renewables, costing AUD \$5,869, to offset these emissions.

(Top) Youth helpers Samuel Saul (L) and Marieth Johnson (centre) picking fresh produce at the Wan Smol Bag Nutrition Centre with Australian volunteer Jessica Seymour (R) (Vanuatu). Credit: Darren James, Australian Volunteers Program.

## Our Commitment to the prevention of modern slavery

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

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

## Evaluating our work

The Australian Volunteer Program's Monitoring, Evaluation and Learning (MEL) Unit continued with a number of research projects including research on organisational capacity strengthening, the value of volunteering and partners' perceptions of the program's partnership approach and power dynamics. The program remains dedicated to ongoing learning and continuous improvement, evident through its annual reflection cycle. Reflection events were held online in August 2022, allowing program staff to share progress, discuss challenges, and plan actions for the next financial year. Online monitoring and evaluation forms were also improved based on stakeholder feedback.

AVI has continued to progress the roll-out of its whole-of-organisational MEL framework.



Pak Yukon, rice farmer from Karanganyar Regency, Central Java (Indonesia) applying fertilizer with Mt Lawu in the background. Credit: Harjono Djoyobisono, Australian Volunteers Program.

# Claire's story

## Claire Robertson on volunteering with the Blue Pacific Pro Bono Collaborative

The Blue Pacific Pro Bono Collaborative is a partnership between four major law firms – DLA Piper, Norton Rose Fulbright, Ashurst, and Clayton Utz. The Collaborative aims to provide pro bono legal support to satisfy the urgent, unmet legal needs of local partners working at the forefront of the climate crisis in select Pacific Island Countries.

Through AVI and the Collaborative, I spent two weeks seconded to The Secretariat for the Pacific Community (SPC) in Suva, Fiji. Together with Cloe Jolly from Clayton Utz and Litia Nailatikau from the Fiji Law Society, we worked closely with SPC to provide legal advice to the Government of Tuvalu on establishing a UNESCO Global Geopark (UGGP) in the Funafuti Conservation Area. A UGGP is a single, unified geographical area where sites and landscapes of international geological significance are managed with a holistic concept of protection, education, and sustainable development. Our advice was focussed on establishing a management body for the UGGP, as well as broader opportunities, risks and challenges associated with establishing the UGGP.

Preparing the advice has highlighted to me the important work this project is doing to protect and preserve key environmental and heritage sites, as well as promoting long-term climate and economic resilience. I have seen how the UGGP project can provide a clear framework for Pacific Island Countries to adapt to their own circumstances and presents opportunities for capacity building in climate mitigation and adaptation skills. This project has huge potential to deliver long-term environmental and economic benefits to countries throughout the Pacific.

Climate justice is not just about compensating developing countries for the impacts of climate change.

**“Achieving climate justice will require coordinated efforts to implement self-sustaining projects that will not only deliver strong climate mitigation and adaptation outcomes but also provide for the sustainable economic development of Pacific Island Countries.”**

– Claire Robertson.

AVI's partnership with The Collaborative is fundamental to ensuring Pacific Island Countries have access to the necessary technical support to plan and implement climate mitigation and adaptation projects. I am grateful for the opportunity to contribute to this important work.

*Claire Robertson is a solicitor from DLA Piper and one of nine Australian volunteer lawyers who participated in the Blue Pacific Pro Bono Collaborative Pilot.*

Claire Robertson (L) with colleagues from the Blue Pacific Pro Bono Collaborative at the SPC Office in Suva (Fiji). Photo supplied.





# Our Commitment to Reconciliation

## AVI's Reconciliation Action Plan

AVI is firmly committed to the process of reconciliation with our First Nations communities, including encouraging cultural learning, relationship building, truth telling and education at an organisational level. Central to this endeavour has been the development of AVI's 2024-26 Innovate Reconciliation Action Plan (RAP) which was in final stages of review at time of writing.

## Our Reconciliation activities

Throughout the year, the RAP Working Group (RAP WG) continued to deliver a range of activities that involved staff across the globe including video screenings, quizzes, learning resources and other staff engagement activities to commemorate NAIDOC Week 2022 and National Reconciliation Week 2023. The RAP WG arranged a special 'takeover' of the June 23 all staff meeting featuring a discussion on The Voice with independent Aboriginal journalist and social commentator Charles Pakana.

With intention to respect and acknowledge the custodians of the land on which AVI's head office is located, the RAP WG invited Wurundjeri Elder Uncle Perry Wandin to host a Welcome to Country and smoking ceremony.

## Allies for Uluru

With the approval of the AVI Board, AVI adopted a 'Hard Yes' official position in support of a First Nations Voice to Parliament, formalising its engagement by joining the Allies for Uluru, a coalition of over 275 organisations and corporations in support of Voice, Treaty, Truth. AVI embarked on a number of internal and external advocacy activities to support a 'yes' vote in the referendum due to take place in late 2023.

To provide additional opportunities for staff to engage with the history and culture of the Wurundjeri people, the RAP WG invited Edward Chisholm, a former AVI staff member and First Nations cultural educator to facilitate a guided walk to significant cultural sites around Fitzroy.

AVI has continued with its policy to provide staff with optional time off in lieu provisions if they choose not to observe the 26 January public holiday.

Finally, AVI recognises that the Australian wealth was generated by the theft of our First Nations lands and cultures. To head towards a better future for all, the RAP WG initiated the donation of \$500 to 'Pay the Rent', a collective that supports grassroots causes and campaigns with a focus on protecting First Nations rights.

Wurundjeri Elder Uncle Perry Wandin conducting a smoking ceremony at AVI's office in Melbourne (Australia). Photo supplied.



# The people who drive our purpose

(Left to Right) Elga Da Silva Maria, Alianca Fernandes and Jescia Nelinha Da Silva Ximenes from Juventude ba Dezenvolvimentu Nasional (JDN) in Dili (Timor-Leste). Credit: Harjono Djyobisono, Australian Volunteers Program.



**Our team has continued to work with passion and commitment over the past twelve months, delivering our programs with excellence and developing new programs and improved ways of working. Across our locations, we have also supported staff to embrace a hybrid model of working, combining working from home and the office, as appropriate to each context.**

## Recognising the work of our people

Launched in 2021, AVI's Values in Action Awards, recognise the contributions of our staff through nominations from colleagues across all our offices. Celebrated twice a year, the Awards are open to both individuals and teams across the organisation and are widely celebrated by all. Award categories include the Ubuntu Award for excellence in teamwork or collaboration; the Innovation Award; the Bayanihan Award for exemplifying integrity and respect; the Workplace Wellbeing Award, and the Award for Leadership.

The 'Macca' Award, in honour of and to remember the life and work of Dr Ian (Macca) McDonald, a staunch and passionate staff member of AVI for over 31 years is awarded annually. In 2022, the Macca Award was awarded to Jon Hunter, Regional Director Asia Archipelago, for his ongoing role-modelling of and advocacy for the role of volunteering in locally-led development.

## Organisational development

In FY 22/23, AVI partnered with human resource consultancy Birches Group LLC to conduct an external salary benchmarking process across all countries in which we operate outside of Australia. The review allowed AVI to classify each role within a band, based on the position description. A key outcome of the review is the ability to align salaries both within and across countries. This ensures that AVI is providing fair, equitable remuneration and benefits to all locally engaged staff, and that these packages are consistent across similar roles.

In response to feedback received in previous staff engagement surveys, we increased the provision of learning and development opportunities for staff through the Leadership Forum, the Global Webinar Series, Cultural Awareness Training, and Mental Health First Aid training. We have also seen an increase in the uptake of individualised learning and development programs across country teams, including short courses, certificate level qualifications and tertiary studies.

We have continued the review and update of our people policies and processes to support staff productivity and wellbeing. We have strengthened our capability in cyber security through processes and systems and regular training for individuals to increase their skills in identification of risks.

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**'A key outcome of the review is the ability to align salaries to others doing the same level of role both within that country and across countries.'**

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## Isireli Vulaca

Program Manager, Fiji and Tuvalu, Australian Volunteers Program



“ I have worked with AVI for almost a year now and it has been a great experience thus far. I find it rewarding in being able to engage on a more grassroots level with different partner organisations and finding out how we can support their development objectives.

This role has also challenged me to become more innovative in the various modalities of how we support our partner organisations, from the different volunteering modes to offering workshops on common organisational areas of support requests (i.e., organisational development, M&E, financial management and frameworks, communications, etc.). This has also meant how we can utilise existing and new relationships with regional organisations to collaborate towards providing support to smaller organisations.

I look forward to learning and growing more with my team in the following months and years. ”

## Aleksandra Hureau-Sarmis

International Program Manager



“ I joined AVI almost two years ago after ten years in the corporate world. The organisation’s values, ethics and approach to international development that I had a chance to observe from the outside as part of my previous role were what really appealed to me. Today, I particularly appreciate the work culture fostered throughout AVI. The trust-based and respectful relationships, underpinned by supportive leadership, make AVI a space where the diversity of opinions and initiatives is valued and encouraged.

As part of my role in the International Services Team, I have the chance to work on various programs. From design through to volunteers’ mobilisation and monitoring, learning and evaluation, I enjoy being involved in the whole program lifecycle. No two days are the same and it provides numerous learning opportunities. This year, I had the privilege to spend three weeks in Suva, Fiji, supporting our very first cohort of volunteers under the Blue Pacific Pro Bono Collaborative. It was a fantastic opportunity to meet with local partners and colleagues face-to-face and to discover a new country and culture. With more exciting program development in the pipeline, I am looking forward to this new year. ”

# Jacqueline's story

## Jacqueline Esteban on giving bears a new lease of life in Laos

Free the Bears is a wildlife conservation group that runs sanctuaries for bears and other species in Cambodia, Vietnam and Laos. Since 1995 the organisation has helped rescue and care for over 950 bears from the world's most vulnerable species, including sun bears, moon bears and sloth bears. As well as rescue and rehabilitation, Free the Bears works with national governments and local communities to fight against illegal wildlife trade with many bears rescued from poachers, exotic pet owners, or people planning to use them in traditional medicine.

Jacqueline Esteban, a veterinary nurse and former animal keeper, worked with Free the Bears for 12-months as a volunteer Veterinary Support Officer. Her assignment was through the Australian Volunteers Program and Provincial Agriculture and Forestry Department (PAFO).

Jacqueline's role supported two sanctuaries in Laos: the Bear Rescue Centre at Tat Kuang Si and the Luang Prabang Wildlife Sanctuary. Jacqueline worked alongside PAFO and her colleagues at Free the Bears to improve the care of wildlife that had been confiscated from the illegal wildlife trade.

Jacqueline's assignment objectives included developing a fully equipped wildlife hospital to international standards and supporting the ongoing development of diagnostic capacity and disease screening capabilities.

"I felt very lucky to work with The Provincial Agriculture and Forestry Department in partnership with Free the Bears. One of PAFO's main goals is to combat the illegal wildlife trade and protect the unique biodiversity of Laos. This goal is being supported by the partnership with Free the Bears in establishing

sanctuaries that provide short and long-term care for wildlife confiscated from the illegal wildlife trade and to improve the health, welfare and conservation of wildlife in these sanctuaries," says Jacqueline.

Jacqueline also worked to build local capacity by providing support to local veterinarians and frontline workers through protocol development, on-the-job training and knowledge expansion. A key component of her role was to strengthen processes to help integrate captive wildlife husbandry, welfare and veterinary health to establish a holistic approach to animal management.

**"PAFO and Free the Bears are working towards a goal that I'm very passionate about. The idea of helping achieve that goal is very exciting and fulfilling to me."**

– Jacqueline Esteban.

"Also, I've known about Free the Bears for a while as I did my dissertation with them for my master's degree. I looked at behavioural monitoring for assessing welfare. The organisation's passion and commitment has always really inspired me."

*Jacqueline's assignment was part of the Australian Volunteers Program, an Australian Government initiative funded by the Australian Government as part of its development program. AVI is the lead delivery partner of the Australian Volunteers Program.*



Watch the animated video about Jacqueline's assignment



Jacqueline Esteban, Australian volunteer Veterinary Support Officer in Laos. Photo supplied by Free the Bears.

# Fundraising



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

During 2022-23, AVI raised \$129,907 through regular giving, fundraising campaigns and our bequest program. Funds raised for AVI are used to forge new partnerships, support longstanding partners, enable continued investment in our programs and support the sustainability of the organisation. Through our generous supporters AVI works to ensure that future generations can build upon our rich history and support locally driven change where it’s needed most.

Fisherman Antonia selling fish in Dili (Timor-Leste). Credit: Harjono Djoyobisono, Australian Volunteers Program.

Staff and members of People with Disability Solomon Islands at their offices in Honiara (Solomon Islands). Photo supplied.



## Donor supported grants at work

In 2022, People with Disabilities Solomon Islands (PWDSI) applied for a donor supported AVI Grant to socialise a number of organisational policies which had been developed over the previous years and approved at Board level. The policies included Child Protection, PSEAH (Prevention of Sexual Assault, Abuse and Harassment) and Anti-corruption policies.

With the grant, PWDSI engaged a consultant to facilitate a two-day workshop attended by representatives from a number of Organisations

of Persons with Disabilities (OPDs) and their affiliates, to help them understand and implement the policies.

In addition to enhancing financial accountability practices for these organisations, the implementation of the policies provides increased protection for adults and children with disabilities. In the Solomon Islands, as in many parts of the world, people with disabilities are especially vulnerable to assault and abuse and civil society organisations play an important role in prevention and reporting.

# Barb's story

## Supporting AVI through a gift in your will

In November 2022 AVI was saddened to learn of the death of former volunteer and longtime supporter, Barbara Praetz. After volunteering as a primary school teacher in Singapore in 1968 and 1969 Barb, became a dedicated supporter of AVI's work, culminating in a gift in her will, received in May 2023. Not only did Barb maintain a connection with the organisation that supported her assignment, she maintained connections with several of her former students for her entire life.



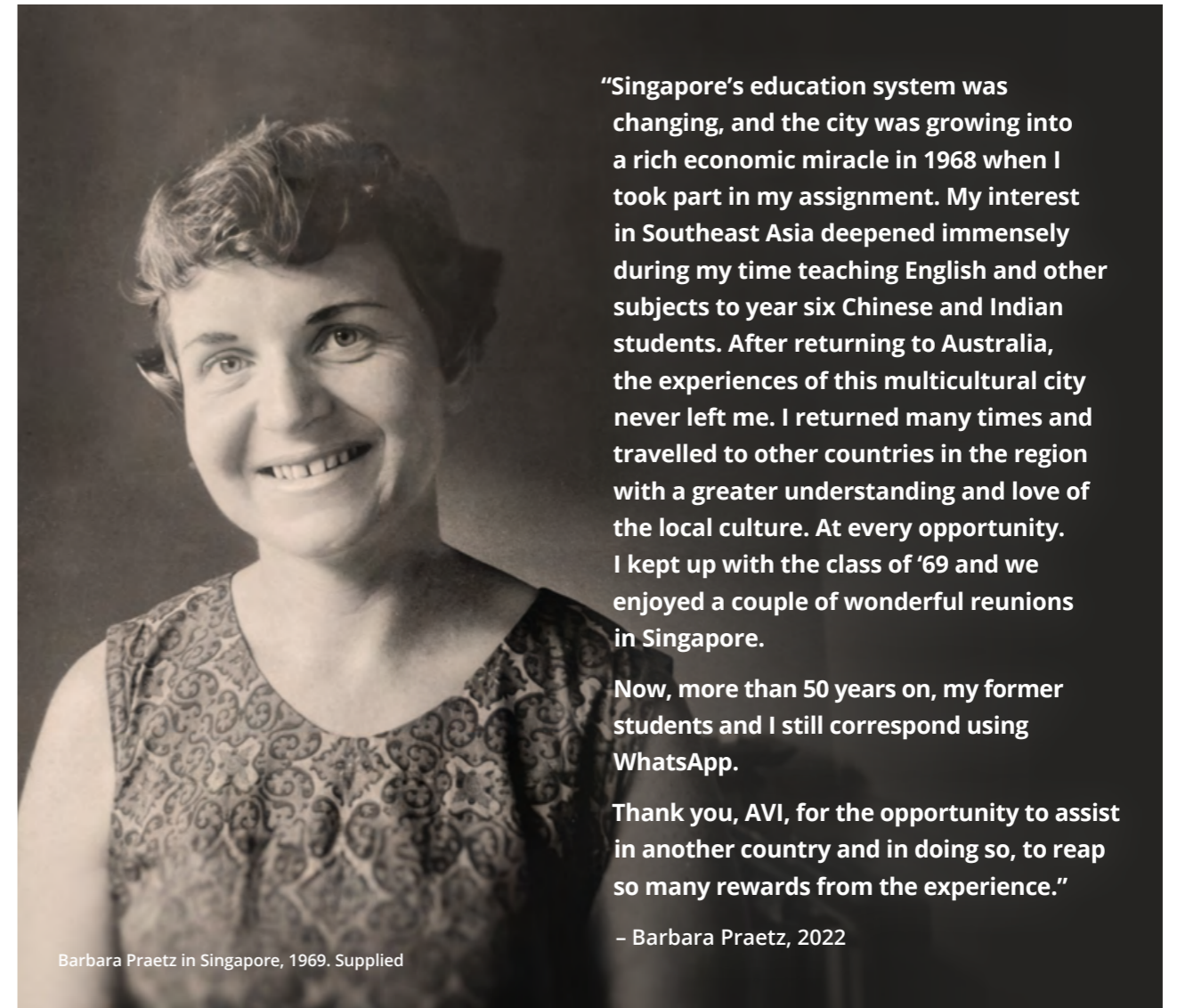
Barbara Praetz in Singapore, 1969. Supplied

**“Even in the last hours of her life, when they knew she was dying, students’ messages were pinging in on WhatsApp and read to Barb – they were such loving messages from these adults, now in their 60s, demonstrating that she’d clearly played a very significant role in their lives since they were 12 years old.”**

– Margie Powell, niece of Barb Praetz.

Barb arranged for a bequest to AVI to support their programs and offer the opportunity for others to gain such a ‘wonderful’ experience as she had enjoyed to truly enrich their lives.

Scan to watch a tribute video from Barb's former students



“Singapore’s education system was changing, and the city was growing into a rich economic miracle in 1968 when I took part in my assignment. My interest in Southeast Asia deepened immensely during my time teaching English and other subjects to year six Chinese and Indian students. After returning to Australia, the experiences of this multicultural city never left me. I returned many times and travelled to other countries in the region with a greater understanding and love of the local culture. At every opportunity. I kept up with the class of ‘69 and we enjoyed a couple of wonderful reunions in Singapore.

Now, more than 50 years on, my former students and I still correspond using WhatsApp.

Thank you, AVI, for the opportunity to assist in another country and in doing so, to reap so many rewards from the experience.”

– Barbara Praetz, 2022



Barb's photo of the class of '69, at their reunion in '97

### A message from the class of 1969

“We 69ers ... are forever grateful for your mentoring us, for introducing us to other lands, space and even the moon. [Barb had the class sit in front of her new Shortwave radio the day Neil Armstrong stepped onto the moon]... rest assured that we have all grown up to be good people ...”

– Final message sent to Barbara Praetz by former student Wong Pui Yee

Barb's gift will enable continued growth of AVI's programs and new and exciting partnerships, ensuring future generations can build upon AVI's rich history and support locally driven change where it's needed most. For more information about leaving a gift in your will to AVI, please contact Meg Barnes on [mbarnes@avi.org.au](mailto:mbarnes@avi.org.au)

# The Innovation Hub

The Australian Volunteers Program’s Innovation Hub continued to explore alternative models and ways to increase locally-led development, through community-level and national volunteering, and country-based volunteering for development projects.

## Growing Volunteering at the Community Level

investigated how the program could support partners in managing locally engaged volunteers in their communities. This work sought to understand

partner views on existing volunteer management resources available from other organisations and their preferences and priorities for support. A Volunteer Management Toolkit prototype and workshop series was designed that responded to partners’ needs.

The toolkit will be tested with partners in 2023-24.

The **Global Volunteering Accelerator** workstream seeks to understand what conditions are needed to accelerate national volunteering and how the program

could partner with governments and peak bodies to strengthen national volunteering initiatives. Projects have explored what the volunteering landscape looks like and different possible ways to engage. Lack of volunteering data and information has emerged as a common barrier for accelerating volunteering, so supporting data collection has been an important step in this work.

The **Volunteering for Development** workstream completed experiments for alternative models of volunteering in Kiribati, Laos, Nepal and South Africa. The teams reflected and documented their learning, which will be compiled to show the broader findings on implementing local and alternative models of volunteering, and the considerations for scaling-up alternative models. This work will continue in 2023-24.

The Hub’s work is underpinned by efforts to strengthen innovation capability both within the program and the partner organisations engaged in innovation activities. As part of the program’s commitment to evaluate and share innovation learnings, during the year, the innovation website was updated to reflect the full portfolio of innovation projects, innovation activities were shared on the program’s social media channels, and monitoring and evaluation reporting templates were revised to ensure data recording is consistent.



Marsya P. Nurmaranti (centre), Executive Director of Indorelawan with Jon Hunter (L) and Indah Susanti from the Australian Volunteers Program in Jakarta (Indonesia). Credit: Harjono Djoyobisono, Australian Volunteers Program.



Volunteers from Tungaru Youth Action and youth participants building agricultural skills in Kiribati, as part of the Australian Volunteers Program’s Innovation Hub project exploring youth volunteering opportunities. Photo supplied.

# Mick's story

Plumber Mick Bourke on his experiences building and repairing sanitation systems with the Reece Foundation.

Plumber Mick Bourke (L) building sanitation systems in Cambodia with the Reece Foundation. Photo supplied.

The Reece Foundation has a vision to create a world where everyone has access to clean water and sanitation. With two billion people currently living without access to safe water, the Reece Foundation is working with volunteer tradies to improve the lives of those who need it most.

AVI is proud to have worked with the Reece Foundation on the delivery of two programs in Cambodia and flood-affected Lismore.

In rural Cambodia, six volunteer tradies worked alongside locals giving over 2000 people access to clean water and hygienic sanitation for the first time. In NSW's Northern Rivers Region, thirteen tradies restored plumbing to 70 households over a three-week period.

Volunteer tradie Mick Bourke participated in both projects.

"The highlight for me was seeing the expression on people's faces. In Lismore, this was when they moved back into their houses to use the bathroom. In Cambodia, it was when they were able to access clean water. They were so appreciative of what we had done – they couldn't believe we were volunteers," reflected Mick.

"In Cambodia, the main challenge for me was the heat – it was really, really hot. In Australia, it was seeing people suffer for so long in our own country. Seeing people still living in caravans months after the flooding was really confronting.

"One of the key takeouts from my experience was the friendships. I had a few of the boys I volunteered with stay with me in Cambodia and we lived, worked and partied together. We will be mates for the rest of our lives.

"Working with the Cambodian workers was also great – they were so hard working. Most spoke very little English and we communicated mainly through hand gestures and charades but it worked!

**"It was an amazing experience to give your knowledge and expertise, and to see results as part of a team is pretty special."**

–Mick Bourke.

"We have a lot to give as tradies in Australia. I would tell other tradies considering a similar program that their skills are needed and that they can make a difference."





# Sustainable Development Goals

## Delivering on the 2030 Agenda for Sustainable Development

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



## Partner organisations contributing to the Sustainable Development Goals

The size of each SDG logo is a visual representation of the proportion of partner organisations contributing to that goal.

### AVI Life Members

Bill Armstrong  
 Greg Thompson  
 Justice Richard Refshauge  
 Jennifer McGregor AM

Kathleen Townsend  
 Peter Britton  
 Robert (Bob) Meyenn

### In Memoriam

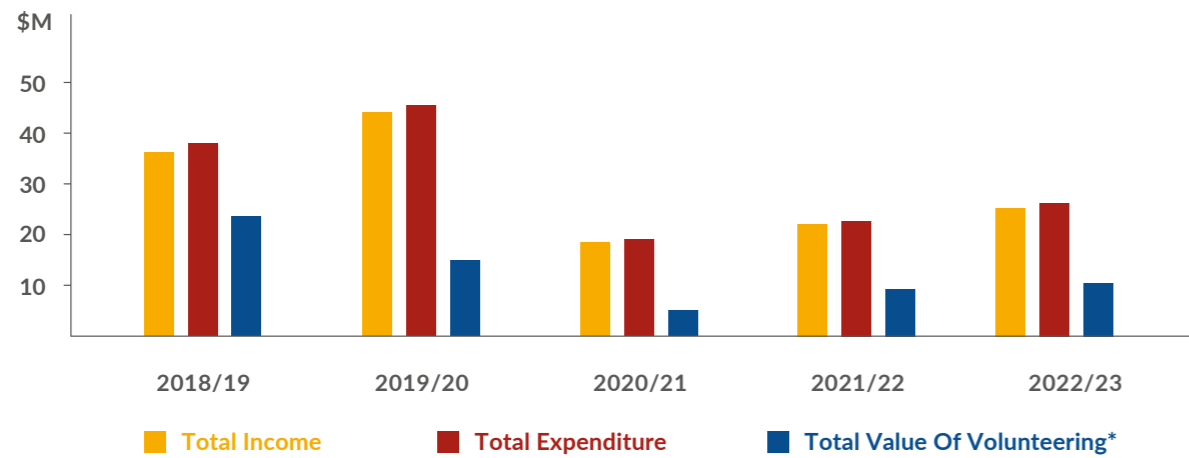
AVI would like to pay tribute to the following deceased Life Members

Betty Feith  
 Frank Engel  
 Herb Feith

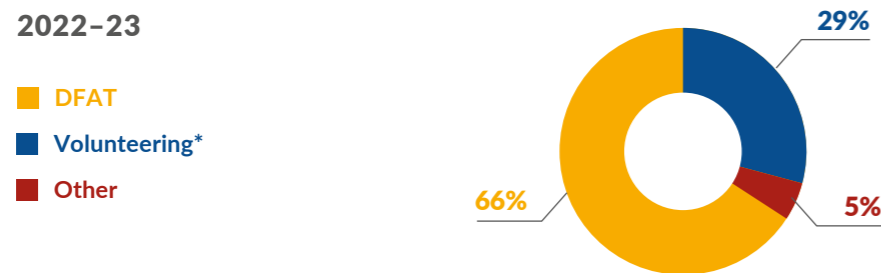
Hugh O'Neill  
 Jim Webb  
 Martin Clemens

# Financial Performance 2022-2023

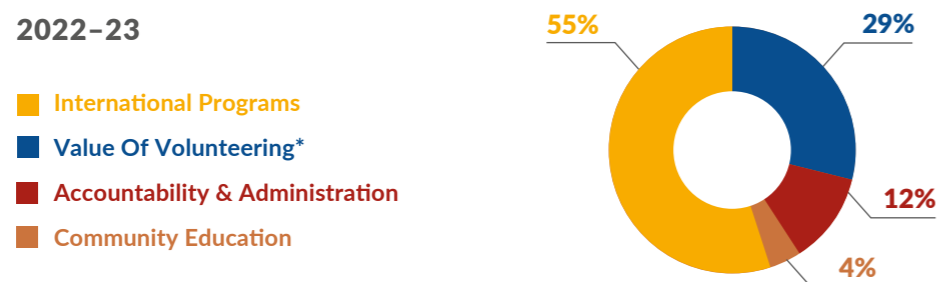
## TOTAL VALUE OF INCOME, EXPENDITURE AND VOLUNTEERING



## TOTAL INCOME AND VALUE OF VOLUNTEERING 2022-23



## TOTAL EXPENDITURE 2022-23



\*Value of volunteering is calculated in line with accounting standard AASB 1058 - Income of Not-For-Profit Entities, however, this disclosure has not been externally audited and is therefore not included in the Financial Statements.

## Feedback & E-Copy

We welcome feedback on this report and on our operations and conduct generally. To lodge feedback, please contact [enquiries@avi.org.au](mailto:enquiries@avi.org.au).

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

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

AVI is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity.



**AVI**  
*inviting change*