

ARV

2020 - 2021

ANNUAL REPORT



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01 ABOUT ARV

Our Mission and Purpose

Australian Refugee Volunteers Incorporated ABN 36 370 480 735 (**ARV**) is an entirely volunteer run, not-for-profit organisation based in Sydney, Australia, which is neither religiously nor politically affiliated.

ARV's main objective is to improve the quality of life of children and families from asylum seeker and refugee backgrounds living in the Australian community as well as other migrants with past experience of torture and trauma.

ARV provides programs that add development capacities and joy to the lives of these children and

help with their integration into the Australian community. Through our programs, we aim to assist our clients through the development of self-confidence, social and leadership skills – all leading to a development of their personal identity and sense of social inclusion. ARV's programs provide essential recreational and developmental opportunities for children, helping to improve their quality of life. ARV is committed to empowering individuals and families and building more cohesive, tolerant communities.

Being a completely volunteer-run organisation, ARV recognises the importance of all of its volunteers to the organisation.

ARV aims to provide its volunteers with a safe, fun and passionate environment to make a difference in.

Our History

ARV was established in 2002 to work with children inside Villawood Immigration Detention Centre (**IDC**) and their families. From 2002 to July 2005, ARV ran programs inside and outside the IDC, including art, sport, drama, movie nights, English language courses, excursions, family days, youth buddy programs and camps. In addition, ARV also won approval to run excursions in the Baxter IDC.

In July 2005, the families were released from custodial detention and placed in community detention. The programs that were tailored for these families were restructured to cater for them and their new challenges of assimilating and living within the Australian community.

ARV currently runs four separate recreation and development programs for children living in the community.



01 ABOUT ARV

Structure & Management

ARV is an incorporated association (Public Benevolent Institution) registered with NSW Fair Trading and with the Australian Charities and Not-for-profits Commission (**ACNC**). ARV is overseen by an Executive Committee, which includes the following: President, Vice-President, Treasurer, Secretary and one ordinary Committee member (**the Committee**).

ARV currently runs four programs, each of which is managed as a distinct project, with independent management and administration structures. There are Event, Volunteer and Client Managers for each of these projects, as well as one or two Program Co-ordinators, who report to the Committee. Recruitment and Training, overall Client Management, Marketing, Grants, and Treasury are managed for the whole ARV organisation.

ARV's Committee members during the 2020-2021 financial year were:

President Jamie Lee
Vice-President Peter Huynh
Secretary Caroline Van
Treasurer Chao Liu
Ordinary Committee Member
Jessica Inman-Hislop

ARV Management

Kids Program

Program Co-ordinator	Amanda Young & Mel Ritchie (July 2020-2021)
Event Manager	Mel Ritchie (April 2021- current)
Client Manager	Vanathy Arudselvan
Volunteer Manager	Ashleigh Harrington (April 2021 - current)

Youth Program

Program Co-ordinator	Isslah Trad & Peter Huynh
Event Manager	Veronica von Arnim & Arn Dong
Client Manager	Carol Yuan
Volunteer Manager	Emily Rice

Teens Program

Program Co-ordinator	Alessandra Martines
Event Manager	India Watson and Juliet Loneragan
Client Manager	Beverly Ho
Volunteer Manager	Auvik Pal

Charity Program

Program Co-ordinator	Christine Ma
Event Manager	Arizona Hart
Client Manager	Adie Chang
Volunteer Manager	Vanessa Anthony

Operational Functions

Marketing Manager	Julia Franklin
Volunteer Engagement Manager	Jenn Read
Training Manager	Trisia Wiecek
Recruitment Manager	Antonia Jennings Ann Lopez Kevin Nguyen
Client Manager	Jessica Inman-Hislop Ashling Isik
Grants Manager	Graham Thomas Grace Anderson
Treasury Team	Chao Liu Alice Xu

02 FROM THE PRESIDENT & VICE PRESIDENT



Jamie Lee
ARV President

Like the rest of the world, at Australian Refugee Volunteers the past 12 months have involved navigating changes to the way we run our organisation. This would not have been possible without the continued support of our volunteers, donors and grantors.

For the first time since I have been a part of the organisation, we had to suspend our monthly activities. During the months when we were in lockdown and unable to run our programs, our teams worked hard to create and deliver tailored activity packs to help ease isolation for our clients. Behind the scenes, we developed an effective COVID-19 policy, which was the key to being able to return to programs safely when restrictions eased. We successfully introduced virtual induction events, to allow us to continue onboarding new volunteers.

After a period of time off, it was incredibly rewarding to return to programs at the start of 2021, kicking off the year with an all-ages event - a wonderful way to connect with each and every one of our clients again.

While our January school holiday camp could not go ahead due to renewed restrictions, we were able to hold the event in the April school holidays, with the added achievement of an entirely new location and new schedule.

I would like to say a huge thanks to our dedicated volunteers, particularly our administrative volunteers, for the time and commitment they have shown over the past 12 months. Despite the difficulty of the past year, our volunteers have stayed with us, helping us to deliver on our goal of improving the lives of children from refugee backgrounds by bringing them joy.

Regards,
Jamie Lee

02 FROM THE PRESIDENT & VICE PRESIDENT



Peter Huynh
ARV Vice President

It goes without saying that 2021 has been a challenging and testing period for everyone, Australian Refugee Volunteers included. We are extremely grateful to have such a supportive and caring community around us from clients and their families, donors, volunteers and in particular the administration team who have always had the health and safety of all ARV members front of mind.

Although it was interrupted, we were lucky enough to have experienced a number of highlights and memorable moments throughout the year such as a camp program at a new venue, a mid-year all programs joint event and sending out care packages to clients and volunteers. During the lockdown periods we pivoted to virtual sessions for training, meetings and even ARV volunteer social events to allow the team to stay connected. Whilst we may not have had the opportunity to plan many events, it did afford us the time to focus on other areas such as updating policies, implementing new procedures, adding new roles and team

members to ensure we are better equipped for the future.

Personally, my fondest moment this year was reconnecting with our clients. What a difference a few months can make in a young child's life. To see them grow and mature over this period of time makes me genuinely proud of ARV and the impact we are making to the community.

I'd like to thank everyone involved with Australian Refugee Volunteers for all your efforts and commitment to our organisation. As like every year, we will enter our 2022 planning sessions with great optimism and excitement with the goal to bring joy and happiness to those in and around our community. We are looking forward to ending 2021 on a high and carrying that momentum and positivity into 2022.

Regards,
Peter Huynh

03 ARV ACTIVITIES

Kids Program

What a different year it has been! The Kids Program Team, despite not having regular Program days throughout 2020 (due to Covid-19) which ordinarily see the kids participate in numerous fun, engaging and educational programs, the Kids Admin Team still managed to keep in contact with our clients. We sent letters (from ourselves and volunteers), we delivered well thought out "Care Packages" with letters and items to keep them engaged, instructions on what to do with said items and suggested activities to keep the Kids busy whilst they were stuck at home. So many parents told us the Kids could not wait to get back out with us again.

We did however get off to a flying start again in April 2021, with a combined day out with the Youth, Teens and Charity Programs where we went to the new Sydney Zoo at Bungarribee.

There were a few new recruits, both new volunteers and new additions to the management team, along with some new clients. In April we also sadly said goodbye to some of our Kids, who were excited to move

up to the Youth Program, most of which were replaced by their younger siblings who were super excited to finally get the opportunity their siblings had previously been given.

In June/July 2020, we delivered "care packages" that were considered both time consuming (a craft), energy consuming (hula hoop or a soccer ball on a string), educational (games) and letters from the volunteers and Kids Admin Team.

We packed our own cars to the ceilings and went about doing deliveries across Sydney ourselves so that we could get a chance to check in on some of the Kids and their families.

In August/September 2020, the Kids Team put together cooking activity packs for the Kids, complete with cake mixes, baking trays, simplified and animated instructions, and all the implements they would need to be successful.

We got lots of positive feedback with this activity, as well as a few pictures of yummy looking muffins and extremely proud chefs!

In October/November 2020, we divided and conquered Aldi special buys to put together some items that would keep the kids busy and engaged. The "soccer/tennis on a string" sets were chosen in the event the kids did not have much space for outdoor play where they live and the plants were chosen as an educational piece and to also show what can grow when given a little "Tender Loving Care". We believe that some of the tomatoes have grown and we hope that they are as tasty as they looked on the packets.

In December 2020, ARV did a present drive. The Kids Team again participated in "playing Santa" and delivering presents and so much joy across Greater Sydney. These presents were kindly donated by Volunteers and others and were well received and appreciated by the Kids.

03 ARV ACTIVITIES

Kids Program

The Kids and the Kids Team returned with a BIG BANG in April 2021 to the Sydney Zoo, with over 60 clients and volunteers across all the programs. The energy was high and the excitement evident, but after seeing all the wonderful exhibits, we all stopped for a picnic lunch of fresh and healthy wraps, followed by a special lamington treat. The Kids loved the combined program day and the reunion with their fellow ARV buddies.

In May 2021, the Kids Team went to Calmsley Hill Farm. So many of the kids said that they had never been to a farm before and were very excited. Some kids enjoyed feeding the very pushy goats who chomped at their “feed bags” even before the kids offered them some feed.

Some kids ran after the chickens, patted the goats and fed the camel.

The Kids watched a stock whip show, a sheep shearing show, a cow milking show and got to ride on a big red tractor. There was so much excitement in the air.

In June 2021, the Kids were supposed to go to Bush School to learn how to survive on the land, but unfortunately mother nature

had other ideas and brought the rain. We activated our “wet weather” plan at the last minute and went bowling instead. The Kids loved this activity, with some so little they had to use the bowling rails. To burn off the surplus energy after the bowling and a hearty meal, the Kids spent the afternoon playing in the Central Gardens Playground – climbing up and down structures, getting themselves tangled up in the ropes and sliding down slides and other equipment. So much fun was had by all.

The Kids Admin Team would like to take this opportunity to thank the many wonderful volunteers who assisted with the Kids Program days in 2020/2021. We look forward to continuing to serve the clients in our program and also to undertake many more activities in the 2022.

**Regards,
Kids Program Admin Team**

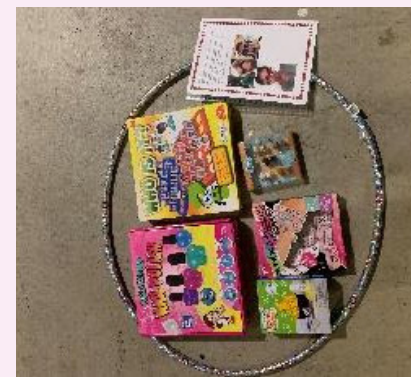
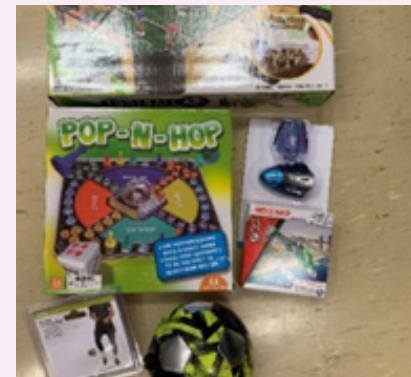
Management Team

Program Manager: Amanda Young and Mel Ritchie (July 2020 to April 2021)

Event Managers: Mel Ritchie (April 2021 to Current)

Client Managers: Vanathy Arudselvan

Volunteer Manager: Ashleigh Harrington (April 2021 to Current)



03 ARV ACTIVITIES

Youth Program

The Youth Team had a year of mixed circumstances, but a successful one nonetheless. During COVID-19's more disruptive period, through team effort, we managed to maintain contact with clients and offer them what support we could. When conditions lightened, we even managed to achieve a very lively (though brief) return to programs this year which ran very smoothly. Though an unusual year, it was certainly productive and meaningful.

Of course, there was a fairly long period in which we did not run programs. However, during this period we managed to contact clients by phone and tried to accommodate needs, check on their mental wellbeing, and organise something for them in lieu of our usual events.

From July 2020 to March 2021, we distributed three gift packs for our clients. These activity packs were designed to:

- Maintain our clients' physical wellbeing with sporting equipment,

- Give them the tools to promote fun social interaction (such as board games and card decks) and items which promote independent activities (such as earphones, art equipment and personal journals).

As a refreshing break from those activity packs and a brief return to normality, in December, we went back to our tradition, as we do for the holiday season every year; we addressed a plea to the community to contribute gifts for our clients based on a brief client profile. These gifts always inspire feelings of belonging to a broader community who are actively promoting their inclusion.

The Youth Team did not restart program events again until April 2021 due to the COVID pandemic. We also had to make some extra accommodations to be COVID safe including shortening our programs, maintaining more physical distance from clients, wearing masks in smaller spaces and in cars, and following strict food hygiene. For this grand programme restart, clients from all ARV programs were invited to Sydney Zoo.

We said goodbye to roughly 30% of our youth clients who were to transition to the next program up - the Teens Program. In their place, we invited new clients, doubling in number, from the Kids Program, who we met on this excursion. The joint event was great for accommodating these transitions as clients were introduced to their new programs without entirely separating from the one they were familiar with. We were able to experiment with our rapport, and after a day of noting similarities between animals and team members, our progress was very much so reflected in new bonds, and new nicknames.

Our Youth Program in May 2021 with our recently transitioned clients, we visited World Gym for a boxing lesson. For this program, we took all our new clients as many of our old clients were either not available or have transitioned on. Our instructor personalised the experience and every client got very involved in the activity with no sense of discomfort and no disruptions to the flow of the session.



03 ARV ACTIVITIES

Youth Program

We found this experience provided them a great opportunity to learn a new skill and also promoted their self-efficacy.

It was a fun experience allowing us to bond with the new clients and that the clients had a feeling of pride and achievement at the end of this experience.

When the June Program event came along, our new clients were very comfortable with our team and mixed well with our old clients. This event was held at Flip-out for some trampolining. This activity is always a group favourite because it's fun, enjoyable, and physically challenging. It gave everyone an opportunity to practice new tricks.

After a year of no events and the subsequent necessary re-training that was needed, our volunteer numbers did dwindle slightly. However, for each month that we have had programs we have managed to gather enough volunteers to sustain program quality. Our volunteers have been invaluable to us as they have been transporting clients to programs, keeping track of assigned client buddies, reinforcing good behaviour during

an event, and generally acting as pillars of positive values, and for that we thank you. We also would like to thank our administrative team who has been particularly vital to our success with their consistent efforts in volunteer and client retention and general program planning.

It has been a year of mixed conditions, but with all the support of our volunteers who have consistently met the demands of each event, clients and their families who participate enthusiastically, and our donors who continue to endorse what we do, we manage to have successful programs for our clients.

Having met the challenges and disruption of this year, we have come out more prepared for, and invested in, the future success of our program. We have so many developed and ready program ideas ready for execution when Youth Programs restart again!

Youth Program Admin Team

Management Team

Program Coordinators: Isslah Trad and Peter Huynh
Event Managers: Veronica von Arnim and Arn Dong
Volunteer Manager: Emily Rice
Client Manager: Carol Yuan



03 ARV ACTIVITIES

Teens & Charity Programs

The ARV Teens and Charity Programs are aimed at the age group of 14 - 18 years old and are usually run as two distinct charity programs. This year, due to changes in client numbers, we had the opportunity to temporarily combine the two programs into one stream.

The Teens program takes part in activities designed to inspire and challenge our clients, while the Charity program is designed to give clients an opportunity to give back to the community, while also developing new skills. Activities have included things such as visiting the children's ward of a hospital, playing board-games at a nursing home to brighten their day, fundraising money for a charitable cause and more.

At the start of this year, we shifted from in-person events to sending out activity packs, which were packed by our wonderful admin team.

These packs included things like:

- board/card games,
- reusable water bottle,
- brownie mix kit,
- frisbee and plenty of other goodies.



For the Charity program clients, we also introduced an initiative to donate \$10 on behalf of each client to a charity of their choice. Based on their votes and feedback, the clients opted to donate to the following charities:

- \$100 to the Asylum Seeker Resource Centre (ASRC); and
- \$30 to the RSPCA.

The donation to the ASRC goes towards helping the organisation build their new Neighbourhood of Hope which is a centre in Dandenong, Victoria; where people can come together as a community and share a hot meal, receive education and employment support.

Some of our clients did not get an opportunity to formally graduate from ARV in 2020 once they turned 18 years old due to COVID, we gave them the option to continue with ARV or opt out. For the clients who opted out, we wish them well in their next chapters in life

and thank them for joining our programs over the years. It has been a pleasure watching them grow through ARV. For the other clients who are continuing with ARV, we are delighted to continue involving them in our future programs.

This transition of the clients provided us with an opportunity to combine our program with the Teens program for combined programs. For the first program of the year in March 2021, a small number of Charity and Teens clients participated in indoor skydiving in Penrith. It was a thrilling experience and a rare opportunity to take on such an adventurous activity.

In April, all the ARV's programs joined forces in a combined program which was held at the recently opened Sydney Zoo in Western Sydney. It was the first time some of our clients returned to a face-to-face program since COVID so it was remarkable to hear what some of them were each getting up to and the new career and study pursuits that they were embarking upon: real estate, medical science, construction, and many more exciting stories. This program was a fantastic opportunity for volunteers and clients from each of the programs to interact with people

03 ARV ACTIVITIES

Teens & Charity Programs

that they don't usually interact with in their own program. Overall, the program was a huge success.

For the May program, Teens and Charity paired up once again for a cooking workshop in Surry Hills. The clients made their own pots of vegetarian bean curry and chicken curry. The volunteer chef also taught us about the origins of curry. Needless to say, the spices and aromas from each of the curry pots in the room were delicious and all participants got to feast on their yummy food for lunch, with a generous serving of naan bread and rice.

The clients particularly enjoyed the hands-on nature of this activity, and being able to see and eat the fruits of their labour.

The June program continued on the food theme but this time it was through the lens of Aboriginal culture and heritage, hosted by an Aboriginal guide from "Shared Knowledge" - a service that aims to raise awareness about Aboriginal culture and heritage. It was a rainy day, it was a real treat for some of the clients who had never been to the Australian Botanic Gardens and/or never seen our iconic landmarks such as the Sydney Opera House

and Sydney Harbour Bridge. Our group was immersed in a 30min tour and stories about the Gardens, and discovered how to safely identify and collect seasonal plants from our native country, which can be used as bush food.

We then enjoyed a Bush Food Morning tea, where the menu included items like hot tea, brownies, scones, sandwiches, and more - all using native ingredients with traditional cooking methods. And visited the Calyx which is home to one of the largest green walls in the southern hemisphere.

We would like to thank our admin teams and volunteers who help make each of the events possible, as well as our clients and their families. We cannot wait to be able to see them all again when the COVID situation settles down.

Teens & Charity Program Admin Teams

Teens Team Members:

Program Coordinator: Alessandra Martines
Event Managers: India Watson & Juliet Loneragan
Volunteer Manager: Auvik Pal
Client Manager: Beverly Ho

Management Team

Charity Team members:
Program Coordinator: Christine Ma
Event Manager: Arizona Hart
Volunteer Manager: Vanessa Anthony
Client Manager: Adie Chang



03 ARV ACTIVITIES

Camps Program

We did it! After months of disruption, uncertainty and planning we ran our much-anticipated camp in April 2021. Thanks to Coca Cola's grant we were able to hold this year's camp at Sydney Academy of Sport & Recreation, North Narrabeen. Day one was full of excitement not only for the new venue but it was also the very first time seeing some of our clients in many months.

The camp team scheduled three action pack days allowing for everyone to have fun, learn a new skill and most of all reconnect with one another.

After arriving on Wednesday and settling into our accommodations, we made our way down to the archery range and obstacle courses. Here we learnt that strength and power don't always prevail but rather technique and team work.

Once all the obstacles were completed, it was time to freshen up for dinner followed by a toasty storytelling session with local elder Susan Moyland around the campfire. It was wonderful to hear and share stories with one another.

Day two started with breakfast and daily affirmations before changing into our boardies and rashies for a day on the water. First up was kayaking around the river before switching water crafts to a round of sailing. I'm not going to say who but there were plenty of laughs when a couple of people fell off the sail and into the water. After a couple of days of outdoor activities, our bodies were getting tired and sore so we ended the day with board games and a relaxing movie.

The final morning consisted of indoor sports including soccer, basketball and volleyball. After lunch we played a hotly contested game of trivia and handed our daily affirmations. Just like that, after close to a year of organising camp had come to an end.

I'd like to extend my appreciation to everyone involved in camp including Coca Cola Foundation, Sydney Academy of Sport & Recreation, ARV camp admin team, volunteers and most importantly the clients for making this camp a great success.

We are all so excited for the next camp program.

Camp Program Team

Team Members
Evangeline McCutcheon
Jamie Lee
Julia Franklin
Kevin Chu
Melinda Ritchie
Peter Huynh



03 ARV ACTIVITIES

Client Manager

In the Client Manager role, we oversee client referrals to all of the ARV programs from a range of community services, and provide guidance to program teams regarding client behaviour management.

In 2020-2021,

- **6** referrals for clients to the Kids Program,
- **12** clients graduated (from Kids to Youth, Youth to Teens programs)

ARV programs took a hiatus between March 2020 and April 2021 due to the COVID-19 pandemic and we paused all new client referrals. When programs resumed, we began a large client recruitment drive, reaching out to local community organisations and providing them with information about ARV and our programs. Many expressed interest in our programs, however we have not yet received new referrals.

Unfortunately, the reinstatement of COVID-related restrictions and lockdowns in June 2021 has led to another hiatus of all ARV programs. We will continue to reach out to local organisations, and are in the process of disseminating the ARV informational brochure to referral services to continue the recruitment drive in order to obtain future referrals once the pandemic restrictions ease.

Management
Jessica Inman-Hislop

03 ARV ACTIVITIES

Training & Recruitment

The ARV training and recruitment process has undergone significant change over the last year. The COVID-19 pandemic shifted the process from in-person to digital, leading us to review the structure, content, delivery, and scope of the new volunteer training process. Working in collaboration with the wider ARV team, the Training and Recruitment team has continuously formulated new ideas, implemented these, and then evaluated success to determine next steps.

In the past, the Recruitment team conducted new volunteer interviews on the day of the training day, but after review, we amended the process before to be before the training day to drive better engagement with volunteers ahead of time. The aim is to also provide prospective volunteers with more information about ARV, so that they can make a decision ahead of time as to whether ARV was what they were looking for, therefore improving retention of trained volunteers.

To keep ARV volunteers safe, ARV transitioned to a virtual training and onboarding environment. Utilising Zoom, the Training team sought to maintain an engaging environment where new volunteers can

discuss the content presented and forge relationships with each other through interactive activities. Zoom tools such as Break-Out Rooms and Polls allowed the Training team to successfully lead these sessions, with plenty of inquisitive questions and laughs at all sessions. The Training Team has also taken this as an opportunity to work with the wider ARV team to digitise other processes that influence the new volunteer experience. One example is the transiting the signing of volunteer onboarding documents to a PandaDoc, a workflow automation tool. ARV is confident that making the document signing process easier and quicker for our new volunteers will reduce attrition and increase satisfaction with the onboarding process. We will be tracking the impact of this and all digitisation efforts, with the goal of continuing to evolve.

To improve the retention of newly trained volunteers, the Training team has focused on building and maintaining the connection with new volunteers beyond the initial onboarding session. This has been especially challenging as programs have not yet been able to safely restart. Last year's work on setting up a Facebook community for volunteers

to connect has been invaluable this year as we welcome in new volunteers each month to connect while we wait for programs to safely restart. Ensuring that they join the group directly following Training is vital for keeping them informed and engaged in the community. The Training team would also like to take this opportunity to thank all the ARV volunteers that have joined a Training session, or liked a Facebook post, to warmly welcome our new volunteers.

ARV continues to make changes based on feedback from session participants and teams within the organisation, as well as external circumstances. We hope to drive continual improvement in volunteer engagement, to ultimately grow the size and strength of ARV's volunteer base.

Training and Recruitment Team

Training Lead: Trisia Wiecek

Recruitment Lead: Antonia Jennings

Recruitment Team Members: Ann Lopez & Kevin Nguyen

03 ARV ACTIVITIES

Grant Manager

The last financial year has been pretty quiet for Grant as ARV was not able to run programs like normal due to COVID.

ARV acknowledges the following funders for the contribution in this financial year:

- Scanlon Membership Fee for Teens Programs

We received a glowing feedback from **James N. Kirby Foundation** upon the submission of our 2019 grant acquittal, who applauded our Kids Program leaders for pivoting so smoothly to delivering care packages, and how impressed they were at ARV's capacity to offering ongoing support to families through such difficult times during lockdown.

This year Graham has stepped down as Grant Manager to focus on the completion of his thesis. He will remain with the Grants team as a Grant Writer. Graham has been an amazing contributor to ARV as Grant Manager and the teams thanks him for his time and contribution.

A quick introduction to our new Grant Manager; my name is Grace Anderson. I have worked on Bids and Tenders for construction companies, architects and tech start-ups worldwide. Joining ARV has been such a great opportunity for me to combine my passion for refugee rights and my corporate business development experience.

I look forward to getting to working with all the ARV volunteers.

From the Grant team, we're excited for a great 2022.

Grants Team

Management

Graham Thomas: July 2020 - April 2021

Grace Anderson: April 2021 - 30 June 2021

04 ARV FINANCIALS

Treasury's Report

COVID-19 has been a challenge for most organisations and ARV is no exception. Due to Covid-19 restrictions, ARV programs only operated normally for 3 months during this fiscal year. While our volunteers have maintained contact with clients through various initiatives including the sending of care packages, the low number of programs held during the year meant that most programs had surplus funding at the end of their grant terms.

This led to ARV applying for extensions on existing grants instead of applying for new grants, resulting in a 89% decrease in grants income in 2021 financial year and driving the 80% decrease in total income.

While total program expenses increased by \$22,207 (35%) this fiscal year, over 60% of this total was from the camp program held in April 2021. The camp program received a \$24,858 grant from the Coca-Cola Australia Foundation in the 2020 financial year. This grant significantly increased the budget

for the camp program compared to prior years and therefore expenses for the camp program were higher than prior years. On a like-for-like basis excluding camp expenses, program expenses this fiscal year were down around 40-45% when compared with FY20, noting that FY20 was also impacted by COVID, albeit to a lesser extent.

Total administration expenses increased by 46% to \$9,118 this financial year. This was driven by various factors including an increase in venue booking fees (due to our usual location for administration days being closed to Covid-19) and the purchasing of personal protective equipment (including thermometers, masks and hand sanitisers). A Zoom subscription was created to allow for online meetings and we also had a one-off translation fee for our updated permission forms.

The combination of reduced income and increased expenses has resulted in a net loss of \$18,480 for the financial year ended 30

June 2021.

Despite the net loss for FY21, ARV's balance sheet remains in a strong position. With no liabilities, our net asset position as at 30 June 2021 is \$88,736. 98% of this balance is cash at bank as the receivable from Coca-Cola Australia Foundation in FY20 was used during the year.

Treasury Team

Management
Chao Liu
Alice Xu

04 ARV FINANCIALS

Profit and Loss Statement

2020 - 2021

Profit and Loss Australian Refugee Volunteers Incorporated			
For the 12 months period ended:	30 Jun 2021	30 Jun 2020	% change
Income			
Grant	\$6,300	\$57,818	
Fundraising Income	\$5,925	\$2,821	
Membership	\$620	\$2,190	
Total Income	\$12,845	\$62,829	-80%
Program Expenses			
Program Activity and Venue Hire	\$18,981	\$11,461	
Program Equipment	\$845	\$1,554	
Program Transport	\$116	\$34	
Food	\$2,266	\$3,424	
Total Program Expenses	\$22,207	\$16,473	35%
Admin Expenses			
General Expense	\$1,212	\$349	
Insurance	\$2,140	\$2,284	
Subscription	\$2,615	\$1,416	
Training and Development	\$2,762	\$1,125	
Entertainment and Social	\$0	\$5	
Printing and Stationery	\$0	\$641	
Telephone and Internet	\$377	\$425	
Bank Fee	\$13	\$13	
Total Admin Expenses	\$9,118	\$6,259	46%
Total Expenses	\$31,325	\$22,731	38%
Operating Profit	-\$18,480	\$40,098	-146%
Non-Operating Income and Expense			
Write-off and Adjustment	\$0	-\$2,964	
Total Non-Operating Income and Expense	\$0	-\$2,964	-100%
Net Profit	-\$18,480	\$37,134	-150%

04 ARV FINANCIALS

Balance Sheet

2020 - 2021

Balance Sheet Australian Refugee Volunteers Incorporated

As at:	30 Jun 2021	30 Jun 2020	% change
Assets			
Program Bank Accounts			
Kids	\$8,186	\$13,244	-38%
Teens	\$13,575	\$9,392	45%
Youth	\$6,353	\$8,050	-21%
Charity	\$10,991	\$12,318	-11%
Camp	\$12,485	\$792	1477%
Total Program Bank Accounts	\$51,589	\$43,795	18%
Admin Bank Accounts	\$35,520	\$38,127	-7%
Total Bank Accounts	\$87,110	\$81,922	6%
Other Current Assets			
Accounts Receivable	\$0	\$24,858	
GST Receivable	\$1,627	\$437	
Rounding	\$0	\$0	
Total Other Current Assets	\$1,627	\$25,295	-94%
Total Assets	\$88,736	\$107,217	-17%
Equity			
Retained Earnings	\$107,217	\$70,082	
Current Year Earnings	-\$18,480	\$37,134	
Total Equity	\$88,736	\$107,217	-17%

05 THANK YOU

Acknowledgements & Thank You

It is only with the generous support of volunteers, funders, donors, and other supporters in the community that ARV is able to continue running its programs to improve the lives of children from refugee and asylum seeker backgrounds.

ARV is truly appreciative of all those who have provided support in the past and those who continue to do so. The impact this has on the lives of the children we work with cannot be overstated.

Volunteers

Every single member of ARV is a volunteer: from the President and Committee, to those managing the various facets of each program and operational teams, to all the ARV volunteers who attend the programs with the children. ARV acknowledges the dedication and passion at all

levels of the organisation, which is truly inspiring.

The time and commitment, and the incredible amount of work that they all donate to keeping ARV running and being able to continue providing its services is incredibly valuable, and without it, ARV would not exist.

The longevity of contact and the demonstrated commitment of the volunteers over the years of ARV's operation have led to the organisation holding a valued place in the lives of the young people that ARV works with, and their families.

Grants and Funding

ARV sincerely thanks all those who contributed financially to the running of the programs and the organisation during 2020-2021.

During the financial year, ARV not only received grants from a number of generous organisations but was also

supported by donations from members and the public. In particular, ARV acknowledges the following funders for the 2020-2021 financial year:

James N Kirby Foundation
Collier Charitable Fund
Scanlon Foundation
Mary MacKillop Foundation
Coca-Cola Amatil Foundation



06 HOW YOU CAN HELP

Refer children in need

If you know or work with any children from refugee or asylum seeker backgrounds who live in the Sydney area, who are in need of assistance and could benefit from our services, you can refer them to ARV. Please see our website for more information and to access a referral form:
<http://www.arvolunteers.org/referrals>

Become a volunteer

ARV welcomes energetic, committed volunteers who have a genuine passion for helping others.

We are always looking for volunteers to actively work directly with the children who are our clients, as well as those who like to work behind the scenes - in recruitment, administration, fundraising, volunteer management and programming.

Visit our website for more information and to sign up as a volunteer: www.arvolunteers.org/volunteer

Donate

If you don't have the time to volunteer but would still like to support the work of ARV, you can make a donation. We accept monetary donations but are also always in need of discounts or donations of goods and services for our families. You can also keep an eye out for our present drive for the children towards the end of each year. Please see our website or contact us for more information on how to donate: www.arvolunteers.org/donate

Contact Us

You can reach us, Australian Refugee Volunteers Incorporated (ABN 36 370 480 735), at:

Postal: G.P.O. Box 464 Sydney NSW 2001
Email: info@arvolunteers.org
Website: www.arvolunteers.org
Facebook: www.facebook.com/AustralianRefugeeVolunteers





ARV