

ARV

2021 - 2022
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 2021-2022 financial year were:

- **Presidents:** Jamie Lee & Jessica Inman-Hislop
- **Vice-Presidents:** Peter Huynh (July 2021– March 2022), Julia Franklin (March-June 2022)
- **Secretary,** Caroline Van
- **Treasurer,** Chao Liu

01 ABOUT ARV

Kids & Youth Programs	
Program Co-Ordinator	Amanda Young (July 2021 - April 2022), Phil Simonian (April 2022 – June 2022)
Event Manager	Grace Bicknell
Client Manager	Vanathy Arudselvan
Volunteer Manager	Ashleigh Harrington

Teens & Charity Programs	
Program Co-Ordinator	Alessandra Martines
Client Manager	Bev Ho & Adie Chang
Volunteer Manager	Auvik Pal & Vanessa Anthony

Operational Functions	
Marketing Manager	Julia Franklin
Training Manager	Trisia Wiecek
Recruitment	Magda Chandra, Katie Brinkman & Virginia Parsons
Client Manager	Jessica Inman-Hislop
Treasury Team	Chao Liu, Alice Xu

02 FROM THE PRESIDENTS & VICE PRESIDENT



**Jamie Lee & Jessica
Inman-Hislop
ARV Presidents**

It's been great to have returned (nearly) to normal! Over the past year, we have been able to restart our regular programs, and slowly eased our Covid-19 restrictions in line with government guidelines, although we will continue to monitor the case numbers and adjust our policies accordingly, as we are committed to providing a safe environment for our clients and volunteers. In the latter half of 2021, we provided activity packs to our clients while our programs were on hiatus, which was a welcome addition to the monotonous days of lockdown. Between September 2021 to June 2022, there has been a significant increase in client attendance at programs due to this easing. It's been great to see all the familiar and new faces after nearly two years of stop-starts. And due to the Covid-19-induced hiatus in programs, our grant application processes have been paused, as we have been very fortunate to have been given extensions for our existing grants.

A lot of work has been happening behind the scenes as well. In January 2022, we started the year with a productive in-person planning day with our Admin volunteers that left us all feeling inspired. We began planning two exciting new projects: Parents' Program and a Youth Advisory Committee. The Parents' Program, headed by a client's mother, will provide the parents of our clients with an opportunity to build social connections with other families, to increase their support network in the community, and to provide them with well-earned respite - while their kids are safely preoccupied in other activities! The first program will take place at the Western Sydney Zoo in October, and we are looking forward to getting to know the parents of our beloved clients.

Our Youth Advisory Committee will consist of ex-ARV clients who have graduated from our program, but would like to continue being involved with the organisation. Their role will be to provide a lived experience perspective and feedback to ensure that our programs are meeting the needs of our clients. The Executive Committee team have also been working hard on improving the running of our organisation by focusing on: 1) streamlining our administrative processes relating to upholding governance responsibilities; 2) growing the head-count of our Executive Committee and Program Admin teams; 3) organising and running combined Programs to provide opportunities for younger and older clients to connect; 4) developing promotional materials to provide to referral agencies and organisations; and 5) engaging in outreach to referral agencies and organisations to increase our client numbers.

It is with great sadness that we also announce that we will be stepping down as co-presidents. As we have both been involved with ARV for a number of years, we feel that a fresh set of eyes is needed to take ARV forward into its next chapter, following its successful navigation of Covid-19 with all its ups and downs. Jess aims to continue working behind the scenes as part of the Executive Committee, and Jamie will continue to be involved in various capacities. Thank you to everyone who has supported ARV in so many different capacities over the last year, from our tireless Program Admin Teams, to our dedicated fellow Executive Committee Members, to all our wonderful volunteers. Without you, we wouldn't have such a difficult organisation to step away from!

Regards, Jamie & Jess

02 FROM THE PRESIDENTS & VICE PRESIDENT



Julia Franklin
ARV Vice President

Here at ARV we are delighted to be back up and running wonderful programs for our clients again after the months on hold as we managed through Covid 19. I am very much enjoying my new role as Vice President, learning every day and enjoying taking a bigger role in this amazing community.

I am so impressed by the strength of our Australian Refugee Volunteer community and the supportive and caring group of clients and their families, donors, our wonderful volunteers and in particular the hardworking admin team who have been working behind the scenes to keep things ticking along during the hiatus. What a team!

I'd especially like to acknowledge the magnificent leadership of our joint Presidents Jamie Lee and Jess Inman for their amazing work and steadfast commitment to ARV during this challenging and disruptive time. They have held us all together with empathy and humour and made sure the ARV Community kept its vision through these difficult times. Hats off ladies.

Covid challenges aside, the team continued to engage clients with some remote programs though 2021. We sent a fresh delivery of wonderful fruity gift hampers, filled to the brim with healthy fruit and veggies to each family, and some activity packs to keep them engaged during lockdowns. This kept us busy and engaged too.

Our end of year gift giving activity in December was an opportunity to finally get back together as a combined group and everyone turned out. It was fantastic to see everyone smiling again as they ran around the playground on a scavenger hunt, playing games on the grass, running, laughing and enjoying just being out and about again. It was a huge success and we had over 75 clients and volunteers attend the wonderful festive day held at the Western Sydney Parklands and the Lizard Log playground – fresh air, fun and games and Santa, what could be better.

As 2022 progresses, we have been able to restart all our programs again – and even take the clients to the Royal Easter Show and the traditional Winter activity of Ice Skating again. Things are looking up and our program teams are hard at work developing the events and activities program though to 2023.

I'd like to thank everyone involved with Australian Refugee Volunteers for all your efforts and commitment to our organisation. We have seen so many changes this year and with change comes opportunity. So, this year, as we enter our 2023 planning sessions, we do so with excitement and optimism with the goal to bring happiness and joy to those in and around our community.

We are looking forward to ending 2022 on a high and carrying that momentum and positivity into 2023.

Regards, Julia Franklin

03 ARV ACTIVITIES

Kids & Youth Program

After a trying 12 months navigating a global pandemic, we all were hoping for a much better year to look forward to. Unfortunately Covid-19 had other plans as the Delta variant took hold and confined us to another extended lockdown. This time was particularly difficult for a number of our clients and volunteers who lived in areas in Sydney with stricter lockdowns and were isolated from their friends, extended family and wider community.

This hardship made it all the more sweeter when we finally were able to resume ARV programs in December 2021 with a combined Holiday gathering at Lizard Log Park. The day started with some emotional reunions before clients and volunteers were split up into teams to compete for points in a Mini Olympics, which included fun activities including cheer squads, circus skills, and orienteering. After a fantastic lunch we reached the part of the day that the clients were most excited for - the presents! The volunteers put together another awesome assortment of age-appropriate gifts for the clients, for which we are greatly thankful for.



2022 started not with a bang but a whimper, as the Omicron variant spread and forced us to cancel the planned January, February and March programs. This pause in programs gave us a chance to recruit some new volunteers and admin staff, and we hit the ground running for our return in April 2022 at the Royal Easter Show. This combined program was another fantastic day out with the clients enjoying the animals, show bags, exhibits and food, with little to no sickness reported from the exhilarating rides or mountains of fairy floss that were consumed!



03 ARV ACTIVITIES

Kids & Youth Program

Our May 2022 program saw the Kids and Youth group combine to attend a planned Cultural Presentation with renowned Aboriginal artist and Elder Walangari Karntawarra. Unfortunately Covid-19 through another spanner in the works with Walangari coming down sick the day before the program. The admin team reverted to Plan B, with the clients and volunteers meeting at Central Gardens Reserve for a fun day that included visiting the native animals, taking part in a scavenger hunt, and playing games in the park and playground.



After another year of interruptions and disruptions caused by the pandemic, it was extremely heartening and encouraging to see everyone come together to enjoy some fantastic programs this year. ARV would not exist without our generous volunteers, and we would like to thank you for your time and effort, and hope to continue seeing you for years to come. You are all making a difference in the lives of our clients, and your presence is greatly treasured. I would also like to offer a big thank you to our admin team who commit countless hours to ensuring our clients continue to enjoy the benefits of our programs. Your invaluable work is appreciated beyond words. We look forward to another exciting year of providing fun and rewarding programs for our clients and volunteers.

Regards,
Kids & Youth Program Admin Team

June 2022 saw Kids and Youth combine again to get our ninja warrior on at Ninja 101. Clients and volunteers enthusiastically took part in the challenging obstacle course, with the group displaying physical and mental skills to overcome sections initially not thought possible. The group then took part in some basketball and futsal games, with some competitive spirit coming out from all.

03 ARV ACTIVITIES

Teens & Charity Program

FY21-22 has been another disrupted year, in which our clients and volunteers have continued to show their extraordinary resilience. The Teens and Charity programs combined after our return to program days in early 2021. It proved popular with our clients, and we continued with the combined format throughout FY21-22.

This was another year characterised by lengthy lockdowns and, for many of our Teens and Charity clients and their families, health concerns over COVID-19. Our clients have had to attend, and in some cases complete, high school online, missing out the personal and social aspects of this critical time in their lives. Online learning proved an additional challenge for many of those who are still improving their English, as classroom setting with physical cues, reactions from classmates and visuals which aid understanding was missing.

After the first three months of the year in lockdown, followed by a Christmas break and a resurgence of COVID cases in the New Year, we were able to resume program days in April, with three outings this year.

To return, we worked closely with ARV Executive Team to navigate ongoing operational challenges such as vaccination requirements for clients and volunteers and mask wearing in enclosed spaces. All rose admirably to the challenge with clients taking on new COVID marshal roles such as temperature checks and safe food handling with trademark good humour.



The three programs we were able to hold made up for the absence in fun, friendship and new experiences. As COVID restrictions remain for many sectors where the Charity program was previously engaged, such as health and aged care, FY21-22 programs have focused on the more classic “Teens” activities.

We came back with a bang in April 2022, visiting the Sydney Royal Easter Show for the first time, as a combined day with all Kids, Youth, Teens and Charity in attendance.

In May 2022, and back by popular demand, was our outing to the go-karting track, with clients and volunteers enjoying some friendly (and sometimes heated) competition for the fastest “hot lap”.

03 ARV ACTIVITIES

Teens & Charity Program

In June 2022, we trialled a new program which was very popular, taking on a variety of virtual reality gaming challenges. Who would have thought that in just one room, you could “capture the flag” of an enemy tower or race an F1 car? These games required teamwork and good communication, a willingness to step outside the comfort zone and into the strange sensation of VR, and some nerves of steel (see zombie invasion).



The pandemic changed the dynamic of the combined Teens and Charity program, both in terms of the types of activity and the age of our clients. Additionally, due to a near two-year hiatus, our cohort is now much older, with many at university or working full-time. Most have a strong desire to continue with ARV, which many have grown up with since they were small children, and they didn't want to miss out on their final years. We have exciting plans to onboard our graduating Charity clients as volunteers, which we will progress next year. They have demonstrated their maturity and leadership skills, and acted informally as mentors to the younger Teens on program days.

We are also excited to transition some older clients from the Youth program up to Teens and Charity and enjoy a full year of engaging program days every month, in an atmosphere of (relative) normality.

Thank you to the Scanlon Foundation, whose financial support, flexibility and understanding has been immensely valuable and appreciated over these challenging last two years. Thank you also to all the volunteers and clients whose drive, positive energy and sense of fun have, despite the odds, made a success out of a very challenging year.

Regards,
Teens & Charity Program Admin Team

03 ARV ACTIVITIES

Client Manager

The Client Manager oversees client referrals to all of the ARV programs from a range of community services, and provides guidance to program teams regarding client behaviour management.

Due to the ongoing disruption of Covid-19, and a consequent second hiatus of ARV programs beginning June 2021, new client referrals were difficult to come by. As such, the main focus over the 2021-2022 financial year has been to develop promotional materials to provide to local community organisations during our client recruitment drives. This allows ARV to showcase its' programs and services to organisations and improve the communication of information about ARV to relevant stakeholders.

We have had a positive response from organisations to these materials.

There was also a focus this year on developing new relationships with additional organisations and referrers. As Covid-19 restrictions continue to ease and we return to our regular ARV activities and programs, we hope to see a significant increase in referrals!

**Client Manager,
Jessica Inman-Hislop**

Camp

Unfortunately, we were unable to hold camps this financial year due to COVID-19 related shutdowns and restrictions.

It is our hope to be able to safely reinstate and run camps again in the coming year, as it is a highlight of the ARV client's annual program.

Camps Team



03 ARV ACTIVITIES

Training

The Training team continues to evolve the induction process as ARV and broader society recover from the impact of the COVID-19 pandemic. Working in collaboration with our peers in the organisation, the Training team has remained agile in the changing circumstances. We have employed critical thinking to decide which new practices to keep, which to revert to historical ways, and which to address with new solutions.

Following positive feedback around the added flexibility, ARV has maintained a virtual training and onboarding environment throughout the year. We continue to use Zoom and Facebook Groups to create an engaging environment. Volunteers engage in lively discussions on ARV's development aims, the volunteer experience, and the programs offered. These discussions, and those on more informal topics, help build relationships within the cohort of new volunteers and their connectedness to the ARV community.

ARV is confident that keeping the induction process primarily virtual will encourage more prospective volunteers to participate. However, we plan to run a limited number of in-person induction sessions in FY 2023 to gauge efficacy. We will be tracking the impact of these efforts to remain agile.

The ARV team has been responsive to feedback and made changes to content in the induction session. One example is how we have modified how we define ARV's objectives for new volunteers in line with the 15 Development Aims formalised by the Executive Team.

A refreshed and more detailed outline means new volunteers have a clearer picture of how their work helps the young people in our programs in small and large ways. Setting clear expectations from the start of the volunteering journey is predicted to lift satisfaction and retention rates. The Training team will continue working with the broader organisation to identify, define and implement further improvements based on feedback.

A stimulating, cohesive, and flexible induction is essential for volunteers starting their journey with ARV. We are confident that our efforts will allow us to continue to attract, onboard, and retain the loyal and skilled volunteers essential for maximising the impact of our programs.



03 ARV ACTIVITIES

Recruitment

2022 has been a big year for the recruitment team!

ARV has a new recruitment team that had started earlier in the year. The new ARV recruitment team are excited to get involved and deliver the best outcomes to the program teams to allow them to provide exceptional services to our clients.

Having an all new team has also offered a great opportunity for processes to be reviewed to ensure that new volunteers are having the best onboarding experience possible.

Some of the priorities for the recruitment team moving forward include improving volunteer retention during the recruitment process and throughout the ongoing volunteer relationship.

The team are still gaining their knowledge in the recruitment processes and are able to experiment with new methods along the way. The team is investigating at what stage of the recruitment and onboarding process volunteers are most likely to withdraw their interest. So far, the largest withdrawal occurs before the new volunteer induction day. The team are continuing to look into how to mitigate this and improve the retention of volunteers during the recruitment phase.

Once this has been further developed, attention will turn to volunteer retention in an ongoing relationship setting. This is a priority as one of the Developmental Aims of ARV is to “Feeling Safe” which refers to the stable and predictable service that ARV offers to young people.

Having consistent volunteers is a considerable factor in fostering this. Moreover, ARV’s Developmental Aim of “Interpersonal Development” is also encouraged in building ongoing relationships with regular volunteers. One of the ideas to improve volunteer retention includes another volunteer survey. This gave great insight into what matters to our volunteers when it was last conducted in

2019. It is also essential that we gain an understanding of what measures we can take to ensure they are comfortable in the current COVID19 climate.

The recruitment team is working to ensure that volunteers are kept safe as COVID19 is still very prevalent in the community. This is being done by conducting virtual interviews and onboarding is continuing to be completed online.

The ARV recruitment team is greatly looking forward to the next year and growing the volunteer team for ARV to continue delivering expectation services within the community.



**Magda Chandra,
Recruitment Lead**



**Katie Brinkman & Virginia Parsons,
Recruitment Consultants**

04 ARV FINANCIALS

Treasury's Report

During FY22, ARV had a total income of \$4,503 and total expenses of \$23,388, in comparison with an income of \$12,845 and expenses of \$31,325 during FY21.

Both of our income and expenses have reduced in FY22. At the income level, the reduction is driven by a temporary pause on grant application as the team focused on using up surplus funding from prior years. During FY21, ARV programs only operated for 3 months. While our volunteers have maintained contact with clients through various initiatives including the sending of care packages, the low number of programs held 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.

At the expenses level, the reduction is driven by having no Camp program in FY22 (Camp program costed ~\$12,500 in FY21), offset by higher spending from other programs as programs gradually resume in a post Covid world.



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Other notable movements in expenses include:

- ~\$2,650 decrease in training and development due to one-off document translation costs in FY21
- ~\$2,000 increase in entertainment and social due to ARV sending care packages to volunteers in FY22.

Our bank account at the end of FY22 had a balance of \$69,980, a 20% reduction from \$87,110 as at the end of FY21. The reduction is in-line with ARV's expectation as surplus funding from prior year is being spent. We note our bank balance in FY19, prior to any Covid impact, was \$69,309, also around the \$70,000 mark.

ARV has no other material assets apart from cash in bank, and our balance sheet remains in a strong position.

Treasury Team

04 ARV FINANCIALS

Profit and Loss Statement

2021 - 2022

Profit and Loss Australian Refugee Volunteers Incorporated

For the 12 months period ended:	30 Jun 2022	30 Jun 2021	% change
Income			
Grant	\$0	\$6,300	
Fundraising Income	\$4,323	\$5,925	
Membership	\$180	\$620	
Total Income	\$4,503	\$12,845	-65%
Program Expenses			
Program Activity and Venue Hire	\$9,764	\$18,981	
Program Equipment	\$117	\$845	
Program Transport	\$51	\$116	
Food	\$5,340	\$2,266	
Total Program Expenses	\$15,271	\$22,207	-31%
Admin Expenses			
General Expense	\$251	\$1,212	
Insurance	\$2,308	\$2,140	
Subscription	\$2,772	\$2,615	
Training and Development	\$99	\$2,762	
Entertainment and Social	\$2,001	\$0	
Printing and Stationery	\$204	\$0	
Telephone and Internet	\$456	\$377	
Bank Fee	\$26	\$13	
Total Admin Expenses	\$8,117	\$9,118	-11%
Total Expenses	\$23,388	\$31,325	-25%
Operating Profit	-\$18,886	-\$18,480	2%
Net Profit	-\$18,886	-\$18,480	2%

04 ARV FINANCIALS

Balance Sheet

2021 - 2022

Balance Sheet Australian Refugee Volunteers Incorporated

As at:	30 Jun 2022	30 Jun 2021	% change
Assets			
Program Bank Accounts			
Kids	\$4,324	\$8,186	-47%
Teens	\$7,494	\$13,575	-45%
Youth	\$7,503	\$6,353	18%
Charity	\$8,239	\$10,991	-25%
Camp	\$12,378	\$12,485	-1%
Total Program Bank Accounts	\$39,938	\$51,589	-23%
Admin Bank Accounts	\$30,043	\$35,520	-15%
Total Bank Accounts	\$69,980	\$87,110	-20%
Other Current Assets			
GST Receivable	-\$130	\$1,627	
Rounding	\$0	\$0	
Total Other Current Assets	-\$130	\$1,627	-108%
Total Assets	\$69,851	\$88,736	-21%
Equity			
Retained Earnings	\$88,736	\$107,217	
Current Year Earnings	-\$18,886	-\$18,480	
Total Equity	\$69,851	\$88,736	-21%

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.

The design of this annual report was created by a former ARV volunteer, **Grace Anderson**.

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 2021-2022.

We would like to thank the following organisations for their charitable contributions to ARV during 2021-2022 (this may include any surplus from the previous financial year, that were re-allocated during the COVID lockdown):

- **Coca-Cola Australia Foundation**
- **Collier Charitable Fund**
- **James N. Kirby Foundation**
- **Mary MacKillop Today**
- **Scanlon Foundation**

We would also like to thank an individual (and volunteer) **Jessica Selim** for her generous contribution to ARV, this year and in the years prior.

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