

*Australian Refugee Volunteers
Incorporated*

Annual Report

2016-2017



ARV

*Improving the lives of children from asylum seeker and
refugee backgrounds in Australia*

Table of Contents

About ARV	2
Structure and Management	3
Committee members of Australian Refugee Volunteers	4
Management of Australian Refugee Volunteers	5
Principal Activities.....	6
Presidents' Report.....	6
Vice-Presidents' Report.....	7
Kids Program Report	9
Youth Program Report	10
Teens Program Report.....	12
Charity Program Report.....	14
Graduation Program Report	15
Camps Program Report	16
Grants Team Report	18
Recruitment and Training Report	18
Client Manager's Report.....	20
Treasurer's Report	21
Acknowledgements & Thank You	25
How you can help.....	26

Australian Refugee Volunteers Incorporated

G.P.O. Box 464
Sydney NSW 2001

Email: info@arvolunteers.org

Web: www.arvolunteers.org

Facebook: www.facebook.com/AustralianRefugeeVolunteers/

ABN 36 370 480 735

About ARV

Our Mission and Purpose

Australian Refugee Volunteers Inc (ARV) exists to improve the quality of life for children and families from asylum seeker and refugee backgrounds who are now living in the Australian community. Having fled from their homelands due to tragedies such as political upheaval, persecution or war, refugees and asylum seekers often suffer great personal loss and trauma. ARV provides recreational and developmental programs, including workshops, sport days, social outings and holiday camps, aimed at assisting our clients through relieving stress, providing fun and social opportunities, supporting child development and family harmony, and facilitating social integration into the Australian community. To date ARV has assisted over 347 clients.

ARV focuses on programs that add development capacities and joy back to the lives of these children and assisting with their integration into the community. We assist our clients through the development of self-confidence, English, and social and leadership skills, aiming to develop their personal and cultural identity. ARV is an entirely volunteer-run, not-for-profit organisation based in Sydney, which is neither religiously nor politically affiliated.

ARV's programs provide essential recreational and developmental opportunities for the children, helping ease loneliness and isolation and improve physical and mental health. ARV strives to increase the number of smiles on the faces of children and adults by promoting fun, laughter and relaxation. We are committed to empowering individuals and families and building more cohesive, tolerant communities.

ARV believes in working with everyone to achieve what we can to improve the situations and lives of our clients. ARV does not do any advocacy work and is not interested in being antagonistic to anyone, including other organisations or the Government. ARV's sole aim is to improve the lives of the kids and families we work with and providing our 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. Up until July 2005, ARV ran programs inside and outside the centre, including art, sport, drama, movie nights, English language courses, excursions, family days, youth buddy programs and camps. The programs at Villawood expanded to a point where they were running 6 days a week. In addition, excursion and camp programs were also running in Baxter IDC and the Port Augusta Housing Project in South Australia.

In July 2005 the families were released from custodial detention, and placed in community detention. Following this change, the organisation and its programs were restructured to cater for the released families, and the new challenges of living in the community. ARV currently runs six separate recreation and development programs for children living in the community.

Structure and Management

Australian Refugee Volunteers Inc 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 two co-Presidents, two co-Vice Presidents, Treasurer, Secretary and up to three ordinary Committee members. ARV currently runs six programs, each of which is managed as a distinct project, with independent management and administration structures. There are Program, Volunteer and Client Managers for each of these projects, as well as two overall Program Coordinators, who report to the Committee. The programs are closely monitored by the Committee through regular meetings, collection of statistics and reporting processes. Recruitment and Training, Client Management, Media, Grants and fundraising, and Treasury are centrally managed for the whole organisation.



Committee members of Australian Refugee Volunteers

The Committee members for the ARV at any time since the end of the preceding financial year are:

Presidents: Kieran Brown (July 2016- current) and Sam Murphy (March 2017- current)

Kiri Libbesson (September 2016- March 2017); Lauren Frost (July 2016- September 2016)

Vice Presidents: Jamie Lee (April 2017- current) and Terrina Fernando (June 2017- current)

Nandita Kataria (July 2016- June 2017); Kiri Libbesson (July 2016- September 2016); Jennifer Dunne (September 2016- April 2017)

Secretary: Erin Morrison (March 2017- current)

Sam Murphy (July 2016- March 2017)

Treasurer: Asif Zaman (August 2016- current)

Milena Arsenijevic (July 2016- August 2016)

Ordinary Committee

Members: Christine Ma (March 2017- current) and Nandita Kataria (June 2017- current)

Lauren Frost (September 2016- March 2017)



Management of Australian Refugee Volunteers

The management of ARV programs and operations teams at any time since the end of the preceding financial year comprised:

Kids Program

Program Coordinator: Jamie Lee, Nina Lay, and Jessica Inman-Hislop
Program Manager: Kevin Chu
Client Manager: Erin Morrison and Jessica Inman-Hislop
Volunteer Manager: Ashling Isik and Bronte Fauchon

Youth Program

Program Coordinator: Molly McCulloch and Terrina Fernando
Client Manager: Alex Vaughan
Volunteer Manager: Charlotte Zu

Teens Program

Program Coordinator: Elisa Rossimel and Sarah Waters
Program Manager: Aleksa Vulovic, Rebecca Campbell, Samuel Stern and Annie King
Client Manager: Dina Vassilevska, Alice Eggleston and Nada Cheikh-Ali
Volunteer Manager: Rei Ohashi and Alessandra Martines

Charity Program

Program Coordinator: Maha Khaled, Christine Ma and Terrina Fernando
Program Manager: Anshul Thapar, Dean Meltzer and Thanh Le
Client Manager: Adie Chang, Georgia Kaufman and Jade O'Brien
Volunteer Manager: Grant Quine

Graduation Program

Program Coordinator: Jenny Tang and Jessie Shu

Recruitment and Training Managers: Isabelle D'Aran, Elizabeth Dao and Jennifer Dunne

Client Managers: Ashling Isik and Erin Morrison

Grants Managers: Sarah Waters, Alice Batcheldor, Joanna Psaros and Georgia Kirkham

Media team: Shirley Wong, Jessica Brennan and Louisa Tiley

All committee members and management are volunteers, but bring along a variety of expertise and degrees including in Development Studies, International Studies, Teaching/Education, Community Work, Policy, Commerce, Communication, Law, Psychology, and Health.

Principal Activities

The principal activities of the Association during the course of the financial year were centred on providing social services to those children and families from asylum seeker backgrounds who need support integrating into the Australian community. There were no other significant changes in the nature of the activities of the Association during the year.

Presidents' Report

ARV has had another successful year that has seen changes and improvements in both programs and management. We launched a new program that sits between the Kids and Teens programs, called Youth, which has proved a great addition. The committee drafted and enacted a revised constitution that brought our primary governance document into line with changes to the Associations Incorporations Act 2009.

The 2016-2017 year saw numerous changes to the committee, with co-Presidents Kiri Libbesson and Lauren Frost, co-Vice President Nandita Kataria and Jennifer Dunne stepping down. These vacancies allowed some of our most experienced management volunteers to join the committee, including Jamie Lee (formerly Kids program coordinator), Terrina Fernando (formerly Kids, Charity and Youth program coordinator) and Erin Morrison (formerly Kids program client manager).



As mentioned, the major accomplishment of the committee this year was the drafting of a revised constitution for ARV. This process was led by Kiri, with her legal background proving an invaluable asset to the process. The revised constitution updated the associations 'statement of purpose' to bring it into line with current operations, and updated the make-up of the committee to more properly allow for the shared roles of co-President and co-Vice President; as well as adding additional ordinary committee positions.

With her social work background, co-Vice President Jennifer Dunne drafted a child protection policy, as well as ran a child protection workshop for management team members. The workshop was very well received and forms an important part of ARV maintaining its duty of care to members and clients.

We have also taken various steps to continue volunteer development through the planning of workshops in collaboration with Creating Chances, a not-for-profit organisation with similar goals to our own. This planning will lead to a workshop on conflict management,

and a second workshop on youth engagement, both of which will take place in the second half of 2017.

As always, our biggest asset is our members, whether they are on the committee, management and operations teams, or general volunteers. We have seen a steady stream of new recruits joining each month, some of who have gone on to take on management roles after only a short time. This is a testament to the training provided by our training team, as well as the experience new volunteers have at programs. The dedication of the volunteers coordinating our programs, and their ability to maintain the engagement of our wider volunteer body, has unquestionably contributed to ARV's growth this year.

With such a strong team behind ARV, we have even higher hopes for 2017-2018, and we are confident in our ability to strive for increased engagement with both our clients and our volunteers.

Kieran Brown and Sam Murphy

Co-Presidents

Vice-Presidents' Report

Yet another fulfilling year with ARV! The Vice President team have been busy working on the three key responsibilities through the last year – volunteer management, community liaison and policy and procedures.

Volunteer Management

One of the key responsibilities of the Vice President role is to provide support to each of our Program teams. Over the past year, it became clear that there was a need for a new program to cater to an age group whose needs were no longer being met by our existing programs. One of our biggest achievements in the last financial year was to facilitate the establishment of the Youth program, from pitching the initial idea to recruiting team members and setting them up with mentorship relationships with more experienced team members. The Youth program has really taken off and continues to grow their client and volunteer base.

We are continually looking for ways to improve the way we work with our volunteers and up skilling was identified as a key area. Over the past year, we worked hard to secure training opportunities for our volunteers with respectable organisations such as STARTTS and Creating Chances. The training ranged



from a course on working with children from refugee and asylum seeker backgrounds to a conflict management workshop for our management team volunteers, with a course on youth engagement coming up early next year. Moving forward, our goal is to establish a regular training program that is available to all volunteers and to also cover additional topics such as self-care.

Our social gatherings continue to provide opportunities for our volunteers to network and to celebrate our achievements. Each December, we take the time to reward volunteers who have made outstanding contributions to the organisation.

Community Liaison

We have continued to strengthen our relationship with community organisations, as well as build new relationships. These organisations support us by working with our program teams to design and deliver programs that are both educational and fun.

Once again, we held a donation drive in December for present donations. Each year, we receive an overwhelming response from the community, which allows us to ensure that each client receives a present at the end of the year. We would like to thank our volunteers and the wider community for their generous contributions.



Policy and Procedures

One of the biggest benefits of ARV is that we have such a wide variety of backgrounds and expertise in our volunteer base. Each person who steps into the Vice President role can bring something different to the table. An example of this was our Vice President Jennifer, who, with her background, became the key driver in the establishment of the Child Safety Policy. She also delivered training on child safety to program and executive team members.

We would like to thank everyone involved for their continued support and dedication in helping make the past year at ARV such a fulfilling one.

Nandita Kataria and Jamie Lee

Co-Vice Presidents

Kids Program Report

In the blink of an eye, another year is over. As we take the time to reflect, we see that many changes in the Kids Program. From saying goodbye to old clients to welcoming new clients



and, of course, new ‘buddies’ to the ever-growing base of Kids Program volunteers! As always, new memories were made and new experiences were had, opening the world to our clients.

The first program of 2017 started off on a hot summer’s day at an indoor trampolining playground in Villawood. Safe to say, everyone was shattered by the end of that program! In March, we had a

complete change of scenery, visiting the Fairfield pools for a swimming workshop and enjoying some free play in the water too.

Sticking to the same theme as last year, we continued to encourage our clients’ creativity. We were lucky enough to partner up with Sydney Story Factory once more, to encourage our clients to create an imaginative story about a robot-bird they “encountered” in the wild. Everyone’s short story was then compiled into a printed book, and every client received their very own copy - watching their proud faces light up on seeing their work in print was priceless.

We continued to encourage the flow of clients’ creative juices with a drama workshop at Monkey Baa Theatre, located at Darling Park. It was a great opportunity for clients to express themselves through movement, but not before getting their groove on in a hip-hop dance workshop, where they learnt a dance routine to the latest R&B hits – and some certainly enjoyed the spotlight more than others!

Keeping clients fit and active, and burning their (seemingly never-ending) energy was a priority this year, and we certainly kept them on their toes with a basketball workshop run by the Junior Basketball Academy, soccer activities at Ultimate Soccer in Fairfield, and hours of free play at TikToks indoor playground! But of course, we made sure to balance these strenuous programs with a relaxing movie afternoon (and lots of popcorn to help recuperate tired muscles).

Technology plays a big part in all our lives, particularly ‘Gen-Z’, and we wanted to show our clients that there is so much more to technology than just YouTube or Facebook! This year we joined forces with Young Engineers to teach our clients how to build a motorised

worked with our kids to ascertain what they want from the programs, and through this approach we have received positive feedback both from the kids and the volunteers. We have also built up our volunteer base, and have been so excited about our growing number of enthusiastic and dedicated volunteers!

Our first program was in April, and overall it went very well. In the morning we went ice-skating. This is a fantastic activity not only because it is very fun and always anticipated, but also because it really brings out the supportive side of our kids. The good skaters were very generous in helping all the less competent skaters, kids and volunteers alike! We had a few funny falls, including some group ones, and overall we had an excellent time. In the afternoon we had an amazing race event. It started off with a paper plane making competition, with some very creative entries. We then had a three-legged race; a catching competition and finally we made a human knot to untangle. This activity was so popular we played it again with all 20 of us, and many laughs ensued. We finished off with a friendly game of cricket, which was a great bonding activity; one our kids is a very good cricketer and was very generous in teaching everyone the rules and helping us improve.



In May we had an engineering competition and went rock-climbing. The kids were tasked with the challenge of creating a structure that could protect an egg from dropping from a height of three metres. They were very successful at this, and we had two eggs survive multiple falls! They not only made very solid structures, but all teams embraced their creative side and there were a lot of feathers, pipe cleaners, glitter and paint involved! Rock-climbing went well in the afternoon, and everyone got involved including the volunteers. A great moment was when one kid, who was too afraid to get more than one metre off the ground at the beginning of the session ended up reaching the top of the wall, to much applause. He told us how proud and happy he was that he managed to overcome his fear of heights, which really embodies what ARV is all about, building confidence and overcoming challenges!

In June we had one of our most successful programs yet. We had a science themed day, and our kids and volunteers loved every minute of it. In the morning we did a series of science experiments. We started off with making slime, which was so much fun. The groups did really well in following the instructions, and we all successfully made colourful and glittery slime. Later, we made lava lamps out of water, oil, food colouring, glitter and fizzy tablets. We discussed how oil and water don't mix, and that the tablet made the oil

bubble and rise through the water. It was great fun putting the fizzy tablets in and watching the coloured oil rise through the water. We experimented with putting different amounts of the tablets in and seeing the results! Each kid then got to make one to take home. In the afternoon we went to the powerhouse museum and got to see many fun and interactive exhibitions, including a space exhibition that included an anti-gravity room!

Our kids have truly grown in this program, and it has been a delight to watch them mature and blossom. Being in a group of peers and being given responsibilities and leadership opportunities has been a focus of our program. This has worked fantastically, and our kids have really risen to the challenge. We can't wait to see what the future has to hold for this new program, and the new directions we can continue to take it.



Molly McCulloch and Terrina Fernando

Youth Program Coordinators

Teens Program Report

The past 12 months have been exciting, challenging and rewarding for all teens and volunteers that have been a part of the Teens Program. We've stepped outside our comfort zone on so many levels, with the smiles of our achievements each month as priceless rewards.

Our monthly outings have seen a range of new experiences as well as classic favourites return to help nurture and develop many sides in our teens. To explore what our bodies and minds are capable of, we went ice-skating, trampolining and canoeing; as well as learning about health from university students. This saw the teens encouraging volunteers to step outside their comfort zone and try something new just as much as the volunteers encouraged the teens! The courage we have seen amongst individuals, whether that be in tackling a physical obstacle or open up about an important issue to them has been phenomenal. Continuing this theme of courage, two drama and theatre workshops, a Capoeira lesson and African drumming afternoon allowed us to explore our creative side, whilst providing plenty of laughs!



We have been able to explore various parts of Sydney's outdoors, with a highlight of the past 12 months being horse riding through the scenic Sydney Polo Club where we learnt about caring for these animals; as well as the traditional beach outing to cool off in the heat of summer and learn about surf safety from the lifesavers. Another highlight has been enjoying a ceramic workshop in the beautiful Bicentennial Park, where each teen was able to create a special mug, bowl or plate with a design that meant something special to them. These were then fired to take home and use. Inspiration was drawn from our excursion to the Powerhouse Museum, where we were taken on a sculpture tour before making our own. As well as growing individually, teamwork has been a core component of the Teens Program, with a great example being the bike riding scavenger hunt throughout Bicentennial Park. On this day, teams of teens and vols worked together to decode clues, read maps, and complete challenges to reach the end, where a chocolate hunt was the reward for their efforts!



The Teens Program has been stable over the past 12 months, with three teens joining the program, and one teen moving into the Charity Program. The benefit of this stability has been the relationships that have naturally evolved between the teens who regularly access the program, as well as with the volunteers. It has led to teens opening up with each other and other vols about life's ups and downs and more importantly, supporting each other.

It has been a privilege to see the teens become genuinely excited to see familiar faces each month. No doubt our monthly developmental activities, whereby teens and their buddies are guided through one on one discussions around important topics such as gender equality and stereotypes, has been core to this success. The maturity that has developed amongst the teens (especially those who like to test boundaries) has been incredible and stability has actively contributed to this. It is no doubt an honour to be a part of hearing what these amazing teens have to say about their views on the world- I'm sure we have some budding world leaders amongst us!

The success of the Teens Program over the past 12 months would not be possible without the volunteers who turn up each month with enthusiasm, patience, passion and support; as well as the dedication and hard work of the Admin Team. So to everyone, we say a huge thank you!

Elisa Rossimel

Teens Program Coordinator

Charity Program Report

The Charity program has had another fantastic year full of fun for clients and volunteers alike. At the start of each year we reassess our purpose, how effective have we been and what we can do to achieve our objectives. The Charity program at its core aims to provide a safe environment whereby clients can develop social skills and self confidence whilst at the same time giving back to the community via a variety of charities. This is core to the activities we select and the approach of our volunteers on program days. When reflecting against these objectives the Charity program has certainly had a year to remember.

As always, a key driver for our program is interaction within our community. We do this via forming partnerships with many wonderful charitable organisations such as Amnesty International and Greening Australia. Amnesty International provided a great forum for the clients to discuss issues affecting the human rights of all, whilst Greening Australia gave some wonderful insight into the effect we can have on our environment and the positive role we can play addressing some of the issues both locally and globally. We believe it is important for the clients to have an idea of what is 'out there' in the world and hope that by planting a seed with such programs it will help broaden horizons.

We also dedicated one of the programs to raising funds for the World's Greatest Shave. The clients spent time at a local market walking around selling chocolates with proceeds going to the Leukaemia Foundation. To spice things up a little it was determined that the group who raised the most funds would win a prize greater than any financial reward – the winning team had the honour of shaving the head of three brave/foolish volunteers! Special mention is given to the volunteer who had the misfortune of a flat battery in the clippers half way through the exercise (nothing a Sunday afternoon trip to the barber couldn't fix!). It's always pleasing to watch the clients on days like this as they proudly approach members of the community explaining who they are and what they are doing.



In terms of charitable activities, arguably the most terrifying/thrilling experience was a trip to Westmead Children's Hospital to perform a song for sick children and their families. To set the scene everyone was on stage, wearing various onesies (all different animals!) singing a song by Pink...yep, that happened! Afterwards it was great to see the maturity of our clients as they mingled, chatted and had fun with the kids.

As mentioned, a key objective for our group is building the self-confidence of our clients. They are generally at an age where they are starting to consider the next steps in life, be it future study options, or initial foray into employment and general career exploration. We aim to ensure that the clients have the confidence to pursue whatever passions they have.

With this in mind we have participated in a number of activities with confidence building at the core.

One such activity was a Martial Arts Workshop specifically highlighting the power of positive thinking. Through this course the clients literally broke through boundaries (ok...they were pieces of wood) that they didn't think were possible. It was a fantastic message for the clients in that if you focus your energies you can achieve much more than you think. We had a similar experience with rock climbing. Volunteers and clients working together to try and overcome some of the challenges whether it was fear of heights or a particularly challenging climb. Everyone shared in the satisfaction of having a go!



Finally, a crucial component of the Charity program is the focus we place on client-buddy relationships. Our program days are structured in a way that always gives plenty of time for conversation and general bonding. Of course all of this couldn't happen without the support of a committed group of volunteers. It's been great to see that we've been able to add a number of enthusiastic, positive volunteers to the existing base (which was pretty awesome in the first place!). Our programs are only as good as the volunteers involved and we are incredibly fortunate to have such a wonderful group to work with.

In the coming financial year we look forward to bringing on more clients to compliment the strong growth in volunteer numbers. We've already started locking in some really exciting charity organisations to work with and we look forward to another great year to come!

Maha Khaled

Charity Program Coordinator

Graduation Program Report

2017 marked the second year of the Graduation program. The goals of the program were largely the same, with the main aim being to successfully transition our over-18 clients out of ARV through a client-led, strengths-based approach.

This year, we ran a shortened version of last year's pilot program, with a total of five sessions spread over three months in the hopes of increased client participation. Unfortunately, out of the four clients that we initially targeted for the program only two

attended. The primary goal of these sessions was to link clients up with appropriate community services in the community based on their needs and strengths.

The first session was a preliminary assessment unit, where volunteers worked with the clients individually to determine which areas the client wanted to explore and the types of services that the client wanted to be linked to. This included working with clients to learn the skill of setting up SMART goals, which is hopefully a skill that they can take away and apply to their endeavours in the future.

The second and third sessions involved the volunteers working with the clients to find community services and organisations that would help them achieve these particular SMART goals. In one case, the client wanted to build and expand their social network and so they were linked up with soccer programs that succeeded in harnessing their interest and skills in soccer to reduce isolation.

The fourth program was mainly focused on reflection, whilst the fifth program was a chance to have fun and celebrate the end of their journey with ARV with a combined Graduation and Charity party. This gave the clients a chance to say farewell to their friends and volunteers in the Charity program. Everyone young and old got to enjoy one last round of rock-climbing, one of ARV's most-loved activities.

Our program this year ran with two clients, one of whom was in her HSC year and the other of whom was completing his TAFE course. It was a great pleasure to be able to accompany them during such a significant time in their lives and to be able to provide them with the skills and the networks that will hopefully help them to succeed in the future.

One challenge that we had this year, similar to last year, was consistency and engagement regarding client attendance. Competing priorities from school to family meant that a lot of flexibility was required to accommodate everyone's schedules. However, this was encouraging in its own way, as it was a sign that the clients were building their own networks outside of ARV as they enter this new stage of their lives.

Lastly, we couldn't have done it without our team of dedicated volunteers, who gave up their Sundays to work with the clients. Every volunteer brought their own set of skills and experience, and the kids definitely benefited from this diversity. We are also thankful to our volunteers for their flexibility in accommodating many of the date changes.

At the end of the program, we were met with great news as one of our clients succeeded in getting his first job, at the same time as graduating from his TAFE course! The Graduation team couldn't be prouder and we were honoured to attend the TAFE graduation ceremony to celebrate this momentous occasion.

Jenny Tang and Jessie Shu

Graduation Program Coordinators

Camps Program Report

The 2016-17 year saw a total of four holiday camps run by ARV:

- July 11-15, 2016
- January 3-6, 2017
- January 16-20, 2017
- April 18-21, 2016

ARV's Camps aim to complement our other monthly programs run throughout the year, by providing the children with the opportunity to come together for an extended period, for additional learning and developmental activities, as well as social and fun activities. The children are often unable to attend camps run by their schools due to financial constraints, so ARV's Camps try to provide these children with the opportunity to still participate in camps and spend the time with their peers and with the volunteers.

What follows is a run-down of two of our camps.

11-15 July 2016 Camp



The July camp focused on boys from our younger age group, where the structure and mentoring provided in the camp allowed the boys to become much calmer and more focused.

A highlight of this camp was the development of confidence, self-esteem and creativity in the boys. This resulted from the one-on-one mentoring of trained ARV volunteers and participation in challenging and fun activities such as language workshops, martial arts, bubble soccer and yoga.

3-6 January 2017 Camp

ARV's first camp of 2017 was held immediately after the New Year's public holiday and was a great success! The four day camp was packed full of engaging activities for the kids, with the week starting off with an 'amazing race' that included challenges and puzzles to test both the kids and the volunteers.

We made homemade lemonade, had dance, drama, clay, basketball and yoga workshops; and the week finished off with a very musical talent show!



New friendships were born and watching the kids come out of their shells over the week was such a privilege. A big thank you goes to everyone who helped make it an amazing week for the kids.

Grants Team Report

This year has seen some changes in the Grants team management with Co-grants managers Sarah Waters and Alice Batchelor handing the torch over to Joanna Psaros and Georgia Kirkham late 2016.

We have had 16 active members throughout the year and we are consistently recruiting for new grant writing team members. Through the efforts of the Grants team, ARV has been able to remain fully funded for all programs through both corporate and philanthropic grants. In 2016 – 2017 we submitted a total of 15 grant applications and we were successful on 5 occasions.

We are very grateful to all of our grantors:

Kids Program: Sisters of Charity Foundation

Teens Program: Scanlon Foundation

Charity Program: Harold Mitchell Foundation

Camps: Collier Charitable Fund & Ansvar Insurance

Youth Program: The Marian & E.H Flack Trust

Administrative grant: Australian Government Department of Social Services

Joanna Psaros and Georgia Kirkham

Grants Managers

Recruitment and Training Report

Training

The ARV training session, along with the team itself, has seen some big changes over the past year. The team has grown with the addition of two fantastic new members and we would like to welcome them on board. This development, along with other strategies employed, has enabled increased support for all in the 'Training Team', as the workload is now better shared. Having a number of different perspectives and skill sets has further enabled a constructive assessment of each session, and allowed for ongoing

improvements to be made to structure, content, delivery, and administrative aspects of ARV training.

The structure of the day is one aspect that has been revised a number of times as we continuously strive to create a dynamic, interactive and informative training session. We have moved individual interviews to the end of the day with the collaboration of our recruitment team to make the organisation of the day more streamlined and less disruptive.

Icebreakers and energisers have been incorporated into the session to encourage group bonding and make it more enjoyable and engaging. Other changes to the structure have helped develop a logical flow to the day so participants' knowledge can be built on in an accumulative way. Feedback has suggested that new recruits are better prepared and more enthusiastic about joining ARV. Overall it seems to be a positive change and we hope to continue applying the above strategies to encourage further development.

The content in the training session has, more or less, remained the same, however, a few additions have been made, such as, the inclusion of relevant scenarios throughout the session. These 'What would you do?' questions help stimulate participants' imagination and provide an opportunity to discuss suitable ways of dealing with a number of difficult situations. These scenarios often draw out useful anecdotes from the trainers, and help manage participants' expectations. It also prepares them for potential difficulties they may face as an ARV volunteer.

The slideshow presentation used has been streamlined and the format standardised to make it look professional and easy to read. These improvements have enhanced the ability to communicate essential information and preserve ARV's professional image. The delivery of important segments, including ARV programs, policies and the communication process, has undergone significant changes. Participants are no longer passively learning information, but instead they now actively engage in group activities that work to feed in key details. This stimulates thinking and provides a space to share ideas.. These changes have improved participants' retention of information and group bonding. Evidence of this can be seen during lunch breaks, where participants appear more relaxed and are able to socialise more naturally.

Finally, there have been a number of modifications to the administrative side of the ARV training this year, which has improved work productivity. A 'Trainer Guide' is currently being compiled and will function as a learning manual for new trainers as it outlines detailed instructions on how to run training days. The structure and content of the day is flexible and can be adapted to reflect presenter style, however, the benefit of having such a detailed guide would be that a trainer with limited experience could easily step in and deliver a comprehensive training day. Furthermore, the introduction of feedback forms, which are handed out to participants at the end of the session, has allowed us to continually improve our delivery and cater to participants' needs.

The training team have made some important changes based on the feedback gained and we hope to continue this process in order to further adapt and make meaningful improvements to training sessions.

Recruitment

Recruitment has had a very efficient 2016-17 financial year. Thanks to the reworked training and interview process, admin days were more manageable and allowed for new recruits to complete the full training session as there were fewer disruptions. There was also a steady team of recruitment/training volunteers who assisted with helping the admin days run smoothly.

Likewise as in the 2015-16 financial year, there was an increase in the number of volunteers. Each month, the number of recruits who signed up remained relatively stable. Often, new recruits heard about ARV through online website listings or through friends who were current volunteers. There were also many university students who signed up to become ARV volunteers, often finding out about ARV through university employment websites such as CareerHub.

This new system has been very effective and has received positive feedback from new recruits who noted that the information provided during the training session was very helpful and detailed. We encourage individuals to join the ARV team in the following year, in particular to assist with program admin days.

Isabelle D'Aran and Elizabeth Dao

Recruitment and Training Managers'

Client Manager's Report

The Client Manager role involves processing referrals to ARV, by engaging with the referred families to arrange new client enrolments into relevant ARV programs. Between August 2016 and July 2017, 22 clients that had been referred to ARV were enrolled in and attended at least one ARV program. This included 11 clients in the Kids Program, 6 clients in the Teens Program, 4 clients in the Charity program and 1 client in the new Youth program.

While a majority of clients remain engaged with programs, the small number of clients that choose not to commit to ongoing engagement with ARV programs highlighted the need to create an official process for closing of client files. This would ensure that programs would have space available for new referrals throughout the year who are in need of the social and recreational activities and community support that ARV provides. Additionally, the need for a standard translation service within ARV was noted, as this would better facilitate engagement with families, particularly during the referral process.

Ashling Isik

Client Manager

Treasurer's Report

The 2016-17 Financial year has seen the restructure (i.e. downsizing of co-Treasurers) of the Treasury team due to more streamlined systems through the use of XERO software for quarterly BAS reporting, grant reporting and annual reporting; coupled with liaising closely with program managers to use card payments for improved tracking of program operating expenses. The Youth Program became the newest program this year, which required Treasury to initially work with the Youth team to produce synergies relating to monthly budgets, grant reporting, and program operational functions for effective record keeping and banking administration.

Treasury has improved synergies with the ARV grants team to streamline grant acquittal reporting required by various ARV donors for each program and have liaised closely with all program managers for desired reporting outcomes to meet reporting deadlines. This involved sharing grant-reporting spreadsheets to monitor key dates for grant reporting for each program and setting a deadline for all relevant parties such as Treasury, Program Managers and the Grants team.

Results of the 2016-17 financial year show a healthy net assets figure of \$67,742 and positive net profit of \$13,469, which will allow ARV to continually add value to its primary clients being refugee children. Since last financial year ARV has ramped up the size of its Camp and other programs with added training and development programs for ARV volunteers. This has resulted in higher expenditure of operating expenses in this financial year, however these expenses have allowed ARV to create more value for its clients. Although revenue sources from donations, fundraising income, and grants have reduced slightly compared to last financial year, all ARV programs were still able to use their budgeted funds pool to meet their monthly operating expenses without having to request additional funds from ARV's main account.

Asif Zaman

Treasurer

Balance Sheet

Australian Refugee Volunteers

As at 30 June 2017

Cash Basis

30 Jun 2017 30 Jun 2016

Assets

	30 Jun 2017	30 Jun 2016
Bank		
Admin Account	1,301	5,638
Camps Program	2,377	4,193
Charity Program	5,080	4,504
Family	2,500	493
Fundraising	4,821	997
Graduation	-	3,678
Kids Program	7,051	3,453
Main Account	25,018	22,921
Memberships and Training	6,514	1,210
Teens Program	4,251	3,245
Youth - cash passport	63	-
Youth Program	5,181	-
Total Bank	64,157	50,332
Current Assets		
ATM Withdrawl	165	165
Cash Assets Manual Journal	12	12
Total Current Assets	177	177
Fixed Assets		
Office Equipment	13	-
Total Fixed Assets	13	-
Total Assets	64,347	50,508

Liabilities

	30 Jun 2017	30 Jun 2016
Current Liabilities		
Admin Coles Mastercard	(197)	(100)
Admin Load and Go	(130)	(165)
Business Choice Visa	(442)	(442)
Camps Coles Mastercard	(493)	(100)
Camps Load And Go Card	(683)	(683)
Charity Coles Mastercard	(498)	(91)
Charity Load and Go	159	233
GST	571	344

Kids Coles Mastercard	(117)	(500)
Kids Load and Go	(542)	(752)
Rounding	-	-
Teens Coles Mastercard	(14)	(500)
Teens Load and Go	(1,009)	(1,009)
Total Current Liabilities	(3,395)	(3,765)

	30 Jun 2017	30 Jun 2016
Total Liabilities	(3,395)	(3,765)
Net Assets	67,742	54,273
Equity		
Current Year Earnings	13,469	24,157
Retained Earnings	54,273	30,116
Total Equity	67,742	54,273

Profit & Loss

Australian Refugee Volunteers

For the 12 months ended 30 June 2017

Cash Basis

	Jun-17	Jun-16	Total
Income			
Donation	1,058	2,415	3,473
Fundraising Income	6,381	7,486	13,867
Grant	32,118	33,540	65,658
Interest Income	58	47	105
Membership	5,813	5,840	11,653
Other Revenue	1,139	-	1,139
Return	36	-	36
Total Income	46,603	49,327	95,930
Gross Profit	46,603	49,327	95,930
Plus Other Income			
Other Deposit	1,469	500	1,969
Total Other Income	1,469	500	1,969
Less Operating Expenses			
Admin Expenses	4,775	4,061	8,836
Advertising	90	-	90
Bank Fees	58	87	144
Entertainment	2,327	-	2,327
Equipment - Expenses	3,368	1,015	4,383
Food - Expenses	5,507	4,817	10,324
General Expenses	13	624	637
Insurance	1,667	3,959	5,626
Interest Expense	6	1	7
Motor Vehicle Expenses	18	-	18
Office Expenses	2	-	2
Printing & Stationery	972	-	972
Program - Expenses	13,505	9,617	23,121
Subscriptions	-	182	182
Telephone & Internet	168	811	979
Training and Development	2,000	336	2,336
Transport- Expenses	127	160	286
Total Operating Expenses	34,602	25,670	60,272
Net Profit	13,469	24,157	37,626

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 Presidents and Committee, to those managing the various facets of each program and operational teams, to all the 200+ 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 in 2016-17. 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.

ARV acknowledges and thanks everyone else who has generously donated to ARV, whether through contributing to our holiday present drive, which has helped brighten our clients' holidays, as well as those who have otherwise donated and fundraised on behalf of ARV, contributing to the operational costs of ARV.

Community support

ARV thanks the wonderful Carramar team of NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), who provide us with generous in-kind support in the form of meeting room hire for our monthly training sessions as well as management and program organisation meetings.



NSW Service for the
Treatment and
Rehabilitation of
Torture and Trauma
Survivors

ARV was also supported by a number of organisations that facilitated a variety of workshops with each of the programs, including Amnesty International, OzHarvest, RSPCA, Sydney University Paediatric Society (SUPS) and Sydney Story Factory. Thanks go to these and many other groups and individuals whose support ARV greatly appreciates.

How you can help

Refer children in need

If you know or work with any children from asylum seeker and refugee backgrounds who live in the Sydney area, 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

Australian Refugee Volunteers welcomes energetic, committed volunteers who have a genuine passion for helping others. We are always looking for volunteers to actively work with children, families and adults 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 on goods and services for our families. You can also keep an eye out at for our Christmas present drive towards the end of each year.

Please see our website or contact us for more information on how to donate:

www.arvolunteers.org/donate