

Australian Refugee Volunteers Incorporated

Annual Report

2018-2019



ARV

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

Australian Refugee Volunteers Incorporated acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the Traditional Custodians of the lands on which our organisation works and where we conduct our business. We pay our respects to ancestors and Elders, past and present.

Australian Refugee Volunteers Incorporated

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About ARV

Our Mission and Purpose

Australian Refugee Volunteers Incorporated (**ARV**) is an entirely volunteer-run, not-for-profit organisation based in Sydney, Australia, which is neither religiously nor politically affiliated. The main objective of ARV is to improve 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 and families, which ease loneliness and isolation and improve physical and mental health. ARV is committed to empowering individuals and families and building more cohesive, tolerant communities.

ARV believes in working collaboratively with other organisations and the Government as required.

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. Up until 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; at one point, running 6 days per 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. The organisation and its programs were then restructured to cater for the released families, and the new challenges of living in the community.

ARV currently runs five separate recreation and development programs for children living in the community. To date ARV has assisted around 300 clients and counting.

Structure and 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 one to two co-Presidents, one to two co-Vice Presidents, Treasurer, Secretary and up to three ordinary Committee members (**Committee**). ARV currently runs five 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 to 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, overall Client Management, Media, Grants and fundraising, and Treasury are centrally managed for the whole organisation.

ARV Committee

ARV's Committee members during the 2018-2019 financial year were:

Presidents: Sam Murphy (July 2018-current); and Alexa Roddy (July 2018-December 2018)

Vice Presidents: Jamie Lee (July 2018-current); and Terrina Fernando (July 2018-February 2019)

Secretary: Erin Morrison (July 2018-May 2019); and Kiri-Ana Libbesson (May 2019-current)

Treasurer: Michael Medrano (July 2018-current)

Ordinary Committee

Members: Christine Ma (July 2018-September 2018); Terrina Fernando (February 2019-current); Pia Trickett (February 2019-current); and Jessica Inman-Hislop (April 2019-current)



ARV Management

The management of ARV programs and operations teams during the 2018-2019 financial year comprised of the following volunteers:

Kids Program

Program Coordinator: Melinda Ritchie and Georgia Clark
Event Manager: Auvik Pal, Caitlin Tao, Melinda Ritchie and Veronica Von Arnim
Client Manager: Kylie Zang and Suzanne Hebert
Volunteer Manager: Hayat Khazma

Youth Program

Program Coordinator: Isslah Trad and Peter Huynh
Event Manager: Jessie Boland, Mischa Jurkiewicz, Karen Wang and Arn Dong
Client Manager: Batool Aljfri
Volunteer Manager: Mahshid Rahmatbakhsh and Emily Rice

Teens Program

Program Coordinator: Aleksa Vulovic
Event Manager: Nada Cheikh-Ali and Aleksa Vulovic
Client Manager: Alessandra Martines and John Dooley
Volunteer Manager: Alessandra Martines and Nada Cheikh-Ali

Charity Program

Program Coordinator: Anshul Thapar and Michael Ta
Event Manager: Claudia Alamein and Arizona Hart
Client Manager: Adie Chang and Michael Ta
Volunteer Manager: Grant Quine, Pia Trickett and Vanessa Anthony

Graduation Program

Program Coordinator: Jenny Tang and Michael Ta

Recruitment and Training Managers: Trisia Wiecek, Elizabeth Dao and Amy Lin

Client Managers: Ashling Isik and Jessica Inman-Hislop

Grants Managers: Georgia Kirkham, Moria Daw, Graham Thomas and Hina Mir

Media team: Shirley Wong

Treasury team: Michael Medrano, Alice Xu, Sivasakthy "Siva" Pakeerathan and Arif Abdurrohman

All committee members and management are volunteers who hold a variety of expertise and degrees including in Development Studies, International Studies, Teaching/Education,

Community Work, Policy, Commerce, Communication, Law, Psychology, Health, and more.

From the President and Vice President

President's Report

The 2018-2019 year saw incremental improvements on work which began in the last financial year. We completed a move from Westpac to CBA in August of 2018. Program teams now have online access to check their monthly program budget remaining funds, which has been a great improvement over old procedures.

After years of planning, the new intranet site was launched in March of 2019. All member accounts, program history, client database and debrief records were successfully migrated to the new site and volunteers and management have been using the new site since April 2019. There remains more work to do on the site, with volunteers providing valuable feedback for additional features they'd like to see.

Our Vice President, Jamie Lee, led a project to improve our client care, with updated information letters and permission forms translated into a number of our clients' languages.

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.

Sam Murphy

President

Vice-President's Report

In May of this year, I celebrated my five-year anniversary with ARV.

I remember my first program with ARV very distinctly. As a recent business university graduate, instilled in me was the mentality that volunteer work was a well-regarded extra-curricular activity. I therefore approached my first ARV program like anything else related to university: it was a thing to 'do'. I wasn't 100% sure how it would look, but no less, I arrived on my first day with a readiness to 'do'.

I was buddied up with a young child, and things went well until we arrived at Monster Skatepark and I set eyes on the tall ramps and small children pulling seemingly gravity-defying stunts. Some of the children in our group were too young to use

skateboards, so the whole group were given scooters instead. Unfortunately, this did little to help alleviate my fears, and suddenly to 'do' seemed a much less attractive proposition.

My young buddy had happily embraced the scooter and ramp, but came back after a few quick skates when he realised that I wasn't going to join in. And then he surprised me by giving me advice that I had thought would only flow from adult to child, and not the other way around: he encouraged me not to be scared and to give it a go, and said that he would like me to join in with him. The 'merit' of volunteer work seemed rather insignificant after that. All that mattered in that moment was not letting my buddy down, allowing myself to trust him and enjoying the time with him.

I believe it is this simplicity that brings our volunteers back, month after month and year after year. Though they can be long and tiring days, ARV programs are an opportunity for volunteers and clients to come together and enjoy a day of fun. Whether it be thrilling new experiences like visiting monstrous skateparks, an educational session on fighting food waste, or a relaxing afternoon at the cinemas, the greatest joy of ARV is having the privilege to spend time and develop bonds with the incredible children that are our clients.

I find the work that we do at ARV incredibly energising, and it is evident from our volunteers (some of the most passionate and dedicated people I know) that they feel the same way. This is incredibly fortunate for us, as our organisation could not run without the help of our volunteers!

ARV prides itself on being entirely volunteer run (even after all these years!) and of course, volunteer satisfaction and retention are two key priority areas for us. Over the past year, we have noticed lower volunteer attendance numbers than usual. This has made it ever more important for us to focus strongly on volunteer retention.

We implemented a number of new initiatives to help us improve our volunteer satisfaction and retention. These include introducing a closed Facebook group to allow for better support for new recruits joining the organisation and also to facilitate communication between volunteers. We have also introduced volunteer satisfaction surveys and training effectiveness surveys for new recruits. We look forward to taking the insights captured from the surveys to inform our strategy for next year. Our new admin system now also allows us to better track when volunteers do depart the organisation and allow us the opportunity to follow up with an exit survey.

The above initiatives are in addition to our regular social events, social media and newsletter updates, and we are positive about the outlook for the coming year! In addition, from a recruitment perspective, we continue to add a healthy number of new recruits to our organisation each month.

And in case you're wondering, I did end up enjoying the skatepark, although I am still much more comfortable with my two feet planted firmly on the ground.

Jamie Lee

Vice President

ARV's Activities

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 refugee and 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.

Kids Program

It's hard to believe that a year has already passed for the Kids Program. We have embarked on so many new adventures, and seen clients blossom into youth, and volunteers grow both personally and professionally.

This year has been a real turning point for many clients and volunteers alike – from acquiring new skills and unveiling hidden talents, to forming new friendships and discovering the values that are so crucial to help both children and adults navigate this world.

As well as acquiring the skills, knowledge and values to help clients and volunteers grow, the past year has also been a lot about simply enjoying time with one another, and what Sydney has to offer.



Kickstarting the year, our clients explored their creative side by engaging with culture and community at the Way Out West Festival in Casula. From creating pasta jewellery

to participating in an interactive performance, clients let go of their inhibitions and expressed their creative side. Later, watching the incredible Dr Hubble Bubble magic show, clients learned the importance of listening and sharing experiences.

Creative expression continued to be an important theme throughout the year with a dance workshop in November, and later, an interactive magic show. In these programs, clients and volunteers learnt to have the confidence to express themselves and found the courage to try something new together.

Another theme throughout the year was the importance of mindfulness and connection with nature. At Central Gardens Nature Reserve, clients explored the park and did some bird watching, connecting themselves with the beautiful Australian wildlife and even sharing story time with Poppy the Possum.

But the clients would never sit still for too long, always trying their hands at a new hobby – from bowling to horse riding and even trying their hand on the ice rink with ice skating. Through these programs, we saw clients and volunteers alike conquer fears and work in a team to support each other and find the courage to try something new while attaining the health benefits of physical activity.



Staying active and healthy was always a priority in this year's programs, with many programs featuring sports like soccer, swimming, dancing and ice skating. Engaging young minds was another important theme of the program this year, where students also participated in a coding workshop, learning the tech skills that are essential to equip them for the future.

Between learning new skills and trying new talents, we also found plenty of time for some play. From learning how to work in a team and share at the playground in Monkey Mania

to attending a water park in Fairfield, breaking through boundaries to try something new while enjoying time with one another was always a priority.

In each of our programs over the last twelve months, we have strived to promote our clients' creativity, physical and mental wellbeing and provide them with all sorts of educational and creative opportunities and uniting with a sense of belonging to their Kids Program 'community'.

We are looking forward to another action-packed year as we farewell some of our students onto the Youth program and welcome others in, but most importantly, continue to see children and volunteers share experiences, knowledge and life and embrace the wonderful community that is ARV.

Georgia Clark, Kids Program Coordinator

Youth Program

The Youth Program had a very successful year, in which the clients were consistently engaged.

The Youth Program's activities have been quite varied over the last year. We have had purely fun experiences, such as enjoying unlimited rides at Luna Park, as well as new and stimulating experiences, such as successfully completing two rounds of mini-golf, and escape rooms (which two of our groups managed to complete). We also had creative and educational experiences in our workshops, such as a pottery workshop with Parramatta Clay and Arts Inc, where our clients made mugs; and one with Nanhai Culture and Media Group, where clients painted canvases from an impressionist angle. We also had really wonderful cultural experiences at the Japanese Cherry Blossoms Festival and the Chinese Garden of Friendship, where we enjoyed awesome exploration and photo opportunities.



We have been really proud of the sense of community we feel at our programs. This is really apparent during down time in programs, where we mainly played sports or engaged in mini-activities such as Space Jump or sack races, which encouraged bonding. The sense of community and comfort is also really apparent at lunchtime, which always has a warm and comfortable atmosphere and is often a time when our clients are particularly open and expressive.

We are really grateful for the awesome variety of food prepared by our volunteers, as it is certainly part of our program's appeal. Our food range has included a sausage sizzle, charcoal chicken, burritos, pasta and burgers. Snacks usually consist of fruit, but on special occasions some sweets were part of an important cultural experience (such as Easter eggs and hot cross buns at our April program; and Pocky, a Japanese snack, at the Cherry Blossom Festival).

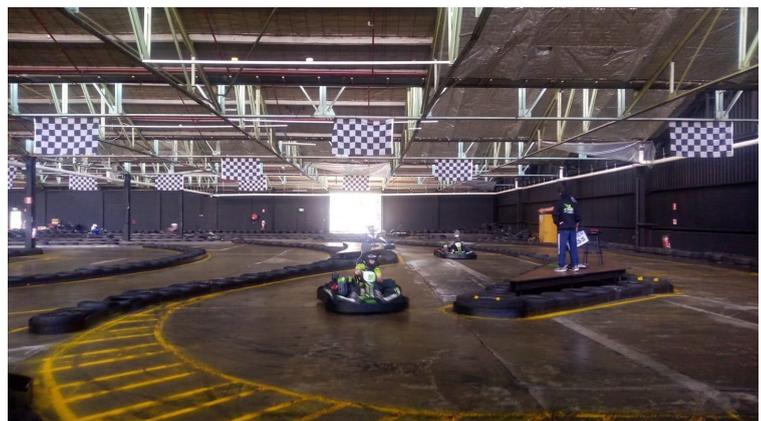
We are very keen on improving programs, so we are extremely grateful for all the volunteer feedback we have received. We also recognise that our clients have had less opportunity to give their feedback. To rectify this, we have implemented client debriefs at the end of each program. To improve client experience, we have also developed a point system, whereby the clients need to communally reach 50 points, and the client with the highest proportion gets to choose lunch. Both strategies seem to be improving client engagement.

We had many changes in personnel for our administrative team over the year, but we still managed to bring out many high quality programs. As always, we are very grateful to our wonderful volunteers who have an excellent dynamic with our clients, and we are looking forward to another great year.

Peter Huynh and Isslah Trad, Youth Program Coordinators

Teens Program

The 2018-2019 financial year has been a year of change for the ARV Teens Program, but nonetheless it has been filled with successes and positive lessons. While we couldn't help revisit some of our old favourite activities (canoeing, horse-riding, go-karting), we added numerous new experiences such as aqua-parks, archery and escape rooms. All of



these intense activities are buttressed throughout the day with more subdued, developmental discussions and delicious food prepared by our admin team. Thanks to our in-depth debriefs at the end of our programs, we're always able to gauge what kinds of activities our teens are looking to and where we could improve on existing programs.

Since June we've seen some new clients join our program, two of whom were not only new to ARV but new to Australia. It's incredibly rewarding to witness kids engaging with a foreign language for the first time and becoming active participants and collaborators in our weekend activities. While this developmental achievement is primarily due to our clients' own hard work, we're immensely proud that we were able to facilitate this by providing a space where they can flourish. A special mention goes to all our regular clients that enthusiastically welcomed the newcomers and encouraged them to participate in activities, engage in discussions and even helped translate for them from time to time.

In the past year we said goodbye to a number of clients. While we provided a range of graduation activities designed to help give them skills for further education and employment, two of our clients were approaching the age of 18 and it was time for them to graduate to our Charity program. You can't help but feel a sense of pride in these young men who, from intensive English high schools, have improved their fluency and confidence to such a degree that they were able to actively participate in our activities. As the year went on, we saw more of our clients leave ARV and take their newfound confidence and sense of community into the world of adulthood. These bittersweet moments had knock-on effects for the first few months of 2019, as our client numbers decreased and the programs



became more intimate and focused. This not only provided our remaining clients with an unprecedented level of individual attention, but gave them a certain autonomy in dictating the pace of our activities themselves. We quickly discovered that inadvertently providing them with this level of responsibility and a sense of ownership had very positive effects on their personal and social development, and it's a dynamic that has stuck with us even as the number of teens increased by mid 2019.

We're looking forward to another great year in 2019-2020, filled with all new positive experiences as well as challenges. July onwards sees us welcoming 8 new clients graduating to Teens from our Youth Program, along with a few brand new arrivals to Australia. While having a more intimate group has taught us a lot this last year, we're keen to share the friendship, community, fun, excitement and challenge of the Teens Program with all the new clients that are joining us over the next year.

Aleksa Vulovic, Teens Program Coordinator

Charity & Graduation Programs

The ARV Charity program continually aims to provide an avenue for clients to connect with the wider community in meaningful ways, through engagement in charity and life skill activities. Furthermore, we inspire interests, develop new skills and help build self-confidence in our clients by providing opportunities to make a positive impact with our programs. The past year has been one full of farewells and welcomes. Through the many adventures we've had, we've said goodbye to some long-standing admin team members who were truly assets in how we ran and built our programs over the past few years. However, we have also welcomed some fresh faces full of innovative ideas to our admin team, who are committed to developing the Charity program to be the best it can be.

The end of 2018 saw a handful of ARV clients close their chapter with our entire organisation in our end of year farewell celebration day, combined with the Graduation Program. The day began with our very own clean up Australia Day around Glebe Foreshore Park on a beautiful sunny November day. The local community was very responsive to our clean up with several passers-by complimenting the work we were doing. This was followed by a few friendly tournaments of bubble soccer and a pizza party with games. We finished up with a graduation ceremony for clients moving on from ARV, and spent time writing letters to them before bidding them farewell and good luck! We wish nothing but the best for these clients and have confidence that the skills developed from their time with ARV will enable them to continue creating a positive influence in their future endeavours.



The Charity Program has incorporated diversity in its charitable activities over the last year. We began the year with an invitation to St Basils Aged Care for a morning of conversation and board games with the residents. This level of interaction continues to be a big favourite of our clients leading to the great rapport we have built with St Basils over the years. We have also volunteered with various Bushcare groups around Greater Western Sydney with activities such as

de-weeding Campbelltown nature reserves and planting natural flora in Liverpool Council's Bushcare Big Day Out. On all occasions of conservation activity, our clients and volunteers have managed to finish the bush regeneration tasks in remarkable time leaving wonderful impressions on the organisations facilitating the activities. We've also recently lent a helping hand to the RSPCA by making dog toys and treats on site for animals in their shelter. The Charity Program has also organised self-sufficient programs including writing birthday cards for vulnerable individuals in the community through the CREATE foundation, and created care packages for people living on the streets, with support from Sydney Homeless Connect.

These wonderful charitable tasks were not without their rewards. Our clients have enjoyed the wonderful weather Sydney has to offer with outdoor activities including cycling at

Homebush Bicentennial Park, swimming at Cronulla beach and rowing at Lake Parramatta. We've also managed to foster bonding and friendships through team activities such as laser tag which had us all struggling to catch our breaths with huge smiles across our faces, as well as tennis. Moving forward, the ARV Charity program aims to include more activities which tap into new personal interests or skills for our clients. Such activities might include arts and culture workshops, coding activities as well as sports.

As of 2019, ARV no longer runs the Graduation program alongside our Charity program. After feedback from our clients, we have decided to continue to tailor programs specific to their interests and sought to integrate life skills development into our programs. Such programs already incorporated into our calendar include communication and self-confidence workshops through theatre class, tertiary education open days at WSU and yoga mindfulness workshops run by our own qualified admin team member. Future activities of interest to our clients include cooking classes, self-defence and TAFE open days. The Charity admin team continually takes on board the feedback of our clients and volunteers to ensure an enriching experience at every program. We look forward to continuing helping bridge relationships between our clients, their interests and their community in the coming year, especially through the help of our wonderful volunteer base at ARV.

Claudia Alamein, Charity Program Manager

Camps Program

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.



The 2018-2019 financial year saw ARV run only a single camp, the first time in many years that we have not run multiple camps due to not having enough volunteers to run camps in other holiday breaks. The camp, held in July of 2018, was run by Alexa Roddy from our Youth Program management team. The clients who attended the camp all came from the Kids and Youth programs, with a mix of both boys and girls from age 9-12.

The week featured an action packed schedule of activities, including an Amazing Race that the volunteers planned before the clients arrived, a hip-hop dance workshop, ten pin bowling, a yoga workshop, art therapy, origami and trivia.



We always promote ARV camps as an opportunity to get to know and support clients to a deeper level than is possible on a typical program day, and the feedback from volunteers continues to back-up that claim. Trust and respect were important themes at this camp, and clients and volunteers were given the opportunity to show this through the activities at camp.

Sam Murphy, Camps Manager

Recruitment & Training

Training

The ARV training process has continued to evolve over the last year. Greater alignment with ARV's strategic objectives has influenced the evolution of the structure, content, delivery and scope of the new volunteer training process. Working as a collaborative team, the Training team has continuously formulated new ideas, implemented these, and then evaluated success to determine next steps.

In an effort to improve the retention of newly trained volunteers, the Training team has recognised that our efforts in building connection with and within each cohort of trainee volunteers needs to extend beyond the initial onboarding session. During the Training session, new volunteers are offered a variety of opportunities to engage with other new volunteers and the wider ARV community – from group work exercises, to fun team energisers and regular refreshment breaks.

This year, this effort to build connections for new volunteers was extended by embracing social media. Each new volunteer is encouraged during the session to join the ARV Members Facebook group where social events and discussions take place between ARV volunteers. Upon joining, the new volunteer is added to a chat group specifically for new volunteers, which includes Program Coordinators and the Training team. This group has been invaluable in allowing new volunteers to quickly surface issues or questions, and for reminders to be sent around upcoming program dates and procedures. As this initiative progresses, the Training team hopes to be able to demonstrate the quantitative and qualitative impact of this initiative on the success of new volunteer onboarding.

The Training team continues to make changes based on the experience of our trainers and feedback from session participants and teams within the organisation. We hope to drive continual improvement in engagement during the Training session and beyond, to ultimately the growth the size and strength of ARV's volunteer base.

Trisia Wiecek, Training Manager

Recruitment

The Recruitment Team had a fantastic 2018-2019 financial year. ARV's new intranet site launched in the middle of the year and it was a success, increasing efficiencies both from the administrative side as well as for registration by the new volunteers themselves.

We had a fantastic team this year. There was a stable number of new volunteer recruits each month, as well as a steady admin team to manage the admin days. Once again, we had an increase in volunteering interest from various students and non-students; with previous or current volunteers had referred quite a few of these individuals.

The new intranet site has definitely contributed to more efficient and reliable administration days. For the upcoming year, we would like to maintain a steady team of volunteers in the Recruitment team, as well as have a consistent and reliable intake of general ARV volunteers monthly. We'd also like to thank Amy for being an incredible and consistent Recruitment team member for the past year, and we wish her the very best with her work in Japan!

Elizabeth Dao, Recruitment Manager

Client Managers' Report

The Client Manager role involves overseeing client referrals to ARV programs from a range of community services and engaging with newly referred families to organise client enrolments into the relevant program. Between July 2018 and June 2019, 10 children were referred to ARV and were enrolled in the monthly programs. This included 4 clients for the Kids Program, 3 clients for the Youth Program, and 3 clients for the Teens program.

There continues to be a large core group of clients who attend ARV programs regularly, while some other clients attend every second or third month. ARV continues to monitor client engagement closely to ensure that programs are providing social and recreational activities to those in need of them. As such, over the past few months, instances of client non-engagement have been discussed with Program Management teams to identify any ongoing issues or barriers to engagement, and determine the appropriate course of action.

Additionally, this past year, ARV has focused on identifying clients who are eligible to "graduate" to older age-bracketed programs, including 3 clients from the Kids Program who graduated to the Youth Program; 6 clients from the Youth Program who graduated to the Teens Program; and 3 clients from the Teens Program who graduated to the Charity Program. Clients' "graduations" from younger to older age-bracketed programs are always an exciting experience, and demonstrate clients' enthusiasm to remain involved in ARV programs.

We look forward to another year of fun and enriching programs!

Jessica Inman-Hislop and Ashling Isik, Client Managers

Grants

Thanks to the ARV Grants Writers team, all our programs were successfully funded for the 2018-2019 financial year. We submitted fourteen applications and were successful in three of them. Programs were funded through a combination of these new grants, the ongoing successful applications from the prior year, and community donations and fundraising activities.

We are currently seeking and submitting applications for 2020 and exploring other potential avenues for fundraising.

Special thanks to our team of 13 active Grants Writers who continue to do amazing work for ARV!

Graham Thomas and Hina Mir, Grants Managers

ARV's Finances

Treasurer's Report

Total revenue inflows from grants, fundraising and membership for FY 2018-19 are \$29,702, only slightly (7%) lower compared to \$31,019 in FY 2017-18.

Total expenses are \$31,843, which are 16% higher than last year's, due mainly to an increase in spending in programs, administration and training and development. The top three (3) largest expenses are Program (46%), Administration (22%) and Food (14%)

The balance sheet shows a healthy net assets balance of \$70,011, which indicates a strong and sustained capability to deliver refugee volunteer services. Net assets last year were \$72,148.

In August, all bank accounts with Westpac and Coles Mastercard debit cards were migrated to Commonwealth Bank. This provided ARV with a singular and more efficient platform in which to manage and control its funds.

The treasury team continues to use Xero for day-to-day accounting and periodic reporting, including grant acquittal reports, annual reports, and business activity statements.

Take note that the Balance Sheet shows a number of assets described as "Load and Go" and "Coles Mastercard." Some of these were also present in the 2017-2018 Balance Sheet. These are expired reloadable debit cards that we have been unable to verify the final balances and transactions of. We estimate that most of these were spent and do not exist as assets, and we intend to clarify this in the second half of 2019.

Michael Medrano, Treasurer

Financial Statements

Balance Sheet

Australian Refugee Volunteers Inc As at 30 June 2019

30 Jun 2019 30 Jun 2018

Assets

	30 Jun 2019	30 Jun 2018
Bank		
Admin	873	-
Admin Account	-	2,399
Admin Debit Card	625	-
Admin Load and Go	130	130
Business Choice Visa	367	367
Camp	1,102	-
Camp Debit Card	194	800
Camps Coles Mastercard	131	131
Camps Load And Go Card	683	683
Camps Program	-	325
Charity	6,252	-
Charity Coles Mastercard	-	184
Charity Debit Card	400	-
Charity Load and Go	(159)	(159)
Charity Program	-	6,639
Family	-	3,904
Family#001	5,375	-
Fundraising	-	10,888
Fundraising#001	17,527	-
Graduation	-	-
Graduation#001	-	-
Kids	8,666	-
Kids Debit Card	260	340
Kids Load and Go	542	542
Kids Program	-	3,429
Main Account	-	21,199
Main Account#001	7,994	-
Membership#001	8,888	-
Memberships and Training	-	8,648
Teens	5,652	-
Teens Coles Mastercard	-	500
Teens Debit Card	240	-
Teens Load and Go	1,009	1,009
Teens Program	-	2,992
Youth	2,444	-
Youth - cash passport	82	82
Youth Debit Card	32	-
Youth Program	-	7,165
Total Bank	69,309	72,197

Current Assets

	30 Jun 2019	30 Jun 2018
ATM Withdrawal	165	165
Cash Assets Manual Journal	-	12
Receivable from Volunteer	10	27
Total Current Assets	175	204
Fixed Assets		
Office Equipment	-	13
Total Fixed Assets	-	13
Total Assets	69,484	72,414

Liabilities

Current Liabilities		
GST	(527)	265
Rounding	-	-
Total Current Liabilities	(527)	265
Total Liabilities	(527)	265
Net Assets	70,011	72,149

Equity

Current Year Earnings	(2,138)	4,407
Retained Earnings	72,149	67,742
Total Equity	70,011	72,149

Profit and Loss

Australian Refugee Volunteers Inc 1 July 2018 to 30 June 2019

	30 Jun 19	30 Jun 18
Income		
Fundraising Income	6,638	6,059
Grant	20,100	21,200
Interest Income	17	61
Membership	2,950	3,550
Other Revenue	-	122
Return	-	28
Total Income	29,705	31,020
Gross Profit	29,705	31,020
Plus Other Income		
Other Deposit	-	942
Total Other Income	-	942
Less Operating Expenses		
Admin Expenses	7,074	4,273
Bank Fees	40	210
Entertainment	454	340
Equipment - Expenses	1,440	1,906
Food - Expenses	4,366	6,128
General Expenses	12	42
Insurance	2,438	2,305
Office Expenses	34	-
Printing & Stationery	-	71
Program - Expenses	14,701	11,357
Subscriptions	-	29
Telephone & Internet	110	591
Training and Development	839	81
Transport- Expenses	335	221
Total Operating Expenses	31,843	27,555
Net Profit	(2,138)	4,407



Michael Medrano, Treasurer



Sam Murphy, President

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 during 2018-2019. 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 2018-2019 financial year:

- **Commonwealth Bank Foundation:** which funded the Kids and Teens Programs
- **Sisters of Charity:** which funded the Kids and Charity Programs
- **The Annie Danks & Danks Trust:** which funded the Youth Program
- **Sidney Myer Fund:** which funded the Youth and Charity Programs
- **Scanlon Foundation:** which funded the Teens Program
- **The Marian & E.H. Flack Trust:** which funded Camps

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. 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 refugee or asylum seeker 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

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

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Web: www.arvolunteers.org

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ARV