

Australian Refugee Volunteers Incorporated

Annual Report

2015-2016



ARV

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

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Australian Refugee Volunteers Incorporated

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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 258 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 five 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 and Secretary. ARV currently runs five 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 Coordinators or volunteers "In Charge" (ICs), 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.



Thanks to Grill'd Wetherill Park for supporting ARV through their 'Local Matters' campaign.

Committee members of Australian Refugee Volunteers

The Committee members for the Australian Refugee Volunteers (ARV) at any time since the end of the preceding financial year are:

Presidents: Kieran Brown (July 2015-current) and Lauren Frost (March 2016-current)
Tessa Matthews (July 2015-March 2016)

Vice Presidents: Nandita Kataria (November 2015-current) and Kiri Libbesson (March 2016-current)
Lauren Frost (July 2015-March 2016); Cassandra Braslin (July 2015-November 2015)

Secretary: Sam Murphy (November 2015-current)
Nandita Kataria (July 2015-November 2015)

Treasurer: Milena Arsenijevic (July 2015-current)
Kevin Gomis (March 2016-June 2016)



Management of Australian Refugee Volunteers

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

Kids Program

In-Charge: Jamie Lee and Nina Lay
Program Manager: Kevin Chu and Christine Ma
Client Manager: Erin Morrison
Volunteer Manager: Ashling Isik

Teens Program

In-Charge: Sarah Waters, Aleksa Vulovic, Claudia Cummins and Tessa Flaherty
Program Manager: Aleksa Vulovic, Rebecca Campbell and Jack Bunting
Client Manager: Elisa Rossimel, Josephine Ajuyah and Claudia Cummins
Volunteer Manager: Rei Ohashi and Ana Lopez

Charity Program

In-Charge: Christine Ma, Isabelle King and Jasmine Nijher
Program Manager: Dean Meltzer
Client Manager: Adie Chang, Isabelle King and Jasmine Nijher
Volunteer Manager: Grant Quine and Lina Pendino

Graduation Program

In-Charge: Terrina Fernando, Jenny Tang

Recruitment and Training Managers: Jennifer Dunne, Isabelle D'Aran, Angela Mifsud, Adam Keane and Sean Nunan

Client Managers: Ashling Isik and Erin Morrison

Grants Managers: Sarah Waters, Alice Batcheldor, Kiri Libbesson

Media team: 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

It has been a fantastic year for the Australian Refugee Volunteers (ARV), with an increase in both the number of children and volunteers in our programs. This year we have continued to explore how ARV can best serve the needs of our clients, most overtly through the commencement of our 'Graduation' program. This program helps our most developed and well-adjusted clients move on to the next stage of their lives, through one-on-one mentoring sessions, and career and future planning, with the assistance of some of our most dedicated volunteers.



Our school holiday camps were a great success, with a number of new clients and volunteers attending, and with many of the children being drawn out of their shells more effectively than ever before, in this safe, home-away-from-home environment. Our regular 'Kids' and 'Teens' programs have enabled our younger clients to flourish and bloom over the past 12 months, and we have seen clear improvements in their confidence and mental wellbeing. And the clients involved in our 'Charity'

program have spent the year setting a great example for our younger children, by spending a plethora of days giving back to the community in a range of different ways.

We have taken various steps to continue volunteer development through participation in various courses including first aid, governance and non-profit law. Efforts to diversify our funding sources also led to a very successful crowdfunding campaign which raised funds to help run some of our camps.

Finally, the biggest achievement of the year has been the growth in our program management and administrative teams, and the sheer quality and degree of hard work put in by the volunteers involved. Both our 'Treasury' and 'Grants' teams have had a number of new members come on-board, who have drastically altered the administration associated with monitoring our assets, and improved our ability to reach out to other organisations to obtain financial grants. 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 2016-2017, and are confident in our ability to strive for increased engagement with both our families and our volunteers.

Kieran Brown and Lauren Frost

Co-Presidents

Vice-Presidents' Report

This has been another amazing year for ARV, and a very fulfilling and inspiring one for our Co-Vice Presidents (VPs). During the 2015-16 financial year, ARV has welcomed two new co-VPs: Nandita Kataria (previously Secretary to November 2015) and Kiri Libbesson (previously Grants Manager to March 2016), replacing the outgoing VPs: Lauren Frost (now co-President) and Cassandra Braslin (no longer at ARV).

The Vice-President position at ARV is divided into community liaison / Christmas Drive (Nandita), and policies and procedures / grants oversight (Kiri).

Community Liaison and Christmas Drive - Nandita

Our community engagement sector this year has flourished, with ARV reaching out and building relationships with a number of different organisations. This included groups such as Dhoom Medical Society (now known as ASHA), who held a 'Healthy Eating' event with our Kids program. This was an absolute hit with the children, who spent an afternoon learning about healthy eating and hygiene from the group of highly enthusiastic medical students. As ASHA provided such a stellar event, they will be returning to ARV early in the next financial year, to provide a 'Healthy Bodies' event with our Teens program, and, following in their footsteps, the University of Sydney's Paediatric Society will also be volunteering their time with the Kids program, to run a 'Teddy Bear Hospital', using teddy bear props to teach basic elements of first aid.



ARV also collaborated with Sydney Youth Music, whose 'Harmonise' concert during Indigenous Week in May focussed on showcasing local talent, with all proceeds going to ARV. Finally, we also worked with ThoughtWorks, a global technology company, whose Sydney office very generously gave up a full Saturday to run a robotics and programming program with our Teens group – thanks to them, we now have some budding IT aspirations amongst our clients at ARV!

As always, Christmas was a hectic time for us at ARV, but we were once again blown away by the generosity of our volunteers and general public. In following with ARV tradition, we reached out over social media, requesting donations of Christmas presents packaged in shoe boxes for our clients, and were inundated with offers of presents, help and donations during this special season. As a result, our Christmas program was a riot of pool sports, wrapping paper and smiles.

Policy and Procedures – Kiri

This year has continued the well-organised policies and procedures work initiated by Cassandra Braslin in the previous year. ARV has adopted a more professional approach to developing, documenting and implementing its internal policies and procedures. This has helped to ensure that all those working in management roles within ARV are clear on ARV's operational views, as

well as its position on a number of issues that may arise during the day-to-day conduct of ARV (both for common and discrete issues).

ARV aims to have clear policies so that agreed approaches can be applied consistently throughout the organisation, including in periods of changeover between volunteers leaving and joining the organisation. This helps to ensure that ARV is able to maintain the high quality of its programs for which it has become known, as well as establishing an expected level of professionalism within the organisation. ARV will continue its thorough internal policy and procedures work in the year to come.

Grants – Kiri

The 2015-16 financial year has been a very successful one for ARV in terms of funding, with several small, short-term grants being secured that have enabled ARV to continue running each of its programs as well as supporting the administrative side of the organisation. The successes achieved throughout the financial year have demonstrated the effectiveness of the new Grants Team and processes developed in the previous financial year, as well as recognising the incredible work that ARV does with its limited funds.

ARV has enjoyed working with its funders throughout the year to ensure that all areas of ARV have sufficient financial resources to continue their amazing work. ARV thanks all of its funders for their generous support over the past year, and looks forward to furthering the relationships with them in the years to come.

Congratulations to all involved on another fantastic year at ARV! We thank all of ARV's dedicated volunteers for their continued hard work and commitment.

Nandita Kataria and Kiri Libbesson

Co-Vice Presidents

Kids Program Report

2016 was a big year for the Kids Program! This year, we hoped to bring many different experiences and activities to our clients and volunteers to provide them with memorable moments. We tried new things, worked with new organisations and visited new places. We welcomed a total of eighteen incredible new clients to the program, while promoting many to Teens and Charity.

Activities with a creative focus are opportunities for our clients to shine. Our creative pursuits over the year included a photography workshop, where our clients



listened with fascination, as our guest photographer shared his portfolio with us and taught us the basic skills of photography. Our clients and volunteers then put this theory into practice, exploring the park with a camera amongst them and capturing moments special to them. We attended a story writing workshop at the Sydney Story Factory, where our clients wrote their own scripts and performed before the rest of the group. Our clients really engaged with the story telling, and one client in particular stood out with his funny, witty script and outstanding performance, complete with costume!

With the aim to strengthen our focus on different areas of knowledge, we took our clients and volunteers on an amazing race around Sydney's historic Hyde Park. The race culminated in a visit to the Australian Museum and was an opportunity for our clients to learn more about Australian history. It was encouraging to see one particular client go from initially struggling to solve the checkpoint clues, to successfully working through these with their volunteer buddy, and finally, by the end of the day, teaching her buddy all she had learnt about Captain Cook that day! On a different occasion, volunteers and clients alike participated in our science fair workshop with enthusiasm, creating their own baking soda volcanoes.



Most importantly, we ran programs where we focussed greatly on important life skills. We had the pleasure of working with the Australian South Asian Healthcare Association (ASHA), a national volunteer-run organisation, who visited our clients and ran a series of workshops on health, including sun safety, dental hygiene, correct hand-washing technique, healthy eating, emergency situations, and allergies, equipping our clients with important safety information. During our warmer months, we went to the pool, where we were joined by two volunteer swimming instructors who ran two classes. In the pool,

we witnessed one particular client's determination and persistence, and saw vast improvements in his stroke and confidence over the lesson. He began the lesson reluctant to leave the comfort zone of the wall, but eventually progressed to a freestyle swim away from the wall!

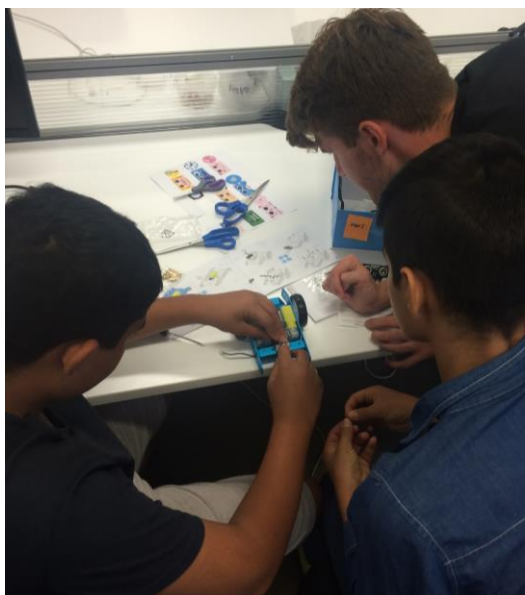
ARV volunteers continue to be the bread and butter of ARV, and we are fortunate to have a committed group of "regulars" who return month after month, while still welcoming new faces each month! Through our volunteers' dedication, patience and their insightful reports each month, we are able to better understand our clients and continue to improve our programs.

2016 was an amazing year of achievement for the Kids Program, with many new faces and new experiences. As we continue to learn more about our clients, see them develop and witness them form extraordinary bonds with our volunteers, we look forward to embarking on more adventures with them in 2017!

Jamie Lee and Nina Lay

Kids Program In-Charge

Teens Program Report



This has been an exciting year for the Teens Program full of new experiences, new faces and growth. All of our teens have tried out new activities for the first time; with many finding hidden talents. Some of our highlights include ice-skating, surfing and bowling as many of the teens had never done these before. Even though they had no previous experience or exposure to these activities they jumped straight in to the challenge.

Another great program was in April where Thought Works, a tech based company, opened their office to allow our teens to see the inner workings of a tech company. This particular program was very inspirational, with several of the teens walking away with new career aspirations and a better understanding of different career paths.

Many of our programs also allowed the teens to express their creativity. Our mosaic and street art workshops allowed the teens to show their artist side, while our drumming workshop was a great opportunity for the teens to show their musical side.

This year has also been full of proud moments for the Teens Program with nine of our teens moving up into the Charity Program. We also had another five graduate from ARV. This enabled us to welcome in a large amount of new clients, a total of twenty with fourteen being completely new to ARV and six moving up from the Kids Program. Several of our new clients have only arrived in Australia within the last 12 months. Joining ARV has given them the opportunity to develop connections with people their own age and with the community.



Thanks to our dedicated volunteers this year has been a period of growth and progress. The mentoring relationships that our volunteers have formed with the teens have been instrumental to the change in behaviour we have seen in the past year. This coupled with the inclusion of new, democratically selected rules we have seen dramatic changes in behaviour in some of our most challenging teens.

An important part of the Teens Program is our group and one on one peer mentoring and developmental discussions. With the continued inclusion of these activities our teens have a trusting space where they are supported and can talk about. This year we have focused on goal setting, anger management and conflict resolution. These discussions also allow for the growth of the volunteer relationship with their buddied teens.

Sarah Waters, Aleksa Vulovic and Claudia Cummins

Teens Program In-Charge

Charity Program Report

2016 has proven to be a very rewarding year for the Charity Program as we welcomed new clients, progressed our more mature clients, and continued to spread the Charity love to all communities that we partnered with. With a strong desire to continually improve the experience and opportunities for personal development and community impact, the Charity Program set and achieved some new goals for it's clients and volunteers alike.

Most worthy of highlighting is the fact that the community giveback initiatives of this year's Charity Program have been highly diverse, impactful and practical. For example, over a series of months, our worldly clients and volunteers collaborated in a series of brainstorming sessions with well-known organisations such as Oxfam, Greenpeace and the United Nations Youth Association. Topics of discussion revolved around real-word issues that are prevalent in the lives of all young people; such as the influence of the media on young people, access to education, perceptions of gender, pollution and more. These interactive workshops not only gave the clients and volunteers insights into the amazing work of the humanitarian organisations listed above, it also enabled our participants to further develop and demonstrate their ability to work collaboratively, present in front of an audience, problem-solve and use their creativity to design their own campaigns.



In addition to this, the level of maturity and deep sense of social responsibility that we observed amongst our participants is another reason why 2016 has proven to be an outstanding year for the Charity Program. The clients' authenticity shines time and time again in the way that they connected with the communities and causes that they interacted with.

Examples include: selling chocolates and running a BBQ to raise funds for the RSPCA and OzHarvest; doing their best to learn a pop song which they would perform for patients and families at Westmead Children's Hospital; and empathising with elderly residents of Glenfield Nursing Home.

In recognition of their can-do attitudes and 110% efforts, our participants are rewarded with a wide range of activities that enable them to relax, have fun and socialise with their volunteer buddies and peers. For example, playing soccer, putt putt golf, practising yoga, decorating cupcakes, and more. Activities like this also give our clients and volunteers an opportunity to get to know each other better 1:1, and it is times like these where clients reflect and express their new-found interest in a particular career path e.g. one of our clients who has contemplated the idea of dropping out of school without finishing Senior high school has pointed out that she has started thinking about a career as an Aged Care worker. Quite impressively, our clients have also

raised the idea of designing their own ARV-branded t-shirts, a true testament to their feeling of pride and sense of belonging with ARV. This is something that the Charity admin team are working towards making a reality for 2017 for the ARV organisation as a whole.



Speaking of belonging, the Charity Program were pleased to be able to progress 2 of it's more mature clients into the Graduation Program - a new ARV program that is designed to facilitate a goal-oriented, mentoring service. Similarly, Charity had the pleasure of welcoming at least 3 new clients who all settled in well and displayed ever-increasing signs of self-confidence with each month's program.

All in all, the success and achievements of this year's

Charity Program would not have been possible without the enthusiasm of our consistent volunteers, profound ideas and contributions from clients, as well as the dedication and cohesiveness of the admin team. It is safe to say that the Charity Program for 2016 has challenged and stimulated the clients and volunteers equally, and impacted partner organisations and communities in myriad ways. We look forward to continuing to spread our presence and goodwill in the coming year.

Christine Ma and Isabelle King

Charity Program In-Charge

Graduation Program Report

This year we launched the Graduation Program. The Graduation Program aims to provide increased opportunities for our older teens/young adult clients. It is a goal-oriented, mentoring service, which works to recognise the short-term and longer-term goals of the clients and provide practical assistance to better meet those goals in the future. Our clients are supported through a strengths-based approach, which aims to recognise and build on their existing strengths and support them on their self-directed personal journeys.

As this program was in its pilot intake, we commenced with two clients, aged 19 and 20, who were keen to move towards independence in adulthood, increase connections and networks in the community, explore and develop interests and importantly, have choice in how the program

worked for them. Our clients were linked to two volunteers whose role as mentors assisted our clients in exploring their goals and structuring the program.

In light of our goal to assist our clients on their journey to adulthood, we facilitated modules that focused on different challenges often faced: Money Management, Getting Work Ready, Communication and Boundaries, and Health and Wellbeing. Our clients expressed that they learnt a considerable amount of information and skills, and I dare say many of our volunteers learnt a lot also (us included).

A recurring challenge throughout this program is regarding our client attendance and engagement. As this program aims to work with clients in a client-directed way, it hinges on the clients to act as the 'drivers' of their program. With competing priorities, our clients have struggled to maintain work, education, family and social commitments in addition to meeting the needs of this program. We were encouraged, however, to learn of the formal and informal supports that the clients have linked with. Rather than overlap services, we took the opportunity to then explore each clients' interests specifically. One of the highlights of our program was attending 'Supanova' – a pop culture convention. One of our clients elected to attend Supanova based on his interests in anime and manga and his own wish to begin drawing his own manga. In addition to having an awesome and fun time at the convention, our client was able to meet and make connections with people in the industry.

As we are drawing close to the end of our pilot intake, we are commencing the final stages of the Graduation Program for our two clients, and that is, Graduation! We will be celebrating our young adults' journeys throughout ARV, providing them with a reference to take with them into future job/vocational prospects and providing a list of resources that our clients can refer too. We would also like to acknowledge the tremendous work of our volunteers whose enthusiasm and commitment as mentors who played an instrumental role in the progress of this program.

With each challenge that arose from our pilot intake, we have been able to identify areas of improvement and success. As such, we are currently evaluating the structure and goals of the program to ensure that future intakes can bring out the best possible outcomes. We look forward to embracing the results of the evaluation and creating an improved program for future intakes.

Terrina Fernando and Jenny Tang

Graduation Program In-Charge

Camps Program Report

The 2015-16 year saw a total of three holiday camps run by ARV:

- January 4-8, 2016
- January 18-22, 2016
- April 18-22, 2016

What follows is a run-down of one of our January camps.

January Camp #1

We kicked off the New Year with a five-day camp catered to our younger clients aged 7 to 12. Camp was packed full of activities designed to work towards our goals of fostering teamwork between kids and their personal development in confidence and creative expression. Despite a full week of rain we enjoyed scavenger hunts, science experiments, glow-in-the-dark-art nights and team crafts competitions!



The highlights of the camp included the friendships formed between children, and the patience and leadership they came to demonstrate towards their peers. The kids took great pride in and were eager to jump into leadership roles, from helping with the meal serving and cleaning to creating games for the rest of the group to enjoy. During the talent quest and drama workshop, the kids flourished in expressing themselves in a self-directed way, from breakdancing and soccer skills to magic tricks. Each client was thoroughly supported by the rest of the group when performing, and one client directed the others through an improv play following the drama workshop!

We also had an excursion to Olympic Park Swimming Pool, where a number of clients were eager to face their fears and tackle the water obstacles and huge slides! The camp ended with a night at the movies, which was a thrilling experience especially as some clients had never been before, and a lovely bonding time that allowed us to leave camp on a great note.

Grants Team Report

This year has been a very busy one for ARV's Grants team. Our former Grants Manager Kiri Libbesson was elected to the position of Vice President and Sarah Waters and Alice Batcheldor have taken over as co-Grants Managers. The grants writing team has expanded and we have had 16 active members throughout the year. We are currently recruiting a dedicated research assistant who will be compiling academic research into mentoring children, recreational benefits and other relevant information specific to the needs of refugees and asylum seekers. This will help develop key indices and better reporting methods for our donors.

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 2015-2016 we submitted a total of 26 grant applications and were successful on 6 occasions.

Our funding for the year has amounted to \$24,400 from successful applications.

We are very grateful to all of our donors:

Kids Program: Australia Post Our Neighbourhood Community Grant

Teens Program: Commonwealth Bank Community Grants Program

Charity Program: ANZ Staff Foundation

Graduation/Administration: Collier Charitable Fund - Fund 7

Camps: Ansvar Community Investment

Alice Batcheldor and Sarah Waters

Grants In-Charge

Recruitment and Training Report

Recruitment and Training had a productive and exciting year. Our goals were to streamline our processes to make our system more effective and to improve our training so that we had a higher standard of volunteers working on our programs.

The number of volunteers we inducted into ARV increased this year up to 214 (from 177 in the previous year). We continued to have a large number of volunteers joining through word of mouth from friends or colleagues. We also had success in recruiting through university job websites and other online job listings.

We had a relatively steady flow of volunteers being recruited throughout the year. At the beginning of 2016 we had a surplus of volunteers for programs and therefore decided to cap the

number of volunteers trained per month to ensure the volunteer base was manageable. This situation will likely improve with the creation of the new 'Tweens' program in the coming year.

The recruitment and training process saw a large upheaval at the beginning of 2016 as well. The interview process was updated to a shorter, more succinct series of questions, modelled off professional recruitment systems. The training program was reworked to focus on essential and practical information for the volunteers to use in programs and when working with clients. The structure of the training day was also changed to ensure less disruption and complete training for all new volunteers.

These changes have been met with positive feedback from the new volunteers and from program teams who note that new volunteers are more prepared for their first programs with clients. We look forward to inviting more passionate members into the ARV team in the following year, particularly to assist with new programs and initiatives.

Jennifer Dunne

Recruitment In-Charge

Media Team Report

2016 was a great year for ARV media. As our first complete financial year as an official ARV team, we began with a solid plan and an ambitious crowdfunding campaign.

We aimed to raise awareness of ARV's activities generally and in particular, to promote our crowdfunding campaign with the goal of funding our school holiday camps for refugee children in 2016. To do this we ran an online campaign using Chuffed, a fundraising website for social causes. We opted for this website as it allows fundraisers to keep 100% of campaign profits, regardless of whether the target set initially is reached. Our campaign was hugely successful, as we raised \$3910 using only our own email database and social media following; something which was helped by the powerful tagline "We're not trying to change the world. Just theirs." and a carefully constructed campaign message. Furthermore, our campaign received 848 online shares.

Our media plan also involved ensuring that our database of volunteers, followers and donators were regularly updated with information about our events and news with the benefits of this clear in our 2015 Christmas present drive. For this activity we ran an email campaign using MailChimp to request Christmas present donations for all of our kids. This was complemented by an eye-catching graphic for the ARV homepage linking to the donations page, which significantly boosted our campaign awareness. Additionally, the campaign was promoted on social media, where it gained a high level of traction. As a result the campaign was hugely successful as we quickly received more than enough presents for our kids.

Throughout the year we also ensured the ARV website was regularly updated with news about grants received, recent programs, changes in executive team members and upcoming events.

Social media engagement was an important part of ARV's communications activity in 2016 with Facebook seeing a solid increase in 'likes' and overall engagement. In this financial year, ARV's followers increased from 563 to 914, representing 38.4% growth.

Average reach was 80 people per post and total reach (people who were served any activity from the ARV page including posts, posts to our Page by other people, Page like ads, mentions and checkins) was 93 people per post.

During this period, we received 1,400 likes on our posts with 68% of our audience being female and 30% being male.

Jessica Brennan and Louisa Tiley

Media team

Client Managers' Report

Two Client Manager roles were created in March 2016 to address the increasing number of referrals to ARV, and to organise the expanding waitlist that had been previously spread across different programs. The Client Manager role aimed to create a clear referral pathway from organisations, a channel of communication between ARV and referrers, prioritisation of the waitlist based on current client circumstances and needs, and to foster working relationships between ARV and potential referring organisations.

Between March and July 2016, 22 new clients were enrolled in ARV; with 9 clients enrolled in the Kids Program, 13 clients in the Teens Program, and 3 in the Charity Program. Currently there are 14 clients on the waitlist with a view to bring three of these into the next Kids Program. Our main referral pathways have been from Liverpool Migrant Resource Centre and the Asylum Seekers Centre, and we look to building on these working relationships and others in the coming year.

Ashling Isik and Erin Morrison

Client Managers

Treasurers' Report

The ARV Treasury team has undergone a year of tremendous activity, consolidating and building the ARV's financial capabilities.

Most notably, the team has implemented a new cloud-based accounting system in Xero, upgrading previous accounts processes which were largely based on Excel and paper documentation.

We have also established a number of other initiatives to streamline internal financial reporting and processes including the establishment of new prepaid card supplier to manage petty cash, the closure of inactive bank accounts, a redesign of expense claim forms for volunteers and refinement of our chart of accounts and program reporting process.

We are working to further streamline our current processes and accounting expertise to better our operations FY 2016 -2017.

The treasury team members have changed following movements overseas and interstate. Following a successful volunteer recruitment process we welcome the new treasury team who will take the organisation forward in the coming financial year.

Milena Arsenijevic

Treasurer

Financial Statements

<u>Revenues</u>	<u>2015-16</u>	<u>2014-2015</u>
Grant	\$33,540	\$0
Donation	\$2,415	\$5,940
Membership	\$5,840	\$4,779
Fundraising	\$7,486	\$0
Returned Cheque	\$0	\$2,558
Other Deposit	\$500	\$5,140
Interest	\$47	\$84
Tax Returned (Discontinued account)	\$0	\$20,370
Total Revenue	\$49,827	\$38,871
<u>Expenses</u>		
Program Activity Expenses	\$9,617	\$12,824
Program Food Expenses	\$4,817	\$2,714
Program Equipment Expenses	\$1,015	\$764
Program Transport Expenses	\$160	\$207
Training and Development	\$336	\$0
Administration	\$4,061	\$10,721
Insurance*	\$3,959	
Subscriptions	\$182	\$0
Phone and Internet	\$810	\$555
Bank Fees	\$13	\$212
Volunteer (Discontinued Account)	\$0	\$2,681
Other	\$624	\$11
Capital Purchases	\$0	\$0
Total Expenses	\$25,670	\$30,699

<u>Operating Statement Cont.</u>	<u>2015-2016</u>	<u>2014-2015</u>	<u>Balance Sheet</u>	<u>2015-2016</u>	<u>2014-2015</u>
Results from Operating Activities	\$24,157.47	\$8,172	Assets		
Profit/Loss for the period	\$24,157.47	\$8,172	Cash and Cash equivalents	\$55,059.36	\$39,807.97
Retained earnings at beginning of the year	\$30,115.53	\$31,707.51	Total current assets	\$55,059.36	\$39,807.97
Retained earnings at End of the year	\$24,157.47	\$30,115.53	GST Receivables	\$0	\$0
			Other non-current assets	\$0	\$0
			Total non-current assets	\$0	\$0
			Total Assets	\$55,059.36	\$39,807.97
			<u>Liabilities</u>		
			Total Current Liabilities	\$786.36	\$0
			Total Non-Current Liabilities	\$0	\$0
			Total Liabilities	\$0	\$0
			Net Assets	\$54,273.00	\$39,807.97
			<u>Equity</u>		
			Current Year Earnings	\$24,157.47	\$8,172
			Retained Earnings	\$30,115.53	\$30,115.53
			Total Equity	\$54,273.00	\$39,807.97

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 2015-16. 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 the Crowdfunding campaign in 2015, which has helped fund our Camps, 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.



ARV was also supported by a number of organisations who facilitated a variety of workshops with each of the programs, including ASHA, OzHarvest, RSPCA, Oxfam and Thought Works. 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