



**Australian Relief & Mercy Services
Ltd**

ABN 84 008 643 258

Annual Reports 2020 - 2021



ACFID
MEMBER

Australian Mercy (Australian Relief and Mercy Services Ltd) is a member of the Australian Council for International Development (ACFID) and is a signatory to the **ACFID Code of Conduct (the Code)**.

The Code defines minimum standards of governance, management, and accountability for non-government development organisations. Adherence to the Code is monitored by an independent Code of Conduct Committee, which is elected from the NGO community. Our voluntary adherence to the Code is our commitment to ethical practice and public accountability. More information about the ACFID Code of Conduct can be obtained from Australian Mercy and from ACFID at www.acfid.asn.au or email code@acfid.asn.au

The Board of Australian Relief & Mercy Services Ltd (Australian Mercy) is committed to fully adhere to this Code. The Code sets out standards in the three areas of accountability:

1. *Program Principles* – including Obligations for effectiveness in aid and development activities, human rights and working with partner agencies.
2. *Public Engagement* – including Obligations to be ethical and transparent in marketing, fundraising, and reporting.
3. *Organisation* – including Obligations for governance, management, financial controls, treatment of staff and volunteers, complaints handling processes and compliance with legal requirements.

A Code of Conduct Committee monitors adherence to the Code and investigates complaints, which may be brought in by any member of the public. Information about how to make a complaint can be found at www.acfid.asn.au



Australian Mercy is an accredited member of **Missions Interlink**, an Australian network for global mission: www.missionsinterlink.org.au



Australian Mercy is affiliated with **Youth With A Mission Australia (YWAM)** and serves as one of its Mercy Ministry arms. Although Australian Mercy is a separately constituted body, some board members are also members of Youth With A Mission Australia.

**MAKE
POVERTY
HISTORY**

The Board of Australian Mercy has endorsed **Make Poverty History**, a campaign run by a large coalition of concerned agencies under the auspices of the Australian Council for International Development (ACFID). Make Poverty History is a joint initiative of the Make Poverty History and Micah Challenge coalitions for all Australians who believe we can, and should, do more as a nation to end extreme poverty around the world. Australian aid provides opportunities for people, communities, and whole countries to build a brighter future – it's work that we should celebrate now and look back on with pride in years to come. Read more about the campaign and get involved at australianaid.org

Sustainable Development Goals

The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

The 17 SDGs are integrated—they recognize that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability.

Countries have committed to prioritize progress for those who're furthest behind. The SDGs are designed to end poverty, hunger, AIDS, and discrimination against women and girls.

The creativity, knowhow, technology, and financial resources from all of society is necessary to achieve the SDGs in every context.



Australian Mercy supports the Sustainable Development Goals, an initiative of the United Nations that seeks to make a difference in poorer nations. Australian Mercy seeks to shape its programs for outcomes consistent with these goals.

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Company Directory

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| <p>1) National Office
 2 Wentworth Street
 Port Kembla NSW 2505
 Ph: (02) 4274 1090 F: (02) 4274 9909
 info@australianmercy.org</p> | <p>Registered Office</p> |
| <p>2) Office of the National Director
 PO Box 878
 Burnie TAS 7320
 Ph: (03) 6431 1218</p> | <p>National Director: David Skeat</p> |
| <p>3) Cambodian Harvest</p> | <p>Manager: Judy Thomson</p> |
| <p>4) Australian Capital Territory Office
 76 Federal Highway
 Watson ACT 2602
 Ph: (02) 6241 5500 F: (02) 6241 6098</p> | <p>Director: Dianne Clark</p> |
| <p>5) Perth Office
 PO Box 8501
 Perth Business Centre
 Perth WA 6849
 Ph: (08) 9328 5321 F: (08) 9328 1324
 dir_office@ywamperth.org.au</p> | <p>Contact: Kathy Kennedy</p> |
| <p>6) Rahab
 PO Box 1014
 Firlie, SA 5070
 reachus@rahab.com.au</p> | <p>Manager: Paulette Cairns</p> |

Company Directors

	<p><u>Dianne Clark</u> - Canberra, ACT</p> <p>Dianne is the Operations Director of YWAM Canberra. She has a strong interest in staff development and in reaching out to the poor and needy. Dianne and her husband Kevin have initiated several programs to try to assist those in need both within Canberra and overseas.</p>
	<p><u>Kevin Clark (Treasurer)</u> - Canberra, ACT</p> <p>Kevin hails from Perth and has been with Youth With A mission since 1984. He now has a background in accounting and a keen interest in alternative technologies. He has a <i>Cert IV</i> in Financial Services Accounting (Canberra Institute of Technology 2005) and currently serves as Accounts Manager for Youth With a Mission Canberra and as Treasurer for Australian Mercy. He is married to Dianne, and together they have 5 children and 11 grandchildren.</p>
	<p><u>Chris Harrison</u> - Adelaide, SA</p> <p>Chris was formerly director YWAM Darwin, chairman of the Evangelical Alliance in Darwin. He serves as a fire fighter for the South Australian Country Fire Service and as a Justice of the Peace in South Australia. He is married to Gina has 2 children and lives in the Adelaide.</p>
	<p><u>Jen Keatch</u> - Darwin, NT</p> <p>Jen has been involved in Australian Mercy's work in Darwin since 2003. Jen has a background in teaching and working with children with disabilities and has also previously been employed by the Anglican Church as a community worker specializing in delivery of programs for disadvantaged children and families. Jen has studied and worked in Community Development and has a particular interest in Relief & Development projects across SE Asia.</p>
	<p><u>Nicholas Matthews (Chairman)</u> - Melbourne, VIC</p> <p>Nik has previously worked for YWAM Mercy Ministries International based in Bangkok and spent eight years working for Mercy Ships International in Africa and Europe. Nik and his family hail from England and currently reside in Melbourne. Nik has a Master of Business Administration (University of Sunderland, 2006) and is a Member of the Institute of Community Directors. Nik has authored two books, <i>30,000 Sunrises</i> and <i>Being Flawesome</i>.</p>
	<p><u>David Skeat</u> - Deloraine, TAS</p> <p>David has a Diploma of Teaching (Early Childhood Education), and a Cert IV Emergency Medical Technician and has worked in appropriate technologies. He has served on the Boards of World Relief Australia, Mercy Ships Australia, YWAM Medical Ships and Travel With A Cause. He served in the eldership of Youth With a Mission Australia and as the National Director of Australian Mercy from September 1998 – September 2021. David is married to Marie and lives in Tasmania.</p>
	<p><u>Bruce Skinner</u> - Wollongong, NSW</p> <p>Bruce is the Co-Director of YWAM Wollongong. Having been a Structural Engineer for sixteen years in heavy industry, Bruce draws on his experience in the marketplace, combined with more than twenty years in church leadership. Bruce is married to Kristin and lives in Wollongong.</p>
	<p><u>Kris Thomson (Secretary)</u> - The Netherlands</p> <p>Kris currently works in IT and has a background in mechanics. He has worked in the volunteer sector since 1985. He also lived and worked in Indonesia doing business and community development activities. Currently residing in The Netherlands, Kris is married to Gerda and is part owner of KJHosting, a web design and hosting company.</p>
	<p><u>Kent Truehl (Managing Director)</u> - Adelaide, SA</p> <p>Kent is married to Josephine. Together they worked in community development in Amazonas, Brazil 12 years and co-authored the book, <i>River People</i>. Kent worked 1 year as International Program Officer for World Vision Australia and 7 years as an Assessment Planner, Principal Policy Officer and Delegate to the Minister for the River Murray, Government South Australia. With a Bachelor of Christian Ministry and a Master of Urban and Regional Planning, Kent is a capable trainer and lecturer (YWAM, Tabor College, UniSA and Institute for the Nations) and serves on the National Leadership Circle of Youth With A Mission Australia.</p>

Ministries and Projects

Organization / Project	Australian Rep Office	Country of Focus	Focus
INTERNATIONAL PROJECTS			
Ark International	Perth, WA	Thailand	Child at risk
Buzz Off Malaria Campaign	National Office	Burma /Thailand / PNG/ Indonesia	Malaria, Dengue, Zika etc
Cambodian Harvest	Adelaide, SA	Cambodia	Landmine Victims
Emergency Relief Projects	National Office	Various	Disaster Response
Equal Access	National Office	Indonesia	Youth / Poverty
Global Advance Projects	National Office	Thailand	Children at risk
Home of the Open Heart	National Office	Thailand / Myanmar	HIV / AIDS
iCare4U	National Office	PNG	Women & Chn with HIV
Karen Refugee & IDP Education	National Office	Thailand / Burma	Refugees
Kids Ark	Darwin, NT	Timor Leste	Com. Dev. Education
Kokonut Pacific	National Office	Solomon Islands	Poverty Reduction
Partners Relief and Development	National Office	S.E. Asia and Middle East	Refugees and IDPs
Project LIFE	National Office	Thailand	Various Development Project
Redefined Ministries	National Office	Democratic Republic of Congo	Comm. Development
Vanitashray	National Office	India	Women & Chn at risk
AUSTRALIAN BASED PROJECTS			
Canberra Pantry	Canberra ACT	Australia (ACT)	People of necessitous circ.
G'day Farmer	Canberra ACT	Australia	Rural communities in need.
RescueNet	Canberra ACT	Australia (Various)	Emergency Aid
Perth Community Development Project	Perth	Australia (Perth)	Families in need
Rahab Australia	Adelaide SA	Australia (Various)	Women in sex trade

Overseas Offices

- East Timor - PO Box 151 Dili, East Timor
- Cambodia - PO Box 486 Phnom Penn, Cambodia
- Myanmar - Yangon Buzz Off Office - (Contact Australian Mercy National Office)
- Thailand – (Contact the Australian Mercy National Office)

Web and Social Media Sites

Webpages	Face Book Sites	Twitter Sites
www.australianmercy.org	https://www.facebook.com/australianmercy/	@australianmercy
www.buzzoff.org	https://www.facebook.com/aworldwithoutmalaria/	@No2malaria
www.myanmar.buzzoff.org		
www.donnamcdermid.org	https://www.facebook.com/Donna-McDermid-Memorial-Fund-472514942758510/	@donnamcdermid
	https://www.facebook.com/goldcoingiving/	
http://www.australianmercy.org/gdayfarmer	https://www.facebook.com/GDay-Farmer-106231121102402	
Some affiliated projects have their own websites and social media addresses.		

About Australian Mercy

Australian Relief & Mercy Services Ltd (ARMS), now known as Australian Mercy, commenced operation in Canberra, on August 23, 1988. It was set up as and remains a standalone charitable company. Australian Mercy is financially independent of and is not governed by any other third party.

We are a non-governmental/not for profit organization that has been set up with the express purpose of providing direct relief to persons in any country who are suffering distress, misfortune, destitution, helplessness, and necessitous circumstances. It is a not-for-profit charitable company, limited by guarantee. It was incorporated in the ACT and has its registered office in Port Kembla NSW. Australian Mercy also has offices in Adelaide, Burnie TAS, Canberra, Darwin, and Perth.

Australian Mercy is dedicated to the relief of people suffering hardship and distress both within Australia and overseas and does so through a National and an International Fund that have been set up in accordance with the provisions of the Income Assessment Act 1997. Donations to the work of Australian Mercy within Australia are tax deductible.

As well as being a Public Benevolent Institution (PBI), Australian Mercy operates the ARMS Overseas Aid Fund (item 9.1.1) which is a public fund established by Australian Relief & Mercy Services Ltd that is used solely for the relief of people in countries that have been declared by the Minister for Foreign Affairs to be Developing Countries. Donations of **2.00** or more that are made to this fund are tax deductible to Australian donors.

Australian Mercy is funded through public donations, and through the seeking of grants and corporate donations from the business sector, churches, and other funding bodies. All funds donated to Australian Mercy are receipted into its bank accounts and are subject to a yearly independent audit that meets the standards of the Australian Council for International Development (ACFID).

Australian Mercy is governed by an elected board which is elected from its membership. Elections happen once every calendar year at the Annual General Meeting.

Australian Mercy uses the services of volunteers who donate their time to Australian Mercy to help it achieve its goals. All Australian Mercy staff give their services and expertise without charge. They maintain their personal support from people who believe in the value of their ministry. All Australian Mercy workers are trained to uphold the dignity of those to whom they have been sent to serve.

Australian Mercy has many expressions of its ministry some of which include training, emergency relief, provision of medical relief, project grants, child sponsorships, community development, ministry to the homeless, family counselling and the provision of primary health care.

Australian Mercy relies on the generosity of the church, the corporate sector, small business, and the public in general for the finances necessary with which to run its ministry.

Australian Mercy does not give preference based on nationality, gender, ethnicity, creed, or religion. Australian Mercy is willing to cooperate with all governments and other non-government organizations for the common good of those in need.

Australian Mercy is committed to reducing its environmental footprint, by improving energy efficiency, using resources responsibly, and reducing waste.

Australian Mercy believes firmly in the values of integrity and accountability in all its dealings.

More information about Australian Mercy can be found on its website www.australianmercy.org

Capstone Statement

Australian Mercy - people who care helping people in need

Mission Statement

As a Christian organization that sees Christ as the ultimate expression of God's mercy, Australian Mercy outlines its commitment to mercy ministries in the following statements.

- 1.To example the love and compassion of God to a needy world.
- 2.To restore wholeness and hope to broken lives.
- 3.To empower and support families in crisis.
- 4.To equip people through training and skills development.
- 5.To serve communities by sharing resources.
- 6.To mobilize people to help the poor and the needy
7. To work in development in a sustainable way.





Reports

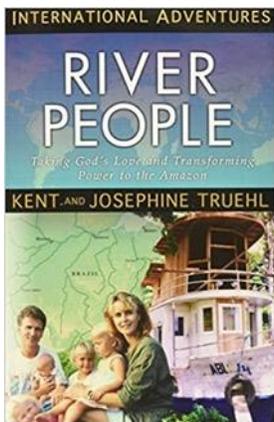


As you read these reports, you will see the blue TD symbol appear the bottom of most of the reports. This symbol denotes that the report you have read had tax-deductible status in the 2015 – 2016 financial year.



National Director's Report

By David Skeat



Big changes on the horizon

This will be my last National Director's Report. After 23 years in the job, I am stepping down on September 30, and a new administration will be taking over. This decision has been a long time coming, but the time is right and once I hand over, I will continue to run Buzz Off, and our Karen/Burma based projects and will remain on the Board until June 30, 2022, after which I will retire from the Board and continue with only project work.

When I took over the leadership of Australian Mercy, it was a very small operation with an annual budget of about \$70,000 a year and was operational only in Australia. Now it is a million-dollar operation that is influential in over 20 nations including Australia. What a journey it has been, and I am very grateful to God for every step. But our journey is not about me, it is about the amazing team that God has provided over the years who have had the vision and know how to get the job done. For this team I am very grateful, they have done an amazing job.

Now, it is time for a new administration and from October 1, 2021, Kent Truehl will take over as National Director. Kent has a background in development spanning many years and is the co-author of the book River People which tells the story of he and his wife Josie and their ministry on a riverboat deep in the Amazon jungle. With their four young children and ministry team, they served on the Purus River in the Amazon, bringing education, health care, and the love of God to remote communities. Kent and Josie also have an international training and teaching ministry. So come October 1, Australian Mercy is in good hands!

Ministry closures

2020/21 has also seen the closure of two significant ministries, RescueNet and the Nowra Community Store.

RescueNet

RescueNet has been part of our ministry family for 20 years. In late 2020 its Australian leadership team decided to close its formal structure and instead deploy and train as an extension of RescueNet's European and US operations. This move made a lot of sense as Australian team number had dwindled over the past few years and realigning in this way took administrative pressure off the remaining small team. RescueNet Australia now has no formal incorporation or structure here in Australia and has ceased to be part of Australian Mercy. Australian Mercy is still committed to serving people who are caught up in disasters and will continue to support the work of RescueNet International and other emergency relief opportunities through the setting up of a focused fund through which it can assist with relief emergencies as they arise.



We have been thrilled to be part of the RescueNet journey over the past 20 years and look forward to our continued relationship with RescueNet International. We want to take this opportunity to thank Mark Cockburn

(who retired from RescueNet two years ago) and the RescueNet team who over the past 20 years have deployed into dangerous and unstable situations to preserve life and give hope to those who are experiencing the worst days of their lives. We thank God for their dedication and courage and wish them all the best for the future.

Nowra Community Store

On June 30, 2021, Australian Mercy's community store in Nowra closed its doors for the last time. After many years of faithful service, Helen Esdaile has stepped back from leading the project, and after months of seeking a replacement management team and other options, the decision was made to close the store. However, at the last minute, there has been an expression of interest, and the store has reopened again under a management structure that is not part of Australian Mercy's family of ministries.



We want to thank Helen and her team who have faithfully worked long and arduous hours reaching out to the families of Nowra and Bomaderry who have sought their help through the ministry of the Community Store. Helen who has managed the ministry for all these years has been an amazing manager, encourager, and friend to many. We wish Helen and her husband David all the best as they journey on into the next part of their lives.

Changes to the Board

In December 2020, we saw Rodney Richards retire from the Board after 10 years of service. Rodney was also our National Operation Manager. He and his wife Karen have returned to New Zealand to start the next stage of their lives. We are very grateful for the many years of service that Rodney gave to Australian Mercy and wish him and Karen a blessed and prosperous future.

Table 1: Board Meetings

Board Meetings 2020-2021		
Date	Location	Director's present
August 11, 2020	Online	7
November 17, 2020	Online	8
February 9, 2021	Online	7
June 1, 2021	Online	7

Major Board Decisions

Over the last year all the board's meeting has been over the web due to COVID restrictions. The Board has continued its work and in these 12 months has continued to refine its policy manual and manage the Australian Mercy's local and international ministries.

Table 2: Australian Mercy Revolving Door Loan Fund

Revolving Door Loan Fund 2020/21	
<i>Amounts are shown in Australian dollars</i>	
Balance of Fund 1/7/2020	2,807.40
Repayments Received 2020 - 2021	1,370.00
Other income	0.00
Total Cash Assets	3,177.40
New loans made in 2020 -2021	770.00
Other expenses	0.00
Total Expenses	\$ 770
Balance of Fund on June 30, 2021	\$ 3,407.40
Total loans outstanding @ 30/6/2021	\$ 2,595.00
Actual fund size	\$ 5,402.40
Total loans made as at 30/6/2020	\$ 8,725.50
Total expected interest on existing loans	\$ 403.00

Revolving Door Loan Fund for Refugees

The purpose of this fund is to provide low-cost loans for refugees facing significant financial challenges in settling into Australia or who are unable to pay upfront costs involved in getting family member to Australia.

Loans are given at an interest rate of 2.5% pa and are set over a length of time that is not onerous to the borrower. As money is repaid to the fund, it can be loaned out to others in need. One new loan of \$700 was made from the fund in 2020/21 and was fully paid out. Total of cash in the fund at June 30, 2021 was \$3,407.40. See Table 2.

Necessitous Circumstances Fund

In 2020/2021 Australian Mercy provided no financial support for families who were found to be of necessitous circumstances. There was no activity in this fund in this financial year.

Charitable Gift Funds

The five charitable gift funds that Australian Mercy has with Equity Trustees have continued to grow and are shown in Table 3. Tables 3 to 9 are the charitable gifts managed by Equity Trustees show the status of these funds as of June 30, 2021.

Table 3: Charitable Gifts held by Equity Trustees

Australian Mercy Charitable gifts held by Equity Trustees		
Name of Fund	Equity Trustee No	Beneficiary
The Australian Mercy Disaster Relief Charitable Gift	CH002155	AM – Disaster / relief efforts
The Australian Mercy Charitable Gift	CH002309	The Australian Mercy Fund
The Australian Mercy International Women’s Charitable Gift	CH002310	Donna McDermid Mem. Fund
The Australian Mercy 3 Diseases Charitable Gift	CH002440	Malaria, TB, and HIV Projects
The Australian Mercy Medical and Training Charitable Gift	CH002441	The Vicki Project

These funds are audited every year by the auditors of Equity Trustees and Equity Trustees in turn give us a quarterly report as to the growth of the funds and the income distributed from them. All dividends that received from these funds are included in Australian Mercy’s Annual Audit of Accounts.

Donations to these charitable gifts are tax-deductible and can be made by sending a donation to Australian Mercy, or direct to: **Equity Trustees, 575 Bourke St, Melbourne Vic 3001**



OMNIBUS ACCOUNT - EQUITY TRUSTEES EFT DETAILS	
Account Name:	Equity Trustees Limited
BSB:	083 092
Account Number:	57 080 8888
EFT Reference:	CH00XXXX <i>(use Equity Trustee No for the fund you desire found in Table 3 above)</i>

If sending to Equity Trustees, please quote the account numbers listed in Table 4. If making a direct deposit, please email Equity Trustees with the amount you sent and the EFT Reference together with your address so that they can send you your TD receipt. (DCheng@eqt.com.au)

The outbreak of COVID 19 has affected the value of the funds and will possibly affect them for the next 2 years or so, consequently we expect that dividends over the next 2-3 years will be reduced. The result for this year is about 50% down on last year but the funds in all Charitable Gifts have recovered last year’s losses and have grown substantially in capital value. The tables below give account of the state of the funds as of June 30, 2021.

Table 4: Australian Mercy Disaster Relief Charitable Gift

Australian Mercy Disaster Relief Charitable Gift (Est. 2006) - EQT Account No CH002155	
Capital Value as 30/06/2021	90,826.54
Capital Value as at 01/7/2020	79,111.58
Variation	11,714.96
Total dividends received by AM since the establishment of the Charitable Gift	34,522.70
Dividend received 2020/2021	1,930.86
Total donations sent to Equity trustees in the 2020/2021 financial year.	386.17

Table 5: Australian Mercy Charitable Gift

Australian Mercy Charitable Gift (Est. 2016) – EQT Account No CH002309	
Capital value as at 30/06/2021	42,031.04
Capital Value as at 01/7/2020	34,001.62
Variation	8,029.42
Total funds received by AM since the establishment of the Charitable Gift	4,974.15
Dividend received 2020/2021	723.82
Total donations sent to Equity trustees in the 2020/2021 financial year.	144.76

Table 6: Australian Mercy International Women’s Charitable Gift

Australian Mercy International Women’s Charitable Gift (Est. 2016) EQT Account No CH002310	
Capital value as at 30/06/2021	33,108.53
Capital Value as at 01/7/2020	26,773.75
Variation	6,334.78
Total funds received by AM since the establishment of the Charitable Gift	3,823.63
Dividend received 2019/2021	548.58
Total donations sent to Equity trustees in the 2020/2021 financial year.	109.70

Table 7: Australian Mercy 3 Diseases Charitable Gift

Australian Mercy 3 Diseases Charitable Gift (Est. 2018) EQT Account No CH002440	
Capital value as at 30/06/2021	3,913.69
Market value as at 01/7/2020	2,605.22
Variation	1,308.47
Total funds received by AM since the establishment of the Charitable Gift	145.79
Dividend received 2020/2021	145.79
Total donations sent to Equity trustees in the 2020/2021 financial year.	37.47

Table 8: Australian Mercy Medical & Training Charitable Gift

Australian Mercy Medical & Training Charitable Gift (Est. 2018) EQT Account No CH002441	
Capital value as at 30/06/2021	2,752.67
Market value as at 01/07/2020	2,054.35
Variation	698.32
Total funds received by AM since the establishment of the Charitable Gift	105.21
Dividend received 2020/2021	105.21
Total donations sent to Equity trustees in the 2020/2021 financial year.	21.04

Distributions from special funds held by Australian Mercy

Australian Mercy has several projects that acquire special funds with which to do targeted work. These special funds are fed by the Charitable Gifts that we have with Equity Trustees and are listed in Table 4. It is the Boards policy to distribute special funds coming into these projects through Equity Trustees according to the following formula.

- Admin Costs 5%
- Re-bank into Equity Trustees 20%
- Funds banked into the special project’s funds. 75%

Table 9 shows the state of these special projects as at 30/6/2021.

Table 9: Special Project funds (all amounts are in Australian dollars)

Australian Mercy – Special Projects status June 30, 2021					
Project	Income Trust. 20/21	Equity 20/21	Project Distribute. 20/21	Donations to EQT 20/21	Capital Value EQT 30/6/2021
AM Disaster / relief efforts	1,980.86		1,448.15	386.17	90,826.54
The Australian Mercy Fund	723.82		542.86	144.76	42,031.04
Donna McDermid Mem. Fund	548.58		411.43	109.71	33,108.53
Malaria, TB, and HIV Projects	145.79		109.34	29.15	3,913.69
The Vicki Project	105.21		78.90	21.04	2,752.67
TOTAL	4,696.86		2,590.68	690.83	\$172,642.47

Financial Statements for Projects

The following reports will give you a good idea about the achievements we are making in the many countries in which we work. All funds received by Australian Mercy within Australia are subject to our stringent independent annual audit. However, funds spent in country are audited in country and do not appear in our Annual Audit of Accounts. For this reason, we ask all projects operating outside of Australia whose in-country books are audited outside of the Australian Mercy Audit to show a brief financial statement showing their income and expenditures. These appear at the end of each report. In this year’s reports, most projects have been able to do this, however due to the impact of COVID 19 not all have been able to supply all data we have requested. However, after talking with the projects, we are of the view that their finances and projects are in good order and in the coming years they will be able to provide the information for publication.

Statements of evaluation

In line with the ACFID Code of Conduct, we also have asked each project to make a statement of evaluation. The purpose of this being, that such a statement will indicate that the projects are indeed evaluating their actual performance against their stated goals and objectives that are part of their Project Proposal.

Most of our projects qualify for tax deductibility for donations that are made towards their work within Australia. These projects have the following tag at the bottom of their report.

Australian Mercy does qualify for tax deductible status in the United States and in Canada and receives funds from American and Canadian donors towards some of its projects on occasion.

COVID 19

COVID 19 has greatly affected the way we live in Australia and will do for a long to come. Australian Mercy did not qualify for any of the government’s relief packages and estimates that the pandemic will reduce its income by at least 10% in this financial year.



National Reports



National Office Report

By David Skeat



There have been significant changes in the National Office of the past 12 months. With the resignation and departure of Rodney Richards in December 2020, the National Office **has gone** into caretaker mode until a replacement for Rodney can be found. Australian Mercy's accounts have moved to our Canberra office and are under the management of Kevin Clark.

Other functions of the National Office are being remotely managed by David Skeat. The search for a replacement for Rodney continues.

The communication address for the National Office remains **that** same.

Rodney was a fun person whose reliability and hard work helped us to grow and maintain the ministry over the 10 years that he was with us. The Board is very grateful to Rodney for his years of faithful service and wishes both him and his wife Karen the very best as they take their next steps in New Zealand.



RescueNet Report

RescueNet was not operational at any time in the 2020-2021 year. It officially closed its Australian operations on 31 December 2020. As such, RescueNet is no longer a project or entity of Australian Mercy.



G'day Farmer Annual Report

1 July 2020-30 June 2021

The mission statement reads *"G'day Farmer endeavours to provide relief to farmers who are in adverse circumstances due to health, financial or practical difficulties; by providing volunteer assistance including machine operation, stock work, maintenance, general farm activities and farm-sitting"*.



Being the first year of the project, we're pleased to report that G'day Farmer volunteers have been able to put their hands to many opportunities; the work that has been done became a 'pilot' as we trialled all our products, i.e., crisis, helping farmers, hosting teams and farm sites. We have also been able to assist people on farms and in farming communities in a broader sense by providing an alternative living solution in the form of out-fitted shipping containers to those who lost their homes (and more) in the catastrophic fires of 2019 and 2020. These containers

were freely gifted to recipients providing them with a temporary 'home' until they were emotionally and financially ready to rebuild a permanent residence. 'One tripper' containers were purchased from Brisbane, transported to Ballina and then out-fitted with a sliding glass door and window, internal insulation, 120-amp hour battery & 12-volt system, vinyl flooring and a 240-volt inlet—at no cost to the recipient. Extra 'modules' e.g., an external hot water system, 240-volt solar panelling with storage batteries and an internal sink and cupboard could also be purchased by the recipient if so requested. Eight containers were gifted to families in the Clarence Valley local government area. Recipients included married couples, elderly singles, a family and single mother. All recipients were extremely appreciative and expressed the hope that receiving the containers afforded them.



G'day Farmer applied for grants from many sources to help cover the cost of the purchase and out-fitting of the containers. Bendigo Bank (\$41,140.00), St Vincent de Paul (\$22,200.00) and NAB (\$10,000.00) were very generous in financial grants. Companies such as the Ballina RV & Caravan Centre, Bunnings and Positive Batteries provided materials and labour at reduced prices while Coffs Harbour Coastal Living Aluminium Windows & Doors donated four sets of

windows and doors to the value of \$6,500.00. Five containers were generously donated by another private company and three individuals, these being considerable donations as the cost of the basic container averaged at \$4,000.00 before being outfitted. At the same time, we received numerous financial donations from friends and acquaintances. **(Nik: do we \$ value GIKs?)**

Whilst the container aspect of the Project has been very up-front, the Project Coordinators were also able to help on four different farms. Assistance included feeding stock, weed control, small motor repairs and fencing. One farm-sit enabled the landowners the opportunity to take a very long overdue holiday, having peace of mind that their farm and stock were cared for. Further to this, two voluntary teams joined to help us. The first team of seven from Newcastle worked tirelessly for a week during November assisting on seven different properties. On one property of sloped land, the team pulled down a fence, collected bricks



and stacked them tidily, brush cut and pulled weeds, collected, and spread at least forty to fifty barrow loads of woodchips, built a wooden compost bin and filled it with the weeds and picked up sticks and rocks from the whole area. On another property that was over one hundred acres of mountainous scrubby land, the team helped clear a fire trail of trees that had fallen across the trail because of the fires. This enabled the landowner to rebuild his boundary fence. His comment was 'what you have done today would have taken me a month'. On other properties the team picked up sticks and rocks, cleared ground and erected a fence, cleared scrub and fallen timber, weeded and constructed vegetable gardens and much more. The second volunteer team of four from Canberra worked for a week in the RV & Caravan Centre assisting in the out-fitting of two containers.

In review of the year, we note that we were able to directly assist thirty-two people and some of them on several occasions. We cannot gauge what effect the work would have had on the broader community, but we received lots of positive feedback from locals, government, and other organization representatives.

In review and evaluation of the first year of the Project, the Project Management Group were pleased at what was achieved. However, when reviewing the Project goals as well as considering the need that is out there and the possibility of further critical events e.g., fires, droughts, it was recognised that G'day Farmer needs to build a stronger/larger resource base, considering three vital aspects.

- Teams
- A training regime for the teams
- Fundraising

We are re-visiting what we do, how we do it and who we will target. We can then more effectively build a resource base of helpers, will be able to identify and establish a training regime and consider and create a budget for all G'day Farmer activities. To this end, we have revamped our objectives to be more specific and measurable. For the next twelve to eighteen months, they read as follows:

1. Outfit and deliver three shipping containers to the three remaining fire survivors on our list. This would complete the container business of the Project.
2. Be available to consider providing assistance in a critical event.
3. Carry out:
 - a. Identify and assist four farmers who need help.
 - b. Execute two farm sits.
 - c. Recruit and utilize the service of two teams.
4. Identify two parties who have an interest in supporting farmers, with a view to their moving into active involvement in the Project to some degree.
5. Raise up benefactors to provide consistent/regular funding.

Story/Highlight



We were requested by locals not to help Ray as he is suffering from terminal cancer and living in such a remote place, they wouldn't know if he had passed away. Sadly, the fires had passed through Ray's land taking his home and belongings with it. We felt led to visit Ray and on arrival we found that he was living in a caravan that was not positioned correctly and with extremely limited water. Due to his frail health and circumstances, we were compelled to do all we could to assist him.

We immediately set to work to position his caravan so that it was level and secure. Also, he had been given a two thousand litre rainwater tank as well as enough piping to reach the creek, but his frailty prevented him from setting it up. Another difficulty was that his original water pump had been challenged by the fires and was now in a state of disrepair. We managed to correctly position the rainwater tank and to roll nearly three hundred meters of poly piping down to the pump located on the creek, after which we fully serviced the pump, connected the piping and were successful in starting it and filling both tanks. Ray was so grateful that he finally had enough water to live in a much greater measure of comfort. We have since visited Ray on several occasions and have gone on to develop a solid friendship.



Perth Community Development Program

1st July 2020 – 30th June 2021

A brief outline of what we have been doing



We continue to help families in crisis in the Perth, Metropolitan area – this is largely done through a team of committed volunteers who offer practical assistance such as house care; shopping; child minding; gardening; anything that will help keep a family together in a time of crisis. Social workers refer a family in need. As we visit homes and help, it gives strength and hope to the family, and promotes a pathway toward independence

During COVID restrictions, we dropped off food items for families; helping with clothing and baby packages; other household items; we made phone calls to provide emotional support. We also saw a huge increase of families, doubling from previous years. We strengthened relationships with social workers and churches and community programs

During COVID restrictions, we increased in our volunteer services – groups of 2-3 teams going out to 20 families per week in peak season of need.



Major expenses outside the usual running expenses?

Repair and maintenance of vehicles

How many people did we help?

We visited 331 families and visited these families 595 times

Any new developments that we are working on?

We had noticed that much of our statistics were based on how many families we visited and where they were located. We have now changed the way we have recorded statistics into areas of need in the city. We began this new development in 2021. From Jan – June 2021, we have visited and helped with the following situations: Domestic Violence 21; Substance Abuse 10; Mental Health 55; Physical needs 69; Single Parent 54; Elderly 15.

An evaluation of the project at the end of the 12 months

We keep a record of all our families with statistics. We also have record of social workers referrals; We also keep an updated list of City Resources in Perth, for all our families - so we can refer families to other services when needed. We have desired for many years that we would be a resource for the city, to provide extra support to our families. Each family has a confidential case report which is updated each visit.

Story/Highlight

Social worker – Outcare, Mohammed Dukuly said on 21 December 2020:

“I don't think there's any other organizations out there doing exactly what you guys are doing for so many vulnerable families and individuals. We frequently discuss with our colleagues about how much of a blessing it has been for us and our clients to have you working with us. We have sincerely enjoyed working with you and hope to extend that partnership further in the days to come. We have many successful stories from the works you've done with our clients. Perhaps way too many to mention them all. Below is a message from my client about your service

CLIENT - Kim B:

"I have chronic health issues that has affected my mobility, and I have really struggled to stay on top of things. I was failing my house inspections, but I couldn't really do anything about it due to my poor health. Suddenly, a group of young people showed up at my door and told me they are here to help me free of charge. I almost cried out of excitement. I haven't had many visitors during this covid-19 period, but these young people came and helped clean my house, took me to my groceries shopping and sat down and chat with me for hours, all out of good will and not expecting anything back. I just wish we had more organisations like that, and I'm grateful for the services ARMS provided to me.



The Pantry Canberra

By Lyle Hutchinson

In 2021 The Pantry continues: To endeavour to provide low-cost food and household goods to the disadvantaged and vulnerable in our area whilst providing them a place of hospitality, love, and care to enjoy friendship and acceptance.

We currently have 100 people registered as we continue to have new members joining. We see on average around 40 people attend each Thursday. Many of our customers represent families which greatly increases the number of people for which we are providing. We would estimate that we provide food, household & hygiene products for close to 120 -150 people per week. One such woman named Beth helps feed multiple homeless or vulnerable youth each day in her home. We give her as much bread as we can spare and allow her to buy as if she was 2 families. We normally spend \$700-900 on food orders each week depending on availability which is 2 to 3 times more than the early years and it allows for a greater variety of items we can stock.



Those who come broadly fit into the following categories: aged pensioners, singles (some with disabilities), single parent families, low-income families, students, and new immigrants to Australia.

Some of these have limited English. The Pantry is listed with the ACT government community services in Canberra, and we also get referrals from ACT Housing, Financial Care, St Vincent de Paul, and Salvation Army. Recently a social worker said that he knows it's worth bringing people because unlike some of the larger places we always have frozen food to buy no matter the time of day.

Pantry Plus

This team of 2-4 people provides hot drinks and snacks and friendly conversation. Anne gets the ball rolling and the team begins serving 1 hour before the shop opens due to the numbers of customers who arrive early.

Due to COVID restrictions on the number of people in the shop, it takes longer now for everyone to get in to do their shopping more time is available to sit and chat. Pantry Plus team members tell of building stronger connections as people are sharing a lot more about what is happening in their lives in a more relaxed manner. Some of the team members have been invited to homes for meals but also sadly, they went to the funeral of one of our elderly ladies after a short illness and this was appreciated by her family.

Previously our Pantry Plus was done outside under a carport and it was unsuitable in cold, rainy, or windy days. The decision was made to renovate the old boiler room next to The Pantry and many friends have lent time and skills to assist in this project. With the help of a \$13,000 grant, we were able to outfit it with new items including a Reverse cycle air con, Fridge, and chairs. Also, the store manager of Bunnings Hardware in Majura Park was very helpful in us obtaining a sink and other extras for our kitchenette unit due to our community focus. This new room is now known as The Pantry Extension and is the new entry point to The Pantry. It provides a clean and warm welcoming space regardless of the weather and customers now go through the connecting door into the Pantry without the need of going outside until their shopping is finished.



Although not yet fully complete the room is already used on Thursdays. We are waiting for a new wider weatherproof access door to be installed and some plumbing for a sink to really finish it off. All customers are required to sign in and pick up their serving order number from this new room which means every person is seen by a Pantry Plus team member before they begin shopping. People who used to stay in their car until called are now much more likely to stay inside for a chat and for parents with children there is room for children to safely play with toys on the tiled floor.



Our support networks

We are grateful to Foodbank NSW, YWAM Canberra, Hope Korean Church, Ainslie Bakehouse, O'Connor Uniting plus other individuals for their generous financial gifts, gifts in kind and volunteers. Canberra Relief

For a period of 18 months, we also served a wider group of people through the ACT government run CRN (Canberra Relief Network).

We were a distribution centre for free Food Hampers by which people who qualified could order over the phone and it was delivered to us boxed ready for pick up. CRN finished at the end of June 2021 and The Pantry was recognized at the official wrap-up luncheon that Anne Thorpe and I attended. We also obtained 20 leftover CRN boxes that we use as emergency giveaways and have already used some.

It has been 12 months of many changes and challenges, but we are grateful we can still display love and care to those in need.



Rahab Ministry Report

Rahab aims to help, restore, inspire, and assist those who feel trapped in the sex industry to discover their God-given identity and find fulfilment through life.

A BRIEF OUTLINE OF RAHAB MINISTRY

Rahab was established in 2003 by Paullette Cairns. She set up an initial team to reach out to women on the streets and found there was a need to reach out to women in the brothels as well. This was established in 2005 as part of the vision of Rahab and since 2010 volunteers brought their skills to Rahab doing voluntary administration and development to expand Rahab's mission.

Rahab operates in Adelaide where the head office is situated. Since 2010 Rahab has established outreach offices throughout Australia.

Rahab offers pastoral care which includes practical, psychological, and emotional support through referral and short- or long-term monitoring. These referrals include counselling, court assistance, rehabilitation and detox, disciple programs and community groups, for example English classes as many of the women we visit are Chinese and Thai.

HIGHLIGHTS in 2020/2021

a. Administrative

- Purchase of an eight-seater motor vehicle that is specifically designated for outreaches.
- Establishment of a weekly administration person for continual support and update of office needs.

b. Ministry & Mission

- Rahab reaches out to brothels and massage parlours twice a week. Even during difficult political and social environments, we continued with outreaches.
- We have been able to train 8 new volunteers throughout this year. Another training will be held this month.

c. Political & Community Involvement

- Partnership with communities and programs run by local churches and organisations.

OUR TEAMS

Rahab uses teams of trained volunteers. Our teams not only consist of volunteer women who offer support by being a listening ear and provide a gift and a contact card to each worker to show them we care, but often our Board members, leaders, counsellors, and pastoral carers participate in these outreaches. They assist in driving our vehicle, updating us on political issues and supporting our volunteers with the enormity of our vision and mission.

As part of our team structure is the external partnership we have with churches and organizations around Adelaide. We partner up with them to educate groups and refer clients to communities and programs that are run by these churches and organisations. (A photo of some of the Interstate leaders)

MAJOR EXPENSES OUTSIDE OF YOUR USUAL RUNNING EXPENSES

Major expense in 2020: purchase of a motor vehicle to replace an existing vehicle that became unreliable.

HOW MANY PEOPLE DID YOU HELP?

We currently operate throughout South Australia, New South Wales, Queensland, Victoria, and Tasmania.

In Adelaide, our teams reach out to brothels, massage parlours and street workers on a weekly basis. Rahab's activities include two outreaches each week with a minimum of 3 and maximum of 5 volunteers at any one outreach, plus a leader and a driver.

We visit on-route a minimum of 7 and maximum of 14 massage parlours and street workers with every outreach. The number of people we help varies every week due to the nature of the industry where women are continually moved around between these places.

We have been successful in providing tracts and Bibles to many who are so delighted to receive material in their own language as being from Southeast Asian countries, the language can often be a barrier. However, we have been blessed as a Chinese volunteer who joined our team during this financial year, brought many happy conversations with these women who were delighted to hear someone speak in their own language.

NEW DEVELOPMENTS WE ARE WORKING TOWARDS

a. The Coming Home Project

Rahab is in the process of seeking an accommodation site as a possibility for women who desire to leave the industry and start afresh. This will be a safe house and a place where they can receive counsel and have their physical and emotional needs met. The long-term view is to isolate them from the industry they were involved in and support them in their language barrier and more importantly training them in new environments and possibilities of being employed.



b. English Classes

This is not a new development. However, a new strategy and follow-up is developed to enable women to take advantage of the service. Translation apps are often used where English is translated into their language while speaking. It offers amazing results.

EVALUATION AT THE END OF 12 MONTHS

During the past twelve months Rahab has experienced difficulties due to the outbreak of Covid-19. However, we are passionate about the need of women in these industries, and we have been able to continually seize every opportunity to meet with them and offer support and comfort. Even if it has only been to give them a gift to ensure that they have not been isolated during these difficult times.

Rahab has been blessed with continuous support from their Board members, their volunteers, external organizations, and groups from churches during this financial year. Gracefully we have been able to continue to move forward and plan new endeavours to meet the needs of vulnerable women.

A STORY

One week at Rahab we had been handing out handbags to the girls filled with lots of treats, indulgences, and necessities. The handbags were lovingly put together and donated by an Influencers Church women's group. These handbags were packed with things like shampoo, deodorant, foundation, eye liner, etc. and were excitingly accepted by the girls who could not wait to unpack their goodies. At one place a girl could hardly believe how everything in the bag was items she had listed on her shopping list to purchase just that upcoming weekend.

Women tell us that they pass on our cards to other girls in the industry who are doing it tough and encourage them to call us, because the "Rahab girls will help them".

A girl in desperate need of help with a court case she had to attend, contacted Rahab for legal counselling. She had already contacted Legal Aid who had not responded yet to her query and her court date was approaching fast. She was very anxious and after speaking to her on the phone, she calmed down and was able to receive

mental support. As soon as the conversation finished, she rang Legal Aid again who immediately answered her call and was able to set her up for legal counsel and support.

Often these massage parlours have a woman who is their “leader” and must assist the girls in their appointments and the running of the parlour, etc. These women also require mental support and we have had the opportunity to reach out and become a trusted “friend” to these leaders. Our pastoral carer is in continuous conversation and support with one such lady who needs constant prayer and support for depression.

We have had conversations and numerous calls to a girl who has a heavy addiction of ICE. She reached out and we were able to visit her and take her for coffee. She shared her story. She is on \$500 of ICE and it’s such a huge decision for her to detox as we know it’s not going to be easy for her. She is an ongoing testimony of how support can be provided if help is sought and desired.



International Reports



ARK International



OUR VISION

Every child deserves a chance Community Based Care Mentorship and Life Skill Training Awareness & Advocacy Partnering and Networking Educate, Train & Equip Developing Specialized Programs

We are an international ministry defending the rights of children at risk in Southeast Asia. We strive to educate, train, network and facilitate projects focusing on the specific needs for children at risk and their providing organizations, so that children can be restored, equipped, and transformed for their unique contribution to the world.

Ark International was founded in Perth, Australia in 2004 to advocate and build restorative programs for children at risk worldwide. In 2006, ARK INTERNATIONAL THAILAND was established with a S.E. Asian focus and has been involved in helping children at risk since this time in Bangkok. ARK International is a registered Thai Foundation, under the Thai Ministry of Social Development and Human Security since 2013. *ARK INTERNATIONAL will not disclose real names of minors as noted in this report.

All ARK International programs, including the administrative office, are funded by donations. Each ARK International ministry, and the Thai staff involved, is dependent on "Project Partners" to enable the work to continue. "Project Partners" are people or businesses that want to help Thailand's poor and needy.

Over the last 12 months, ARK INTERNATIONAL DIRECTLY IMPACTED: 50 -100 children weekly. Ark International also collaborates with 3 project partners and together, impacts over one hundred kids weekly.

ARK INTERNATIONAL PROVIDE THE FOLLOWING SERVICES

Life Scholarship:

We provide long-term care for children and youth that do not have access to kinship care because of extenuating circumstances.

Healthcare:

We provide specialized aid for those who are struggling with abject poverty. Ark will provide basic supplies/ medicinal support and sponsorship for food on an as needed basis.

Nak Suu Rugby Academy:

To have a lasting impact in the lives of underprivileged children through rugby, life skill development & holistic health

Specialized Opportunities: We provide specialized opportunities for our children to develop their skills and interests as well as to meet viable needs within the community through special events for families and children.



Emergency Crisis Intervention: We provide specialized aid for those who facing extenuating crises in S.E. Asia.

Educational Support and Training: We provide educational opportunities to enhance the educational future of migrant children/youth and those deemed 'at risk'.

After School Tutoring: We provide educational support to enhance learning and success in school; a place of belonging to cultivate belief and steer goals and dreams

Saturday Kids Club: We provide additional learning opportunities to enhance the future of migrant children/youth and those deemed 'at risk.'

Nak Wing Mentoring: We provide specific small group mentoring for our youth to encourage, build into character development and give them a safe adult to turn to in their lives for counsel and guidance.



STORY



Each year, Ark International assists in sponsoring youth that are unable to live with their mother and/or father due to extenuating circumstances. Finances are provided to caregivers to assist with the cost of housing, food, and specialized care needed for these youth in Thailand and Cambodia. This year, we were able to enrol several our youth in university, trades, and military training. This is the first year since we started ARK that we have seen a multiplication in entry levels to high education. For one of our girls who has faced unsurmountable loss and grief, she has found hope in discovering that her life and the essence of it matters. As a result, she enrolled in a top tier social work program and was accepted. Her heart is to be able to come along the destitute and marginalized and give them the same hope that she has

experienced in her life. Another one of our young adults had a dream to attend a specialized military program that required additional funding. This would not have been possible without the support of our generous givers. He is so thrilled to be able to train at an elite level to serve his country. This is a young man that previously had been lost to drugs and now has found purpose and meaning. *Both youths have been a part of ARK programs for many years and each story means that they are and have been a part of our life scholarship designation.



Cambodian Harvest

By Marion Fromm

Cambodian Harvest Dried Fruit Co. Ltd. has dealt with the most difficult year since our inception in 2004, due to the global pandemic of Covid 19. We give all praise to God, who has blessed us all with amazing health, strength, and wisdom to continue the vision He has given us for the people of Cambodia.

At the start of the pandemic, around February 2020, most foreigners left Cambodia because their organizations called them back home out of fear of inadequate medical facilities. Director Marion Fromm left Cambodia on 27th February for a six-week fundraising trip to Australia. The next week Australia closed its borders and return flights abroad were cancelled and Marion could not return and could not travel interstate because of lock-down or speak anywhere.

Sales of our high-quality dried fruit slowly decreased until, over the next year, Cambodian Harvest was forced to halt all production. All factory staff who were not living on the property were called home by their families, who were afraid for them to be living in Phnom Penh.



With great wisdom and insight, Directors Bunthoeun Thong and his wife Netha Phy set in place a bold transition into market gardening of organic vegetables, raising chickens, ducks, eggs, and fish to feed the families and keep them living in a safe and secure environment. From July 2020, staff numbers were reduced to ten adults and seven children.

Cambodian Harvest's Siem Reap office was closed and Phallet and Thany moved back to live with their families in August 2020. Only Bopha and Srey Leap continued to work in marketing and accounting while living in Phnom Penh and Takmau with their families.



To convert the factory property into a market garden, much soil was needed to raise the garden beds to road level. A new, and larger, fishpond was also put in. Three chicken houses were built, and yards fenced to protect the birds and the vegetables. Storm damage flattened the old front iron fence, and it was replaced with a new brick and cement one and new front gates were installed. Razor wire was placed on the top of the fences after a small robbery from over the back fence raised the need for more security.



A steady market for fresh fish, chickens, ducks, and eggs, along with organic vegetables developed in Phnom Penh through word of mouth. Fruit trees including bananas, guava, lemon, and longan have been planted for all year harvesting as the trees mature. During lockdowns, Bunthoeun obtained permission to enter Phnom Penh to deliver meat and vegetables because Cambodian Harvest is a registered company.

The large new fishpond, planting vegetables, and market gardening in general uses much more water than dried fruit manufacture and during the dry season our smallest well ran dry. The submersible pump on the deep well also failed. Because stores were closed during the lockdowns, replacement parts were not available. We rejoiced when the rains came early and saved our crops.



Bunthoeun is now selling their excess chickens in Phnom Penh. A new guest room was built separate from the factory so guests could be accommodated. A disabled relative of Bunthoeun's is staying there during the pandemic and is assisting in the farm.

Schools have been closed for 18 months but are expected to open soon. In preparation for this our students over 12 years have been vaccinated.

It has been difficult to raise funds to help support this ministry and there have been no opportunities to speak in churches because of travel restrictions and all the restrictions that are changing daily. Our trust has been and will always be to look to God for our health, strength and provision and He has been so faithful to supply everything that is needed and for this we give Him all the praise and glory.

We give thanks to the Lord for His help, protection, and provision for the past year. We also give thanks to everyone who has helped us re-invent our production and sustain our staff through the very difficult times as the Cambodian economy and tourism collapsed. We highly commend Bunthoeun and Netha for their dedication and commitment to the vision that began in 2004. Sincere thanks is also due to the Project Management Group for their hard work and support.



Buzz Off

By David Skeat

Because of COVID 19 Buzz Off has not operated in the past 12 months. We expect to reactivate in 2022 once the international borders open again.



iCare4U

July 2020 – June 2021



Due to COVID we were held up in Australia for 7 months of 2020. The last few months we were there we managed to collect donations for a 20foot container that was donated to iCare4U. We were able to fit it with windows, frames fans, a generator, desks, and other household goods and more. We were able to return to Port Moresby in October.

Once the container arrived in PNG, we were able to finish fitting it out as an open room that that we can use for multiple different purposes if needed.

Our staff at the time were encouraged not to go out much and especially stay away from the hospitals. This especially important for one of our staff who is living with HIV. Although we were limited in what we allowed to do with COVID restriction in place, we were still able to give out care packs through the PPTC and POM Hospital. We were also able to connect with an HOV mum in Goroka and offer her support and fellowship. In November, December, we started to do some more work on the property. We closed in a veranda on our small accommodation, added a septic and built a little “haus” with a shade area to enjoy the outdoors on the property.

We had high hopes 2021 and although COVID has hit hard again, we still have managed to gain some momentum. We gained 2 new staff from YWAM in Mt Hagen. We also finished off our accommodation so that Sylvia and Mel could move onto the property.

We have been able to assist in 5 cases of adoption. One of those cases was the completion of the adoption of Rueben who was an unwanted 7-month-old baby placed in our care last February. His adoption was finalized in June.

We helped another mother who sacrificially chose to give her last born baby up for adoption. Baby Emma joined us as we took care her in. She is a special needs baby and is a little darling who spent the first year of her life in the hospital. She came to us at 12 months of age. We had her for three months until we were able to place her with a new adoptive mother.

We hosted a YWAM Port Moresby team on outreach. They did a lot of high school seminars as well as supported our Goroka community. In April -May we build a small house for a widow and her adult daughter and children. This accomplished through generous donations and the help of our builder and staff.

In February/March of this year we received a k25,000 Digicel Foundation Grant. This grant funding will go towards building our women’s bathroom block. Plans are now underway to start the women’s housing.

Over this year we have been able to raise a lot of awareness and network for iCare4U. We have seen a lot of donations come in and have also had a lot of individuals contacting us through our iCare4U FB page.



We have been able to give out care packs through the hospital and in Gereka and surrounding communities. We have been looking at ways in which we can be more sustainable through gardens, chickens and small baked

goods, mask making and sewing items like baby blankets and bilums/bags and meriblouses / shirts / dresses. We are looking at more ways that the staff can sustain/support themselves while serving through iCare4U.

Since May we have had a mission builder with us. Becca is from Texas. She has been a major support to our team by helping care for Emma, helping in the office as needed. Working on staff rosters and team building. She has been a massive help and support to us all and will be missed.

The Story of Baby Emma



Emma was abandoned at birth due to a cleft palate and syndromic like features. At 7 months her cleft palate was corrected. She was continued feeds through a nasogastric tube and remained in the hospital nursery because there was no other place for her to go. Potential adoptive families were looking for healthy babies and so there was no place for her to go.

We first heard about Emma through the placement of a healthy baby girl and sought permission to have her placed in our care for her foreseeable future. Our aim was to help her with feeding through the mouth and to help her grow and develop independence while giving her the love and nurture she needed thrive. We also wanted to assist in helping find a family to adopt her.

She came into our care just after her 1st birthday and we were able to assist, provide and love on her for three months. During this time, we worked with welfare and did our part to share her story. We connected her with her now new mum and worked with her to gain the needed guardianship of Emma. As of last month, baby Emma is with her new mum and a legal adoption will

take place sometime this year. We are so thankful for this outcome for Ruthie Grace - her new name given her by her new mum.

Is the project achieving its stated goals?

Yes, iCare4U is achieving the goals we have set for ourselves but with a few variations due to COVID-19. We are on track with the vision of our three-year plan. We have stayed on track with our building schedule. We have had three staff move onto the property and have been able to offer them a safe place to live.

Project Financial Statement 2020-2021	
Name of project: iCare4U	
Income	\$64,658
Money received from Australian Mercy	\$46,580
Local donations	\$18,078
Other income	
Total	\$64,658
Expenditure	
Expenditure	\$64,658
Direct Project Costs	\$46,000
Project Admin	\$2,000
Other costs	\$10,658
Unspent funds	\$6000
Total	\$64,658

We have been working with welfare to provide established families for four babies over the past year. We have not been able to provide our women’s hope, education and counselling the way we had intended over this past year, but we have been able to counsel and support 6-8 ladies on an individual basis during this year. We have also been able to give out about 20-30 care packs as needed both within the hospital and community.

We continue to offer areas of training and development to our staff and have also taken time to do some team building in the past month.



Kids Ark Ministry

Hera, Timor-Leste 2020 – 2021

By Soraya Nepomunceno



This has been a challenging year, but through all we have seen God's faithfulness to us. It was the first year we had no volunteers, due to Covid the Airport was closed and no flights permitted, lots of changing in plans as we had a few teams schedule to come and help with building at school, medical teams, teachers training and so many other programs were cancelled but we were able to run the main programs in a small scale.

After being closed a few months due to Covid, school reopened at the end of July 2020. It was great to have kids back in school, new rules, new groups, different timetables - but we were back, both kids and teachers were able to catch up.



The boys and girls brigade program that is run by the youth people of the church together with school also was re started and grades 5 and 6 were very excited to be part of this extracurricular program, training young leaders and being more involved with them in serving the community.

We were able to put a small teacher training together for using a new religion curriculum, still in the process of finishing the translation to Tetum but the school is already using the curriculum for some older grades, it was a blessing to have this special material from Brazil given to us.



The Disability Centre celebrated the day of people with disability through a special program in Hera, bring awareness with posters, folders, stopping the car in front of the centre and sharing about how it is to live with disability and how they expected to be treated.

We had a special ceremony for the kids' graduation at the end of the school year, not as usual because of the Covid 19, but families and kids enjoyed a time together to celebrate the end of school year. The School, Clinic, Disability Centre, and Church all had a slow start at the beginning of the year with lots of restrictions, but nevertheless, we had a good start. The Clinic operated full time, with the school and Disability Centre part time.

Cyclone Serosa hit during our lockdown, and we were hit badly. But Praise God we were well, despite losing 90% of all we had in our house and disability centre. The city and around Timor the destruction was unbelievable, and many people killed. Our house and Ministry base were under the water and mud for 2 weeks. Through the generosity of many people and donations we started to help families that had lost everything by bringing food. Fundraisers were held in Australia, NZ, and Brazil to help with the rebuild of our facilities and help the community.



We estimated that around 500 families were able to receive some help in the form of food, clothes, mattresses, medicine, and household supplies. Praise God for the donations from Australia, clothes, medicine, water filters and many other things to bless the community.

A fundraiser to help families in need for a house, a room for someone with special need was also something that happened in the last 6 months. Now, we are back in lockdown, schools are closed but the Clinic is operating, and we are still able to bring aid to the families in need.

Our house and disability centre are being repaired and parts redone. We have paid 80% of the cost but still need another U\$ 20,000 to finish paying for the restoration.

Another challenge is that we lost one of our main sponsors for the school, so we need to see some more support and donation coming. Thanks for your prayer and support and God bless you.



Karen Projects

By David Skeat



COVID 19 has greatly affected our ability to travel, but we have been able to continue our work in Mae-la camp and in the IDP areas close to the Thai/Burmese borders.

Mae-la Camp

In 2020/21 we continued our support of the Preschools in Mae-la camp although many other NGOs had pulled out. We run a nutritional supplements program for children and families who are in danger of being malnourished, and we provide emergency assistance when needed. This year we paid for the medical needs of a preschool teacher who broke her leg, and although she was taken to hospital where her compound fracture was reset. She was sent home without dressings or disinfectant to care for the wound on her leg, and without pain killers with which to manage the pain. Mae-la camp at the best of times is a place where many infectious diseases thrive, and this kind of neglect is typical of the way in which the army run the camp.

When COVID broke out we were able to provide soap and mask and COVID awareness material to the refugees and maintain our nutritional supplements program.



In December, we ran a COVID safe Christmas in the camp program and continued to help build morale among the refugees who are trying to survive the new restrictions and strict camp lockdowns. The program sees Christmas celebrations in the Preschools, with singing, Karen songs and a nutritious Christmas meal. The children and families involved look forward to this event every year.

IDPs

When the military coup took place in Burma in February, we raised support moneys which were used to provide food and medicines for IDP populations living close to the Thai/Burmese Border. IDP number continue to swell, and we are doing our best to provide emergency aid to the IDPs if we have the funds to do so. We are currently funding teams that are going to the IDP sites and providing

emergency relief to the hundreds of thousands of people who are fleeing the fighting. Burma Army attacks on villages in Karen State have also displaced many people. We continue to raise support and provide services to the displaced people of Burma.



Equal Access

Equal Access Education Annual Report

By Zack Muetterties



Though there have been many challenges as Covid persists throughout Indonesia and globally, we were surprised to see most of our goals were met and even exceeded. Our project to train and send vocational trainers out to remote rural areas has continued with 45 total locations where those sent are teaching in rural Boarding schools. This totals 2,500 children. Despite challenges with Covid-19, we are still receiving monthly reports that are encouraging.

In this last 12 months we have been able to send 8 new teachers out along with their families to pioneer new locations. They are not only providing education, but also vocational skills and sustainable business practices to alleviate poverty amongst pesantrens.

In continuation of our reassessment of our Peace Camp programs, we have chosen a model that doesn't depend on any foreign financing and is self-sustaining. With Covid as well this has meant that we cannot do the camps as we have previously, so we have begun trying online models of peacemaking training which have in a couple sessions reached 60 people, and a webinar which was viewed by 2.5k people. This has now extended to running peace camps online in Tunisia and Afghanistan and allowed us to train teams in Afghanistan and Ghana to run their own peace camps independently. All of this has been done without cost.



A new milestone for this year was for the new campus to be built and opened. Both of which have happened. This campus will train 100 students from poor pesantren communities to gain vocational skills each year with an additional 500 online students planned. The health department has permitted the first class of 34 students to commence. As for our Flourish women's empowerment courses. They have been very limited due to Covid, and we have only been able to run 2 programs, training a total of 20 women.

For the coming year, we continue with the same goal of roughly 60 women every 6 months, and 120 per year to go through the program, with 4 women trained to be trainers. Though this may again need to be modified depending on the Covid 19 situation.

We are very grateful for the ways in which our projects have continued to help those in poverty despite the many setbacks and challenges these communities face. We hope to see these projects not only continue, but to increase in their breadth and depth of impact.

STATEMENT OF EVALUATION

Our project is achieving its goals, but as we have been evaluating our project procedures, we have made the following changes.

All our projects have continued to successfully reach our goals, but the Flourish program has needed to be paused until the Covid situation eases. The addition to our project goals now rests in the new campus providing vocational training to up to 100 students a year as well as 500 online students. This will be a new challenge which we will need to monitor to make sure our goals are appropriate. The Peace projects will continue towards an online and locally led and funded model.



Home Of the Open Heart

Annual Ministry Report 1/7/20 - 30/6/21

BRIEF OUTLINE OF HOME OF THE OPEN HEART

- Full-time care and education of five children living with HIV in the home, aged between 7 years and 18 years.
- Assist with transition of older children/teenagers, young adults transitioning to independent living nearby.
- Assisted with educational transition high school to university for three teenagers. Including fund raising and application for scholarships.
- Assist and support HIV+ single mothers and their families who are living in the community.
- Assist and train at local government hospital with English conferences.
- Visit community projects, in conjunction with government social development and human security office.
- Oversight of home school during covid restrictions which include online schooling
- Delivery of food packages and assist with support systems to families disadvantaged by covid.
- Supply and cooperate with human security office to provide support and food parcels for people with disabilities in local villages.
- Communication with sponsors and donors.
- Report writing, including renewal of passport and visa applications.

HIGHLIGHTS

We helped 200-300 people over the year. Taking our children, staff, and their children to a one-week retreat at the beach was a highlight. No teams came this year due to covid restrictions. Also, no major fundraising events, or other events were held due to covid restrictions.

MAJOR EXPENSES OUTSIDE OF USUAL RUNNING EXPENSES

We have not had a staff retreat for a decade, so we decided to use funds on a staff retreat. We used the time for refreshment, team building as well as for many Individuals it was a “first”. e.g., First time to see the ocean, first time to eat seafood by the beach. First time to horse ride on a beach, first time to fly in a plane... etc.

There are no new developments that you are working towards. Due to covid we are focusing on relief work and maintaining what we had. There have been many restrictions on our movements, so it has been near impossible to begin new developments apart from community aid relief.

I was recently informed I will have the honour of receiving the governments “volunteer of the year award” for the efforts made in our local community with disadvantages families, during this covid pandemic. This award will be presented October 2021 by the Chiang Rai provincial mayor.

TESTIMONY



While we still have younger children in our full-time care and our commitment to them (before independence) will be at least another decade, many of the babies who were born between 2000 - 2005 and came into our care during those years, when their parents died of AIDS, are now reaching late teens and twenty. The years go by so fast! We have had the joy of being foster parents to these ones, for the past two decades. Unlike some “foster care” systems who expect children to leave home at 18 years, we have continued on the support and necessary nurturing until each one is ready to leave the “nest”, as well as, after they leave too.

Each one with different personalities, different insecurities, different strengths, different needs, we recognize that no ‘story’ is the same. Each are in different “places” in maturity and growth, emotionally and with different educational levels, gifts, and abilities.

Our passion statement is to reclaim hope and expand the future of HIV affected women and children in Thailand. Our goal remains to empower, encourage and support according to each need. We continue to assist, all our older foster children through this transition toward independence and successful adult life.

I will ‘highlight’ a few teenagers as we continue to transition through this phase with them. Just as children in any family struggle from time to time in their independence, we have and continue to seek to be that “shoulder” they can come to

for support, encouragement and advice as needed. So yes, they continue to keep returning, so even though we have less children living under our roof every day, we still are parenting and offering physical/practical, emotional, and sometimes financial support, especially during covid with job losses, etc as our teenagers and twenty-plus year olds. One back to us for advice and help.

It has been a vital link for them, through this global pandemic to be able to reach out to us, during a season of independence transition and growth toward maturity.

Our eldest foster son, Bom, now 21 years left home for university, almost two years ago, to study business management in Bangkok, he did his first year at Bangkok University and realized living in the “big city” was not his ‘cup of tea’. He processed with us about a move back to Chiang Rai, so he could be closer to us, his family. We support that move, and he has passed his second year at university in Chiang Rai, in August he will be studying third year business management. He visits home often.

Bom, Hope and Mae moved out of home one year ago to rent an apartment close by they each have struggled to find work, due to covid, but each one now has either full time or partime work. They have needed parental support and advice during this transition time, made so much more difficult due to a global pandemic.



Bom with Paul & Penny



Finally, another one of older boys, Garin who has just turned 20, even though he lives independently now. We have in the past year been able to accompany him on multiple medical visits, including counselling him to seek mental health support. He has been able to have assessment and begin medication that is greatly beneficial for his mental health. This support has meant he is able to continue working his job and find the necessary emotional support and stability he has needed. It has been most rewarding walking this journey with Garin, at a time in his life when he found his mental health fragile.

Financial Statement – Home of the Open Heart 01/07/2020 – 30/06/2021

Income:

Money received via Australian Mercy	44,784.15
Local Donations	60,327.08
Other income	19,320.19
Total	124,431.42

Expenditure:

Direct project costs	50,790.22
Project admin	42,669.05
Other costs	30,972.15
Unspent Funds	-
Total	124,431.42



Partners Middle East

Partners run two significant projects through Australian Mercy: one in the Middle East and the other in SE Asia.



One highlight achieved during the reporting period was the effort put forward after the explosion in the port of Beirut in August 2020. Hundreds were killed and thousands injured, with countless homes and businesses severely damaged. Through our local partners, Partners cleared rubble from the streets, repaired damaged homes, and provided hot meals for thousands struggling to get back on their feet.



Another highlight was the degree to which we were able to expand our work in Yemen. For years it has been one of the most difficult places to reach with aid, yet through our local partner Mona Relief, Partners was able to provide food for many families suffering from the terrible food shortage in the country.

TEAM ACTIVITIES



The activities are summarised in the table at the end. The size of Partners teams ranged from one to four staff per activity. The size of operating teams of local partners assisting in the delivery of Partners' aid programs were dictated by the local partner based on their view of program delivery needs.

No fundraising events were conducted in Thailand for this project.

During late 2020 and the first half of 2021 Partners Relief & Development reached thousands of people in need of developmental and emergency relief. Partners was uniquely placed to assist the large number of IDPs and refugees still living in displacement from conflicts throughout Syria through effective relief programs. Our best tracking indicates we directly assisted approximately **133,322** people across the Middle East.



It is impossible to come up with a precise breakdown of our relief efforts according to gender or age. However, since the vast majority of those assisted are in large family units, there is likely a close balance between the number of males and females assisted through our efforts. It is also likely, because of the high number of children in a traditional Middle Eastern family, that most of our efforts went toward helping children.

NEW DEVELOPMENTS

Due to the major changes in travel and mobility caused by the COVID-19 pandemic we have experienced difficulties in accessing areas where we work all over the world, especially in the Middle East. We have been finding ways around this to facilitate delivery of monies to keep our programs running. We are making progress on this front and so far, have been able to continue delivering care to many despite the accessibility challenges.

We are also working to find ways to update our Enable Her (now called Empower ME) program to make it more effective in reaching women in difficult situations in Kurdistan, Iraq.

STORY OF ZAHRA AND HEATER DISTRIBUTION SERIKANE CAMP

Our team met Zahra, a 40-year-old mother of five sons and two daughters in Serikane Camp near Hasakah in northeast Syria in February. She told us a little of her experience trying to weather the winter in her tent with no heating and limited supplies of mattresses and blankets. Zahra explained to us how she would cover her children with the blankets she had, but because she didn't have enough, she had to cover her son with her own jacket. This was until Partners managed to

supply 2,700 kerosene heaters to the camp. Zahra told how all those in the camp faced great difficulties before the heaters arrived. "I promise to God, for those who didn't have blankets it was a disaster," she said. She went on to say how the heaters solved the problem of the cold for the rest of the winter.

Statement of Evaluation

For most of our activities our project is achieving our goals, but have been evaluating project out comes and made the following changes:

School Rebuilds: We managed to rebuild and open Sina school in northwest Kurdistan in August and September 2019. However, due to the Turkish invasion of northeast Syria starting in October 2019 we have been unable to reach our goals for this project in Syria. As we evaluated the state of instability and residual conflict caused by the invasion of northeast Syria, we decided that rebuilding schools was something that would neither be beneficial nor safe. When the region has returned to a more stable state, we plan to again begin rebuilding and opening schools.

Clinic Rebuilds: After deploying our mobile field hospital to Maarat al-Numan near the conflict in Idlib Governorate we realized that because of COVID-19 movement restrictions being imposed by the government, many civilians who were sick or injured could not attend the clinic for life-saving health care. To solve this issue, we began having the clinic move more regularly, stopping in at many of the little surrounding villages to tend to their sick before moving on to the next. This solved the problem, bringing the clinic back up to maximum operating capacity.

Emergency Relief Distribution: Over the reporting period we far surpassed our goal for distributing emergency food and supplies. However, changes caused by the COVID-19 pandemic made it difficult to facilitate the delivery of emergency aid. To work around these problems, we have explored new ways of transferring money to the Middle East and have also further empowered local partners who have now become invaluable in the delivery of our emergency aid in Iraq and Syria.

Community Support: Although initiatives in this regard were showing promising results, the COVID-19 pandemic proceeded to throw a wrench in the works. Changes in plans have included relying more on local teams and partners to conduct community support and to network with local leaders and emergency relief authorities.

Sustainable Feminine Hygiene: Although we did reach this goal, teaching 264 women about sustainable feminine hygiene, we realized that this project is not contextually the best fit for Middle Eastern culture. Interaction with local women showed us that our efforts may be best directed in a slightly different manner. We have taken these suggestions and are currently conducting data analysis and needs assessments to better understand how to go forward with this program.

For two of our activities, we have not achieved our goals, have evaluated, and are making the following changes:

Trauma Care: At the start of the Turkish invasion of northeast Syria all our effort and finances were diverted toward feeding those fleeing for their lives. Because of this we did not manage to attain our goal for trauma care training and support. We have changed our plans to continue this initiative as soon as possible, but it remains excessively difficult due to the travel restrictions introduced by COVID-19.

English & Life Skills: At the start of the Turkish invasion of northeast Syria all our effort and finances were diverted toward feeding those fleeing for their lives. Because of this we did not manage to attain our goal for teaching English and life skills. We have changed our plans to continue this initiative as soon as possible, but it remains excessively difficult due to the travel restrictions introduced by COVID-19.

Partners SE Asia

Financial Statement

Income	Thai Baht
Arms funding	฿40,923.00
Local Donations	
Other Income	฿55,879,551.00
Total	฿55,920,474.00
Expenses	Thai Baht
Direct Project costs	฿43,810,440.00
Project Admin	฿3,321,867.00
Other	
Total	฿55,920,474.00

Outline of Activities

Health – Partners ran healthcare projects in Myanmar with the Shan and Karen people groups, in Bangladesh with the Rohingya, and in Thailand with migrant workers. Our projects include training healthcare workers in Myanmar and Bangladesh, supporting 7 clinics in Karen State, and helping patients to access hospital level care in Thailand and Bangladesh.

Education – Our main activities include providing support of school materials and other resources to 11 boarding homes, 4 nursery schools, 4 Bible schools, and community schools in 7 districts in Karen State, Myanmar and along the Thai-Myanmar border. We regularly support 8 schools for Rohingya children in Bangladesh and Myanmar and a migrant learning centre in Chiang Mai teaching English, Burmese, Thai, and Computers. We also run a GED (University Entrance) school and classes for migrant workers in Mae Sot, Thailand. 21 GED students passed the general education diploma exam.

Livelihood – Partners run an agriculture training project to provide sustainable agriculture solutions, research new farming methods, and train ethnic communities throughout Myanmar and Thailand to learn better agriculture techniques, increase food stability, and improve the health of their communities. We also run sewing training, sew feminine hygiene products, and work with traditional weavers to help sell their products. The sewing and weaving projects will give them the skills to repair their clothing and make new clothes that will save them money. Sewing training is happening in Shan, Kachin, and Karen States in Myanmar as well as in Thailand.

Community Building – We have been working closely with communities to help them start up business to support education in their community in Shan and Karen States. We are currently doing this in 76 locations. We also help the communities organize support for each other through a system of volunteers in Kachin State and run training to help strengthen families as well as language learning courses.

Relief – We have provided essential relief items to those that have been displaced including the Rohingya, Shan, Karen, and Kachin. Relief items include food, tarpaulins, wells, water tanks and filters, blankets, kitchenware, hygiene items, medical support, and school support.

Highlights

Some of the highlights from the last year include:

- Our Livelihood Department was able to pivot with their projects to produce handmade, re-usable masks and soap to help prevent the spread of COVID-19. Partners produced more than 10,000 masks in 2020.
- In 2021 Partners has been able to start a trial of Sustainable Clinics as well as a larger Sustainable Schools project. This is an expansion of our existing Sustainable Schools project.
- The Myanmar coup has caused a huge amount of upheaval in Myanmar and led to an estimated 206,000 people being displaced since February 1st. There have been many barriers to getting relief items to those in need. Despite these challenges Partners has been able to help in Karen State, Shan State, Kachin State, Chin State and Rakhine State.

Team Activities

Health Team – 8 people. The team is responsible for running trainings, reporting, and monitoring, coordinating patient hospital visits, and writing reports.

Education Team – 6 people. Organize the running of the GED program and SEED migrant centre. Distribute supplies and support to boarding schools. Reporting and monitoring and writing reports.

Livelihood – 8 people. Some members of the team manage the farm and run agriculture training. Others are involved in sewing woven items to be sold, making feminine hygiene kits, or running sewing training

Community Building – 3 people. This is mainly project management including monitoring and evaluation of the projects.

Relief – 2 people. The relief team travels to areas where relief is needed and coordinates with the community or with other partners to distribute relief. It also involves running logistics and keeping track of numbers and finances.

Admin – 5 people. The admin staff are involved with several things including finance/accounting, office management, helping staff with work permits and visas.

Fundraising

We had various online campaigns and in person speaking tours that raised funds for our work in Southeast Asia.

Major expenses

Over the past year there have been 2 major events that Partners have focused on beyond what was budgeted. These were our COVID response and helping those displaced by the increased fighting that resulted from the coup.

Number of people helped

Health – 43,631

Education – 6,524

Community Building – 54,001

Livelihood – 3,968

Relief – 114,429

COVID – 106,015

Total number of people directly helped – 328,568

New developments

In 2021 Partners is trialling some new projects. This includes Sustainable Clinics which is based on the Sustainable Schools project that has been running for many years. Partners works with local communities to help them set up and run a business with the profits going to support the community clinic.

If COVID travel permits, Partners is also planning on trialling a new project called Focus Communities where we work closely with a community to identify needs and strengths, then do multiple small projects across different departments.



Statement of Evaluation

Partners has continued to achieve most of the outcomes and goals set despite many challenges over the last year, however there are some outcomes that we have not achieved and projects that could not be completed because of the travel restrictions of COVID and the increased fighting.

Story - An interview with a family that Partners helped in Karen State

On the afternoon of 27th May around 3 p.m., the Myanmar military Air Force came and flew over where we live, but they didn't strike us straightway. It just looked like they came to warn us. Then, we ran to a valley with a stream. After they were gone, we came back, and I told my children to get some clothes because we might have to run. Then, we moved up to the small stream. In the evening at 7.00 p.m. and just after we moved and left our house, the plane suddenly came back and attacked our village. We saw the sparkling strike of bullets and bombs and we were all terrified. We didn't know what to do or where to go during the strike and we all ran up the stream to hide ourselves from the attack. We went up the stream for one or two hours to a place which was a little further away from our village.



Our children did not have a chance to eat a meal for the whole night or next morning, so I started to cook at noon, and we gave them the food to eat. We had hidden ourselves and waited for two or three days in the cave, however, we noticed that the plane flew every day to attack us. Then, we were really scared, and we could not go back to our home, so we moved here. After we arrived here, people helped with basic food, and we built small shelters and slept on the ground. Here we don't have sufficient toilet and water supplies, especially for young children and infants and there are problems related to their health. Like my children, they have many wounds as we must sleep on the ground and in the cave. When we arrived here, people helped to take care of us and helped us with everything we needed like food and shelter. I thank everyone who helped us so much from the bottom of my heart.



Statement of evaluation

In general, our projects have been meeting their goals, however COVID-19 has had an impact on our work and has meant that we have not been able to do as much training or monitoring and reporting as we had planned. However, we have been able to pivot some of our work to respond to the needs. For example, our sewing team that normal makes feminine hygiene kits has now been making masks instead.

Financial Statement

Income		In Thai Baht
ARMs funding	฿	145,742.00
Local donations	฿	15,000.00
Other income	฿	44,295,275.00
Total	฿	44,456,017.00
 Expenses		 In Thai Baht
Direct Project costs	฿	40,352,841.00
Project Admin	฿	3,803,022.00
Other	฿	160,642.00
Unspent funds	฿	139,512.00
	฿	44,456,017.00



Redefined Congo



Tailoring Project

PREFAD has fast become a well-known name in the town of Paidha, a small town in the northwest of Uganda which closely borders Democratic Republic of Congo.

PREFAD is a Redefined Ministries project, set up to teach local people new skills in tailoring.



On the completion of training there is opportunity for employment for those choosing to pursue a career in the industry.

Predominantly, the project trains and employs women.

One of the aims of this project, like many of our projects is self-sustainability. This is achieved by producing goods and services at a reasonable cost.

MOVING LOCATIONS



Earlier this year, our landlord advised us that he no longer wanted us to rent his building to us.

We were fortunate to find a suitable alternative building close-by to allow PREFAD training and production to continue.

Some photos of the new premises follow this slide. Our hope is that the change of location will provide us with long-term stability for the tailoring/sewing project (PREFAD).

Birthing Kit Foundation Australia

We have recommenced our partnership with BKFA for another year.

We have been approved to receive 2,000 kits:

- 1,000 in August 2021
- 1,000 in November 2021

Their generous donations of birthing kits every year have allowed for thousands of women to give birth in clean and safe conditions.

Redefined Ministries has been impacted in a variety of ways by the global pandemic of COVID-19.

- Restrictions placed on people's movements. Like most countries, the Government of Uganda opted for the approach of restricting people's movement in a bid to stem the potential spread of the virus. This impacted nearly all our projects significantly as we rely on supplies and workers being able to travel across the Uganda / DRC border frequently (in some cases, more than once per day).
- DRC is no stranger to contagious deadly diseases, most notably in recent times: *Ebola*. COVID-19 is stretching law enforcement agencies globally and DRC is no exception. The recent unrest in DRC appears to have settled for now.
- Vaccine roll-out has been slow to non-existent in most African countries.

Our response to COVID

- We had to switch our limited resources to sourcing and supplying people with the most basic of needs first, namely food. This was difficult to achieve during periods of lockdown as travel without a permit was strictly prohibited. Our Managing Director and his team along with other agencies were able to source bags of posho (corn flour). The stock was delivered to those unable to source their own food supplies due to movement restrictions and the recent unrest.
- PREFAD has continued with the production of the facial coverings (masks).

Vanitashray

By Anu Silas Dongadive

**“I am the Lord and I do not change.”
Malachi 3:6a**

Dear Beloved Ministry Partners and FAMILY Greetings from India.

From the very start of the pandemic, which we are still going through, it seemed to be universally accepted that things would never be the same again. In other words, change to so many aspects of life would be inevitable. Now as things are easing here in India, much is being done and spoken about regarding ‘pressing the reset button’ to initiate new and improved ways of doing things. Nevertheless, there also seems to be a great desire to get back to ‘normal’ - whatever that might mean!

We all handle change differently, depending on what the circumstances are. A change of job or moving house can be an exciting challenge for some or a daunting prospect for others. However, most of us appreciate the security and confidence that a form of normality gives us. Familiar routines, systems, environments, products, and relationships become our ‘norm’ and help create our comfort zone.

However, all of us do change. None of us are the same today as we were the day we were born, and neither would we expect to be.

This principle of life, growth and development bringing about change becomes challenging when we apply it to our spiritual life. Since accepting Jesus into our heart as Saviour, as we begin to develop a relationship with Him, and allow His Spirit and word to mould and make us into the person He wants us to be, changes in our life will take place. Jesus is wanting to change us into His likeness, and it is a process which will continue until we meet Him face to face. Paul the apostle reminds us of this when he says, *‘And the Lord -who is the Spirit- makes us more and more like him as we are changed into his glorious image’* (2 Corinthians 3:18).

It is good to make the time to reflect on our relationship with Jesus and our growth and maturity in understanding His word and ways. How we have changed since we first believed, or since last year, or even since yesterday. Have we become more like Him? We may find that some adjustments in our routines, attitudes and behaviour are needed, so that we do conform more to His will for us and allow that change to take place.

As we allow the Holy Spirit to continue His work of changing us, we will become stronger in our faith and more dependent upon Jesus. We will find comfort and assurance in Him as the One who is the same yesterday, today and forever (Hebrews 12:8). He doesn’t change and He promised always to be with us (Matthew 28:20). We can look to Jesus for help as we face whatever changes we encounter, whether good or bad.

May this reflection Bless your heart today!

We Continue to pray for each of you and thank the Lord for your prayers, sacrificial giving towards shaping lives and bringing change in lives of many.

Thanking you.
**Anu and Team
For Vanitashray**

PS. Visit our YouTube Links: <https://youtu.be/QPtkVwkjoQ> <https://youtu.be/dKYMz236jmQ>

Anu. S. Dongardive
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Audit of Accounts



Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Statement of Profit or Loss and Other Comprehensive Income
As At 30 June 2021

	Note	2021 \$	2020 \$
Revenue			
Donations and Gifts			
- Monetary		875,971.28	1,071,065.86
- Non-Monetary		0.00	0.00
- Bequests and Legacies		5,000.00	0.00
Grants			
- AusAID		0.00	0.00
- Other Australian		0.00	0.00
- Other overseas		0.00	0.00
Investment Income – Interest Received		165.46	553.11
Other Income		199,409.18	35,195.78
Profit on Sale of Assets		5,892.38	0.00
Revenue for International Political or Religious Adherence Promotion Programs		0.00	0.00
Total Revenue	2	<u>1,086,438.30</u>	<u>1,106,814.75</u>
Expenditure			
International Aid and Development Programs Expenditure			
- International Programs			
- Funds to International Programs		456,883.63	586,227.68
- Program Support Costs		0.00	0.00
- Community Education		0.00	0.00
- Fundraising Costs			
- Public	3	0.00	0.00
- Accountability and Administration	4	335,840.41	196,432.20
- Government, multilateral and private		0.00	0.00
- Non-Monetary Expenditure		0.00	0.00
Total International Aid and Development Programs Expenditure		<u>(792,724.04)</u>	<u>(782,659.88)</u>
International Political/Religious Adherence Promotion Programs Expenditure		0.00	0.00
Domestic Programs Expenditure		328,004.33	364,467.14
Total Expenditure		<u>(1,120,728.37)</u>	<u>(1,147,127.02)</u>
Surplus/(Deficit)		<u>(34,290.07)</u>	<u>(40,362.27)</u>
Other Comprehensive Income		0.00	0.00
TOTAL COMPREHENSIVE INCOME		<u>(34,290.07)</u>	<u>(40,362.27)</u>

The accompanying notes form part of these financial statements.

Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Statement of Profit or Loss and Other Comprehensive Income
As At 30 June 2021

	Note	2021 \$	2020 \$
Current Assets			
Cash and cash equivalents	5	13,319.76	33,501.65
Other financial assets	6	26,184.55	24,164.29
Total Current Assets		<u>39,504.31</u>	<u>57,665.94</u>
Non-Current Assets			
Property, plant and equipment	7	5,689.44	15,547.43
Total Non-Current Assets		<u>5,689.44</u>	<u>15,547.43</u>
Total Assets		<u>45,193.75</u>	<u>73,213.37</u>
Current Liabilities			
Trade and other payables	8	7,135.44	864.99
Total Current Liabilities		<u>7,135.44</u>	<u>864.99</u>
Total Liabilities		<u>7,135.44</u>	<u>864.99</u>
Net Assets		<u>38,058.31</u>	<u>72,348.38</u>
Equity			
Retained Earnings		38,058.31	72,348.38
Total Equity		<u>38,058.31</u>	<u>72,348.38</u>

The accompanying notes form part of these financial statements.

Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Statement of Changes in Equity
For the year ended 30 June 2021

	Retained Earnings	Reserves	Total
	\$	\$	\$
Balance at 1 JULY 2020	72,348.38	0.00	72,348.38
Excess/(Shortfall) of Revenue over Expenditure	(34,290.07)	0.00	(34,290.07)
Amount transferred (to) from reserves	0.00	0.00	0.00
Balance at 30 JUNE 2021	38,058.31	0.00	38,058.31

The accompanying notes form part of these financial statements.

Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Statement of Cash Flows
For the year ended 30 June 2021

	2021	2020
	\$	\$
<hr/>		
Cash Flow From Operating Activities		
Receipts from customers	1,080,380.46	1,106,261.64
Payments to Suppliers and employees	(1,100,727.81)	(1,303,303.83)
Interest received	165.46	553.11
Net cash provided by (used in) operating activities (note 2)	<u>(20,181.89)</u>	<u>(196,489.08)</u>
Net increase (decrease) in cash held	(20,181.89)	(196,489.08)
Cash at the beginning of the year	33,501.65	229,990.73
Cash at the end of the year (note 1)	<u>13,319.76</u>	<u>33,501.65</u>

The accompanying notes form part of these financial statements.

Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Notes to the Financial Statements
For the year ended 30 June 2021

Impact of COVID-19

Due to the impact of COVID-19 since March 2020, the income and donation received by the company is approximately 10% lower than expected. The ongoing impact from COVID-19 may continue to adversely impact the company's financial position for the next few years.

	2021	2020
	\$	\$
Note 2: Revenue and Other Income		
Revenue:		
Total Interest Received	165.46	553.11
Other Income		
National	9,424.47	31,206.96
South Australia	68,340.95	277.07
RescueNet	594.73	0.00
Shoalhaven	0.00	2,533.70
Canberra	120,249.02	0.00
Perth	300.00	0.00
Rahab	500.01	1,178.05
	<u>199,409.18</u>	<u>35,195.78</u>
Donations and Gifts - Monetary & Non - Monetary		
National Office	465,931.08	483,648.85
South Australia	53,049.43	192,204.10
Darwin	0.00	0.00
Perth	24,723.00	17,078.00
RescueNet	1,875.49	10,895.31
Shoalhaven	200,589.42	254,520.84
Canberra	75,255.17	82,803.78
Rahab	54,547.69	29,914.98
	<u>875,971.28</u>	<u>1,071,065.86</u>
Other Australian Grant	5,000.00	0.00
Profit/(Loss) on Sale of Assets	5,892.38	0.00
Total income	<u><u>1,086,438.30</u></u>	<u><u>1,106,814.75</u></u>

The accompanying notes form part of these financial statements.

Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Directors' Declaration

The Directors of the company declare that:

1. The financial statements and notes are in accordance with the Corporations Act 2001:
 - (a) comply with Accounting Standards described in Note 1 to the financial statements and the Corporations Regulations; and
 - (b) give a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



David Skeat
Director



Kevin Clark
Director/Treasurer

Dated: 16/11/2021

Australian Relief and Mercy Services Limited
ABN 84 008 643 258
Independent Audit Report to the Members

Qualification

Cash donations are a significant source of revenue for the company. The company has adopted and implemented an appropriate policy and procedure in relation to the receipt of cash donations; however, it has determined that it is impractical to establish reporting control over the collection of cash donations prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from this source was limited, our audit procedures with regards to cash donations had to be restricted to the amounts recorded in the financial records and we are therefore unable to express an opinion whether cash donations received by the company are complete.

In the normal course of its business, the company derives a substantial portion of its income from donations and sales to related parties. The company has adopted and implemented appropriate policies and procedures in relation to such transactions; however, as the effective reporting control over such transactions are not established until they are received and entered into the accounting records, we have been unable to independently verify whether the amounts received from this source have been completely accounted for.

Audit opinion

In our opinion, except for the qualification mentioned above, the financial statements of Australian Relief & Mercy Services Limited is in accordance with:

- (a) the *Corporations Act 2001*, including:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2021 and of their performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*; and
- (b) other mandatory professional report requirements.

Signed on : 16/11/2021



Tony Khoury, Partner
 T A Khoury & Co
 Chartered Accountants
 59 George Street, Burwood NSW 2134

Financial Reporting



**Australian Mercy's
Auditors**

**T A Khoury & Co
59 George St
Burwood NSW 2134
02 9745 6820
www.tak.com.au**

11 things you should know about Australian Mercy's financial policies

The Board of Australian Mercy wish to advise donors and supporters of the following accounting policies and guidelines.

1. All funds that are donated to Australian Mercy, together with income from other sources, are receipted and subject to an independent audit.
2. All funds donated to Australian Mercy are used for the purposes for which they are given.
3. The Australian Mercy Board is committed to openness and integrity in all financial dealings. Australian Mercy is required to submit an annual report including a copy of the auditor's report to the Australian Charities and Not-for-profits Commission (ACNC). This information can be accessed by searching for Australian Relief and Mercy Services Limited on the ACNC website.
4. The Australian Mercy Financial Statements are prepared in accordance with the requirements of the ACFID Code of Conduct. For further information on the Code please refer to the ACFID website www.acfid.asn.au.
5. Tax deductible funds for development based overseas projects will not be used for welfare, religious, or political purposes.
6. Australian Mercy funds will be used to assist those in need without distinction based on caste, creed, class, race, gender, religion, or political persuasion.
7. Where unspecified funds remain latent in our books for 12 months and the donors cannot be contacted, the Australian Mercy board will distribute such funds in ways that will benefit smaller development projects or fund monitoring trips.
8. When a development project is completed, and funds raised for that project remain unspent, then the excess funds will be applied to a development project of a similar nature, or in the same country, as the original funds were donated to. (Tax deductible funds will only be used for other tax-deductible projects.)
9. Australian Mercy deducts a 5% administration fee from all donations received and 10% from all grants and sponsorships (or more depending on the expectations of the grant).
10. Australian Mercy fundraises to meet administration costs so that 95% goes to the project for which it was donated. Some donors donate to assist Australian Mercy in meeting the total cost of administration.
11. When an appeal is run for a project, the cost of running that appeal is deducted first. This might include postage, printing, stationary charges etc. Once the costs have been recouped, the appeal profit is declared. 5% of the profit then goes to administration and 95% goes to the project.

Explanation of volunteer hours recorded in the 2020 / 2021 audit

Australian Mercy values its volunteer staff. In accordance with ACFID Code of Conduct guidelines, a dollar value for volunteer services is expressed in the audit documents. These values are determined using a formula stipulated by DFAT. These figures are not included as income or expenditure, but as Note 1 in the Audit (Statement of Significant Accounting Policies) states:

As a volunteer organization Australian Mercy values its volunteers. Australian Mercy relies solely on its volunteers to maintain its objectives and run its projects. Although some services need to be paid for, Australian Mercy has no salaried staff. All workers, from the National Director to the most recent volunteer, are unsalaried, that is they are self-funded through a variety of ways, and as such Australian Mercy has no employees, only volunteers. In recent years, the requirement for keeping account of estimated volunteer hours has become a sector standard. To comply with this requirement, we sought estimates from all our projects and the auditor mentioned them in the notes as a single figure. We calculated the volunteer hours in this report in accordance with the formula laid out by

DFAT in the previous page. That formula being annual salary x 12 / 313) / 75. The pay scales in Table 1 are what are used in these calculations.

Table 1: Pay rates used to estimate volunteer hours	
Designation	Pay scale
1. Project Assistant	\$46,022 - \$53,339
2. Project Officer/Technician	\$60,377 - \$69,836
3. Middle Professional	\$67,657 - \$76,542
4. Project Manager	\$74,605 - \$84,600
5. Team Leader	\$102,432 - \$121,592
6. Higher Professional	\$123,749 - \$148,315
7. Medical Professional	\$136,726 - \$179,847

In 2020 / 2021 the number of donated volunteer hours was 115,745 hours which we valued at \$4,319,587.72. Table 2 below shows that the number of hours donated.

Table 2: Volunteer hours over 3 years.					
2020/2021		2019/2020		2018/2019	
Hours	Value	Hours	Value	Hours	Value
115,745	\$4,319,587.72.	115,745	\$4,319,587.72	80,986	\$3,093,452.57

NOTE:

The data we publish as volunteer hours that have been donated to us by our volunteer staff are estimates. We continue to find way to make sure that our possible margins of error are reduced. The Board is of the opinion that the margin of error in this year's estimates is no more than 10%. Being a solely volunteer organization means that our volunteer participations rates will be higher than most other organizations.

Note on fundraising and fundraising expenses

Australian Mercy does most of its fund raising via the internet. We do not do mail outs and do not hire advertising firms or professional fundraisers to work for us. We produce items that we give away as a means of thanking donors, and very occasionally, we may buy some form of print or social media to raise our public profile.

Some of Australian Mercy's fundraising is done by donors and supporters who may take a collection or hold a small event such as a coffee morning to support a specific project. We may be totally unaware that these events have happened until we receive the funds. In such cases the cost of the fundraising is not borne by Australian Mercy but by organizers of that fundraising event. Australian Mercy faithfully receipts and distributes all funds that are sent to us from such fundraisers. For these reasons our audits often show that our expenditure on fundraising and advertising is low and, in some years, may be shown as \$0.



Notes on the 2020 – 2021 Audit of Accounts

By David Skeat

Background

In accordance with the financial reporting requirements that are set out in section 60 of the Australian Charities and Non Profits Act 2012, Australian Mercy undergoes a rigorous audit of its accounts and finances on an annual basis. The highlights of this audit are always reproduced in our Annual Reports.

This section of our Annual Report focuses on that report and issues that are directly related to it. A full copy of our audit of accounts for the Financial Year 2020-2021 can be obtained upon written request to the Australian Mercy National Office.

In accordance with the Australian Taxation Office provisions Australian Mercy operates three Australian Business Numbers (ABNs). Our main ABN is the entity Australian Relief & Mercy Services Ltd (Australian Mercy) and the other two ABNs are attached to two Ancillary Funds that we operate. These ABNs are listed in Table 1. All three ABNs are audited annually and included as part of the ABN 84 008 643 258 Audit of Accounts.

Australian Mercy ABNs

Table 1: Australian Mercy ABNs

84 008 643 258	Australian Mercy entity ABN
66 005 308 526	ARMS Aid and Relief Fund ABN
34 925 133 826	ARMS Gift Fund ABN

Income

This year's audit shows a decrease of 2% of our total revenue, which is a great result considering that most analysts estimated that COVID 19 would negatively impact donation income by 10% or more. The total income for this financial year was \$1,086,438 – a decrease of \$20,377 on last year – a monthly decrease of \$1,698. (Table 2)

Table 2: Total Revenue over 3 years

Year	Annual Income	Average Monthly Income
2018-2019	\$1,065,527	\$88,794
2019-2020	\$1,106,815	\$92,235
2020-2021	\$1,086,438	\$90,537

Expenditure

Australian Mercy services both national and international projects amongst the poor and needy. Without a doubt the strongest proportion of our funding and effort is centred on international projects, but a significant effort is still spent on helping those in need within Australia. Over this financial year, Australian Mercy's total income of \$1,086,438 disbursed \$456,884 to our international projects and \$328,004 to our domestic projects. A total of \$784,888 was dispersed, which is 70% of all revenue.

International Projects

Our largest single expenditure item is international programs which was \$456,884. This represents 41% of total income for the year.

National Projects

The audit shows that in the 2020-2021 financial year Australian Mercy expended \$328,004 on National projects, or 29% of total income. Table 3 shows the disbursement of funds to domestic projects.

Table 3: Funds to Domestic Projects

National Office	218,529	66.7
Canberra	107,751	32.8
Perth	0.00	0.00
Rahab	0.00	0.00
RescueNet	0.00	0.00
Shoalhaven	1,724	00.5



Current Board Statements





Statement on Volunteers and Contributed Services

Australian Mercy is made up of 100% volunteers. From board members to international and Australian based projects, even our office staff are all volunteers. Some staff volunteer for a short time and others have worked for many years, donating thousands of hours to Australian Mercy and its many causes.

A pure volunteer organization of the scale and scope of Australian Mercy is unusual but may be our greatest strength. We work in a tremendous variety of ways and provide services that benefit the poor and the needy in ways salaried workers do not or cannot.

The Board recognizes the huge contribution achieved through our very talented and hardworking volunteer work force. The Board thanks our volunteers and recognizes that through the direct efforts of our supporters and volunteer staff Australian Mercy has developed into an effective aid and development organization.

The ACFID Code of Conduct in a statement titled, **Recognition and Disclosure of Volunteer Services**, is moving towards requiring that a financial value be placed in all signatory Audit documents that reflect the monetary value of the donation of time by volunteers. This monetary value of volunteer staff is derived by using a scale approved by DFAT. This scale provides an hourly rate for several volunteer job designations. The number of hours worked are multiplied by a pre-set hourly rate. Details of this scale can be found here.

http://dfat.gov.au/about-us/publications/Documents/rde_notes.pdf

In its compliance with these new regulations Australian Mercy is now working with its Auditors and ACFID to include a dollar value figure in its audit documents that will reflect the value of time donated to our organization by our very talented volunteer force. Details of the formula used to arrive at this figure can be found in the financial section of these reports.

The Australian Mercy Board is willingly complying with this requirement, noting that the value of its volunteer staff is really beyond measure.

For Recognition and Disclosure of Volunteer Services to be accurately put in place so that the company auditors can include it as a line item in the audit requires some new structure to put in place by the Board.

In calculating the value of volunteer hours Australian Mercy has derived monetary value for its volunteer hours by applying a scale approved and published by DFAT. Details of this scale can be found in the following document; ([Recognised Development Expenditure](https://www.dfat.gov.au/about-us/publications/Pages/recognised-development-expenditure-worksheet-explanatory-notes)) < <https://www.dfat.gov.au/about-us/publications/Pages/recognised-development-expenditure-worksheet-explanatory-notes>>

Australian Mercy highly esteems its volunteer workforce but at the same time does not want to overstate its financial values in the audit of accounts; therefore, we have chosen to use the lower end of the DFAT scale when calculating the monetary value of volunteer labor.

For example, the DFAT scale gives the designation of *Project Assistant* a salary range of between \$46,022 –\$53,339 per annum. Using DFAT's specified formula for calculating the hourly rate ($\text{Annual salary} \times 12 / 313 / 75$), this works out to an hourly rate of \$23.52 to \$27.26 per hour. Australian Mercy has chosen to use the lowest pay scale, so we calculate the Project Assistant annual salary at \$46,022 or \$23.52 per hour. Australian Mercy has used the same principle in calculating all volunteer hour values in all pay scales.

A statement on the value of volunteer contribution is found in the Audit Note 1:

Non-monetary items

Non-monetary items arising from the work of volunteers in the Australian offices and the overseas projects constitute a significant value to the organisation. The current policy of the company is such that the value of these non-monetary items is not recognised in the company's accounts. However, the Directors have calculated the value of the non-monetary volunteer work to be \$4,319,587.72 for the financial year ended 30 June 2021.

Statement on intellectual property, brandings, and business names

In the past, Australian Relief & Mercy Services Ltd traded under the branding of ARMS. In 2011 the Board decided to move to the new branding of *Australian Mercy*.

- Our office in Cambodia began as *Reverse the Curse of Landmines* but now trades as *Cambodian Harvest*.
- Our office in Timor Leste uses the branding *Kids Ark*.
- Our office in Yangon trades under the name of *Buzz Off*.
- Our campaign against gender injustice and sexual abuse in the developing world is known as the *Donna McDermid Memorial Fund* in honour of our late friend and supporter Donna McDermid.
- Our international initiative against malaria and other mosquito borne diseases is known as *Buzz Off*.

Australian Relief & Mercy Services Ltd operates under the following Trademarks. These trademarks are held in trust by a third party, and we use them under license from that party.

Australian Relief and Mercy Services

Australian Mercy

Buzz Off

RescueNet



Australian Mercy also uses the following registered Business Names;

Australian Mercy

and

RescueNet



NOTE: A list of our web and social media sites can be found on page 7 of this document.

Statement on Australian Mercy Project Methodology

Projects do not just happen! They are carefully planned responses to identified needs that have been adequately researched and are presented to the Australian Mercy Board for consideration and approval. The processes in place for Australian-based and overseas projects are very similar.

Registering a project

Once a need is identified and some basic research is done an Expression of Interest (EOI) is lodged with the Board briefly outlining the identified need and an outline of a proposed response to that need. The Board looks at the EOI and assesses it against three basic criteria:

- 1. Is the underlying need(s) for the project valid and the proposed response(s) to that need the best approach to take in order to address that need?*
- 2. Does Australian Mercy have the capacity to mount a sustainable response to the identified need(s) and run the project?*
- 3. Does the project theme fit well into the portfolio of projects that are currently being run by Australian Mercy?*

If the Board accepts the EOI then a Project Proposal is lodged with the Board.

Project Proposal

Before a proposal is accepted a Project Management Group must be in place. The PMG are a group of people who are acceptable to the Board to manage the project. The Project Management Group reports to the Board via the National Office.

Each Project Proposal identifies the need(s) and the developmental objectives that are sought to be addressed by the project. It outlines how the project will operate, looks at risk management issues and sets a three-year budget. Sometimes some negotiation needs to happen before the Board will approve a project proposal, but once it is approved the project is handed on to the National Office who works alongside the Project Management Group.

The Board views a Project Proposal as a living document in that circumstances may change the project. Such changes need to be identified and logged as the project moves forward. Changes to the project may affect the budget and delivery of the project on the ground.

Project Monitoring

The Australian Mercy Board monitors projects in two ways. Firstly, each project has to lodge a six-monthly report on the progress of the project. This report looks at changes to the circumstances of the project and any adjustments to its objectives, budget, and/or risk assessment that are a consequence of those circumstances.

The six-monthly report also looks at how the project is addressing the identified needs and how it is achieving its stated goals and objectives.

The Australian Mercy Board is fully aware that a project may look different at the end of the three-year project proposal cycle than it did on paper when it was first approved.

Projects are further monitored through annual visits. Each project is visited in the field by a person authorised by the Board to go and see firsthand what is happening at the project level.

Project leaders and staff meet with the project monitor. Staff can air grievances or concerns. Questions are asked based on the six-monthly reports and current project proposal. The project financials are available for the project monitor to review if necessary. The project monitor also seeks information from the beneficiaries of the project and the local community as to the progress of the project and the impacts it is having at the local level.

Upon return, the project monitor reports any concerns or recommendations to the Board.

Project Evaluation

The majority of Australian Mercy projects are relatively small and many of our project managers are not community

development specialists. The evaluation of projects is one area in which the Australian Mercy Board is taking deliberate steps to increase the capacity of project organizations.

Impact studies and mid-term or on-going evaluations are conducted as internal evaluations by implementing agencies in the context of the annual visits.

End-of-project evaluations, addressing the broadest policy issues, are required as part of the input into the consideration of a second or continuing project proposal.

Conclusion

The Australian Mercy Board meets face-to-face four times each year and works continuously online to consider and refine project proposals, to review monitoring and evaluation reports, and to plan its work with the project organizations for greater impact, greater capacity building and better sustainability in the projects.

The Australian Mercy Board believes that the processes it has put in place enable it to reassure donors that their funds are being used wisely and appropriately and provides confidence at Board level that Australian Mercy's policies and values are being followed at project level.

Statement on international projects and tax deductibility

Australian Relief & Mercy Services Ltd (Australian Mercy) has been set up to care for the poor and the needy both within Australia and overseas. We are a company limited by guarantee, a Public Benevolent Institution (PBI) and an endorsed tax concession charity (TCC).

All of our Australian based projects attract tax deductible status with the Australian Tax Office. However, not all of our international projects are tax deductible.

During some of the time that these reports cover all our tax-deductible international projects were done in partnership with World Relief Australia and only some of our projects were registered as Tax Deductible with them. With the coming of our own 9.1.1 fund, we were able to extend tax deductibility to more of our projects.

There are many reasons why donations to a project may not be tax deductible, however, the lack of tax deductibility should not reflect badly upon the project itself. All of our projects, whether they attract tax deductibility or not, are sound and appropriate to the areas in which they are located.

The red and blue TD symbol, as seen on this page, at the end of the report of an international project indicates it is an Australian Mercy project that attracted tax deductibility for the year 2020-2021.

Statement on Emergency Appeals

From time-to-time Australian Relief & Mercy Services Ltd (Australian Mercy) will launch emergency appeals so that it can respond to disasters and other emergency situations.

Australian Mercy takes all donations to such appeals very seriously and handles the funds given with the same care as it does for all other support that is given to its projects.

All donations made to an emergency appeal have a 5% administration charge levied against them. This percentage has been capped by the Australian Mercy Board and the funds help us to cover the administration costs involved in running the appeal. 95% of all donations will be used to alleviate the need related to the emergency appeal.

Appeal funds are usually used to provide medicines, clothes, plastic sheeting, food, clean water and other direct needs that people caught up in disaster may have. A small percentage of the funds may be used to pay for transport costs of getting teams or resources to the disaster or refugee sites.

All emergency appeals usually have a cut-off date. Once an appeal has reached its cut-off date, Australian Mercy will do one of two things with the unspent funds or excess funds that come in.

1. The funds can be transferred to ongoing second phase projects related to the emergency, such as reconstruction work etc. For example, excess funds from our Boxing Day Tsunami Appeal in 2004 / 2005 were used to maintain a hospital in Aceh that was serving tsunami refugee populations.

2. The other option we have is to place excess funds into our Emergency Response Fund (ERF). The ERF is an account we use to launch an emergency response. It pays for some of the initial costs of sending out a disaster response team. These costs might include the purchase of medical supplies or emergency resources and equipment that teams take with them. The ERF can give team leaders cash in hand that they can use on site to buy needed resources. Eventually once donations begin to come in the ERF is repaid the money that was outlaid and the funds are there for the next time Australian Mercy responds to a disaster. The ERF is subject to Australian Mercy's annual audit.

Australian Mercy wants to thank its many donors for supporting to its emergency appeals and hopes that this statement will give better understanding of exactly how the donations to these appeals are used.

Statement on fundraising for the Donna McDermid Memorial Fund

The Board of Australian Mercy oversees the work of the *Donna McDermid Memorial Fund* and has released this statement with regards to the fundraising done by this fund.

The *Donna McDermid Memorial Fund* has two components: an investment fund and a financial appeals mechanism, these components work in this way.

Investment Fund

Australian Mercy through the *Donna McDermid Memorial Fund* solicits donations which are invested with reliable conservative financial institutions. These investments are under the direct control of the Australian Mercy Board. Dividends from these investments are distributed according to the following formula:

- 70% of dividends are distributed to projects fitting the criteria, at the discretion of the Australian Mercy Board
- 20% of dividends are reinvested back into the fund to promote fund growth and to lessen the impact of inflation
- 5% of dividends are used to cover Donna McDermid Memorial Fund operational costs
- 5% of dividends are given to Australian Mercy to cover audit and administration costs.

Financial Appeals Mechanism

From time to time the Board of Australian Mercy will fund raise through the *Donna McDermid Memorial Fund* in order to assist an approved project or cause. In such cases an appeal target is set. Funds are distributed according to the following formula:

- 90% of funds raised are sent to the appeal target
- 5% of funds raised are used to DMMF cover admin costs
- 5% of funds are used to cover Australian Mercy admin costs.

Funds that are in excess of any DMMF appeal target are donated to the Donna McDermid Investment Fund. The *Donna McDermid Memorial Fund* is subject to Australian Mercy's annual audit of accounts. A copy of the operational guidelines of the fund can be viewed on the fund's website www.donnamcdermid.org



End of Reports