



Palms Australia

# ANNUAL REPORT

2018–2019





## CONTENTS

Message from the Chair	2
Message from the Executive Director	3
Programs and Placements Report	5
Community Engagement Report	9
What's Happening	12
Finance Report	13
Declaration	14



### Palms Australia

ABN 33 001 882 337

PO Box 3109 Petersham North NSW 2049

02 9560 5333 | [palms@palms.org.au](mailto:palms@palms.org.au) | [www.palms.org.au](http://www.palms.org.au)

Palms Australia is a public company (ACN 001 882 337) limited by guarantee whose legal structure is voluntary, not-for-profit, and non-government. We are committed to living up to our values in all that we do. We value honest feedback or any critique you may have about the way our team have implemented our program.

Palms' Executive Director or President may be contacted in confidence at [www.palms.org.au/feedback](http://www.palms.org.au/feedback)



# MESSAGE FROM THE CHAIR

*Marea Nicholson*

A key focus of the past twelve months has been delivering on the five-year Sustainability Plan, while addressing significant governance and accountability requirements.

Our Sustainability Plan proposes that by 2023-24, Palms Australia is an economically sustainable provider of preparation for cross-cultural engagement, particularly for those who volunteer to assist community organisations seeking to build on the strengths of their people and processes to achieve sustainable poverty reduction.

The Board has focused on establishing a regular reporting system for Finance, Program and Placements, and Marketing and Communications to assist in monitoring progress and discerning necessary adjustments to the Plan.

Our Finance and Risk Strategy, chaired by Kristina Gunawan, monitors financial reports and potential risks, ensuring that the use of Palms Australia's resources is consistent in practice with ethical, social and environmental codes of conduct.

Board Directors and staff are ever mindful of their responsibility for the stewardship of the limited, and much needed, Palms financial resources and the significant demands placed on our staff and volunteers.

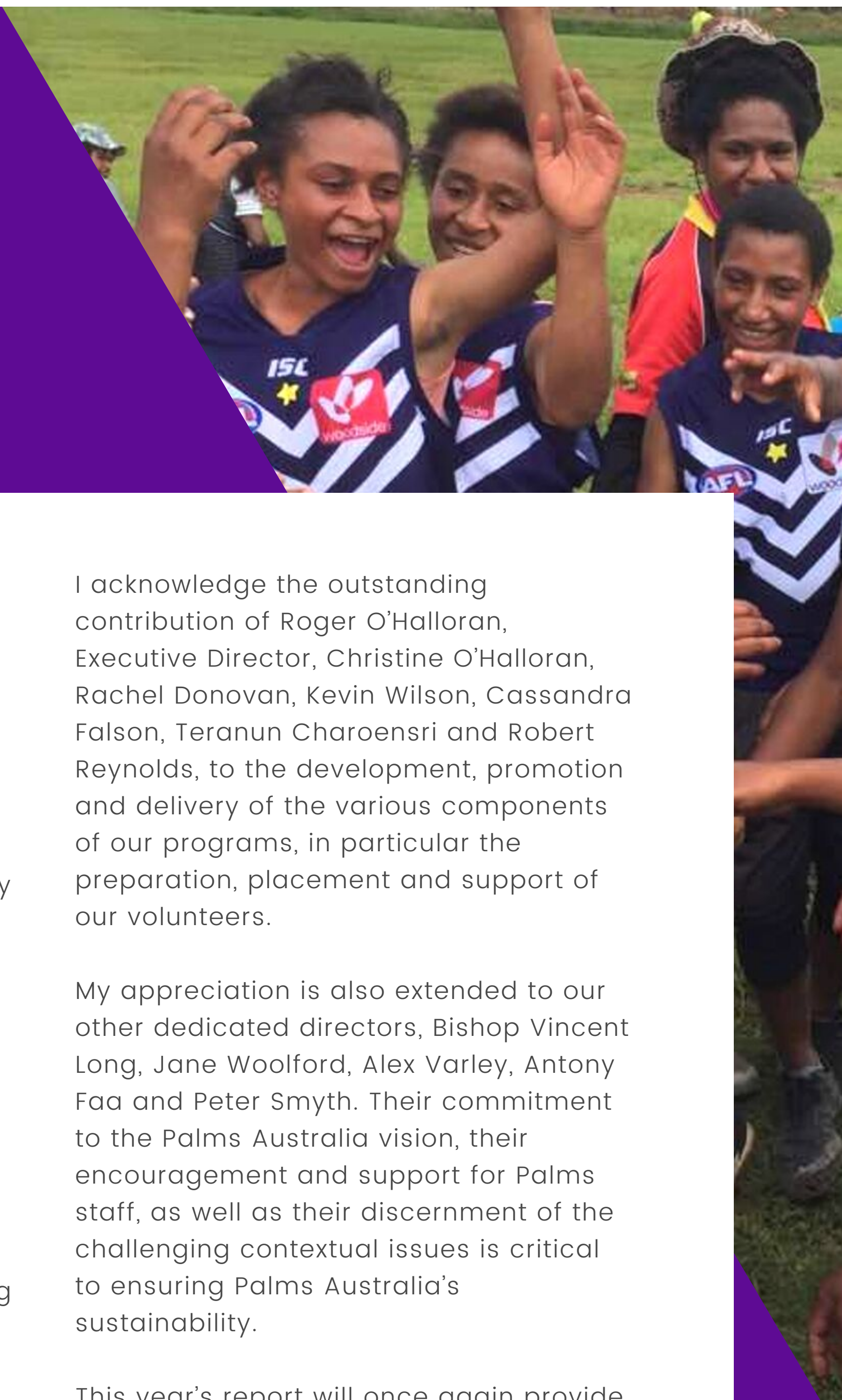
I acknowledge the outstanding contribution of Roger O'Halloran, Executive Director, Christine O'Halloran, Rachel Donovan, Kevin Wilson, Cassandra Falson, Teranun Charoensri and Robert Reynolds, to the development, promotion and delivery of the various components of our programs, in particular the preparation, placement and support of our volunteers.

My appreciation is also extended to our other dedicated directors, Bishop Vincent Long, Jane Woolford, Alex Varley, Antony Faa and Peter Smyth. Their commitment to the Palms Australia vision, their encouragement and support for Palms staff, as well as their discernment of the challenging contextual issues is critical to ensuring Palms Australia's sustainability.

This year's report will once again provide inspiring examples of the many ways our volunteers assist diverse communities to build on strengths in mutually respectful encounters, and work toward shared goals to enhance capacity to achieve sustainable poverty reduction.

Importantly, it is an opportunity to celebrate the outstanding achievements of our staff, volunteers, partners and communities.

*Marea Nicholson*  
Chair  
Palms Australia





# INVESTING IN DEVELOPMENT FOR OUR TIMES

*Roger O'Halloran*

I expect it's a given that I believe in the efficacy of Palms Australia's model of international development. However in the past year, evidence within and external to Palms, increasingly persuades me that our approach matchlessly addresses the issues and needs of our times.

What is most plain is that time has caught up with the charity model and the structures of Government and other large hierarchical aid organisations.

The premise of hierarchical structures, that knowledge and wisdom is available only to educated elites at the top, was always fraught. Decisions made at so many levels from the people they impact lack enriching human connections, which in my experience leads to damaging, paternalistic and patronising attitudes to the poor. This is compounded by what we now witness in governments, banks and churches who, when under threat, are more likely to protect the institution ahead of implementing their mandate in the interests of the people they are meant to serve.

At the grass roots it is better understood that human development requires us to identify together how to improve our global condition. It is about working in relationships of understanding, acceptance and care to learn from one another in a spirit of mutual development. This is the model of global development that evolves from the member-based, lay-led, relationship-centered program that is Palms, and it has never been more important to build investment in it.

## *A legacy that spawned a plan*

A generous legacy to Palms in 2017 came from one with an intimate working knowledge of Palms approach. When the Palms board considered how we could use the \$780,000 given, we anticipated an opportunity to meet the many unfilled requests for appropriately skilled and experienced Australians.

We have more than 50 such requests from international communities who could turn elsewhere, but clearly they value relationship based mutual development as much as our donor.

Palms Sustainability Plan was developed to outline strategic investments in our capacity to fill 50 assignments per annum. It was established that recruitment and preparation would need to grow at 20% per annum to achieve that by 2023-24. We identified that with efficiencies of scale we would not require an immediate 20% growth in income, so before applying more resources to fundraising we decided to see if attracting more Australians to Palms mission was possible.

2018-19 was the first full financial year (FY) in which Palms has had a dedicated Marketing and Communication Strategist employed. Evidence from the last two years suggests that with this, and other strategic additions to capacity, a 20% annual growth in recruitment is possible and should be sustainable.





We also achieved income growth beyond budget projections in FY 2018-19, but analysis of underlying trends makes it clear that to sustain 50 people on assignment beyond FY 2023-24 requires devoting capacity now to fundraising.

### *Future Investment*

While it is understood in business that one has to invest to grow, it is sometimes considered imprudent for charities to show large deficits on annual profit and loss (P&L) statements. I need to advise that the effect of employing Palms first dedicated fundraiser in the coming year will be a further increase in that deficit.

To avoid weak knees on this it is important to remember two things:

1. Injections of income the size of our 2017 legacy gave us a monstrous P&L surplus in that year, but we cannot rely on similar to happen again. The income growth required to achieve our plan of a break-even P&L with 50 volunteers on assignment in 2023-24 is unlikely to be achieved without investment in fundraising capacity in the intervening years.
2. Continuing to invest is projected to produce a greater surplus on the 2024-25 balance sheet (\$756,742) than we had three years ago (\$721,334), but gives us 50 volunteers on assignment instead of 20. Long-term vision is required, rather than fear of short-term budget deficits, if we are to avoid depleting funds before we get to our target.

We have mapped budgetary projections across all line items for each of the next five years. I encourage members to ask for a copy. It is expected that there will be at least a six month lag between employing a fundraiser and increasing income, and not every line of income will increase by the arbitrary 20% figure nominated at one of the initial planning meetings in 2017.

Our targets are ambitious and stretching, and not without risk, but we have made a sound identification of the potential new investors and the right person in the fundraising position will provide the capacity we need to have them appreciate the value of Palms model of international development. The alternative is not attempting to grow, but simply spreading the legacy over the longer term. The funds could be spent maintaining 15 assignments per annum for maybe 10-12 years and hoping for another sizable legacy in that period to avoid winding up in around 2028-29.

Palms Vision and Mission is being achieved daily because of the values and approach we take to mutual human development in the remote grass roots communities of the world and at home. Growing and sustaining our vision requires that we give opportunity to more Australians to appreciate the value of investing in it.

***Roger O'Halloran***  
Executive Director  
Palms Australia





# PROGRAMS & PLACEMENTS REPORT

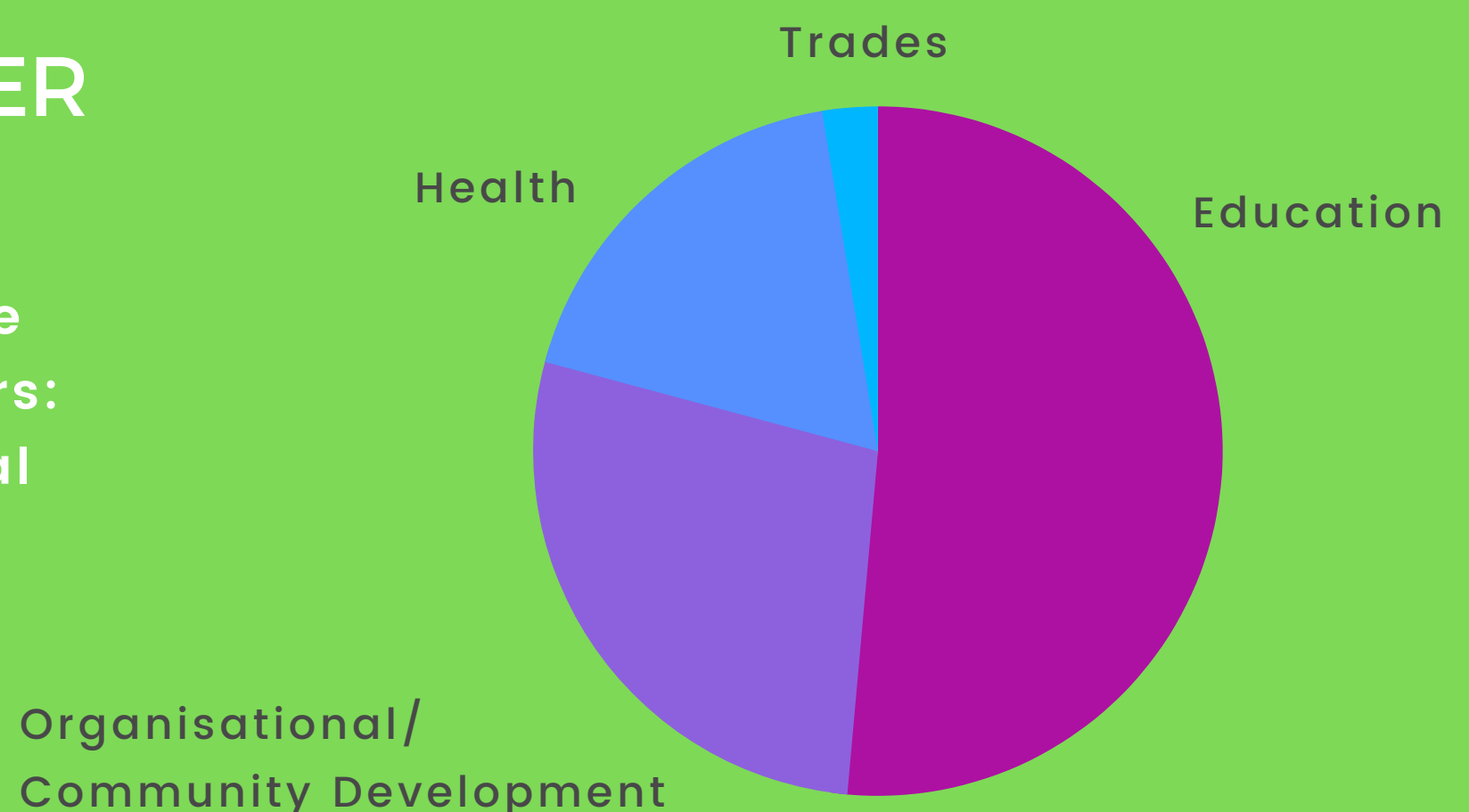
*Christine O'Halloran*

Thanks to our 27 Palms Australia volunteers who have shared their professional skills with 5849 days of capacity building through teaching and mentoring, directly benefitting 5,222 and indirectly 22,376 people, in collaboration with 16 partner organisations across 8 countries.

The majority of Palms volunteers are supporting programs in Timor Leste (33%); Samoa (15%); Myanmar, Kiribati, PNG & Kenya (11% each); (4%) in Thailand and South Africa.

## NUMBER OF VOLUNTEER DAYS IN EACH SECTOR

Our development programs have focussed on four different sectors: education, health, organisational strengthening/community development and developing trade skills.



## Interesting Fact

The 2018/2019 cohort of those who volunteered comprised of 70% female and 30% male ranging in age from 21 – 79 and predominantly from QLD, VIC and NSW.

## IMPROVING HEALTH OUTCOMES FOR PEOPLE IN MUKURU, KENYA

Laura Saldanha completed her assignment with the Ruben Centre, Mukuru, Kenya in August this year. During her assignment, Laura collaborated and mentored the Occupational Therapist, Medical Clinic Staff/Midwives providing 58 hours of training workshops.

In collaboration they have:

- Increased the Paediatric Therapy service with an average in 2018 of 235 treatments per month to 339 by the end of June 2019.
- Introduced a Physiotherapy Musculoskeletal Service with 220 treatments provided.

- Increased women's health awareness through the development and implementation of a Post Natal Physiotherapy Education Program in the Maternity Unit providing benefit for a 112 women during August 2018 – June 2019.

Laura's position has now been fully localised!



According to Ruben Centre Director Br Frank O'Shea,

“Laura has brought physiotherapy to the Centre. She has worked closely with, and mentored the Occupational Therapist (Freddy). It has totally rounded off the service. The OT is learning new skills and picking up the ‘latest Australian ideas in the area of rehabilitation for children. This will leave a mark for many years!”

*Evaluation Report 31/01/2019*



*Laura and Freddy (Occupational Therapist)*

## CHANGING BEHAVIOURAL APPROACHES TO CORPORAL PUNISHMENT IN BEDOIS, TIMOR LESTE

Rhoe Price is almost at the end of her two-year assignment with St Teresinha do Menino Jesus Parish School Bedois and Sabracalaran Primary School, Timor Leste. Rhoe has been co-teaching English to over 900 students (Years 5, 6, 8, & 9) with two Timorese teachers (Jose Maiscoli and Sr Imelda). Rhoe has:

- Incorporated and modelled classroom behavioural management processes that don't involve corporal punishment which has resulted in alternative strategies being adopted by co-teachers.

- Modelled creative and interactive classroom lessons (in line with the Ministry of Education's new curriculum) which has resulted in classroom competitions, programs and discussions that encourage student interaction and participation, rather than relying on rote learning.
- Developed and engaged students in extra curricula activities that has encouraged exercise, team building and cooperation through sport which has resulted in organised regular sport activities (volleyball, basketball and team coaching); development of coordination and confidence.

According to Sr Imelda Merrys Mella, (Teacher & Pre School Director in Bedois) and Jose Maria Maiscoli (English Co-teacher), Rhoe has:

“taught the teachers methods of teaching by doing and through her classroom activities. This is a good opportunity for Mana Rhoe to assist teachers by showing them examples of how to prepare creative classroom activities”

With the students she has:

“awakened their enthusiasm to search and discover more by using different learning processes”



*Jose (English Co Teacher), Rhoe and Year 9 English Students*



## ACHIEVING VOCATIONAL ACCREDITATION WITH TEACHERS AT DON BOSCO COLLEGE & VOCATIONAL TECHNICAL CENTRE, SAVAI'I, SAMOA

Helen Colla is now in her second year working with the Principal and teachers to meet the accreditation standards as set by the Samoan Qualification Authority (SQA). The SQA's role is to regulate, quality assure and coordinate Post School Education and Training to achieve quality education for all Samoan learners.

Don Bosco has been the first secondary school (offering a vocational stream of education) in Samoa to meet these standards with full accreditation for the vocational trade course. In collaboration with teachers and the Principal, Helen has:

- Obtained full SQA accreditation for the vocational trade course.
- Mentored the teachers to write the learning materials (lesson plans, resources) required to run the accredited courses.
- Completed the first stage of the Vocational Hospitality Course – working on recommended changes.

According to Principal Fr Tevita Nukuluve Lefai:

“Helen has made a great contribution. Don Bosco is blessed to have someone like her, especially with the work that she is doing for the School in relation to SQA”

*Host Organisation Evaluation*  
22 July 2019



Helen & Dr Emma Kruse Vaai (CEO of SQA)

## FROM THE FIELD



Beverly Watkinson  
Development Director  
The Ruben Centre, Nairobi, Kenya



High School Students  
Immaculate Heart College  
Taborio, Kiribati



Apprentice Electricians  
Diocese of Mount Hagen  
Mount Hagen, Papua New Guinea





# *Leave a bequest*

Bequests are a unique experience of giving.

They allow you to make the kind of gifts which might be desirable, but impossible to give during your lifetime. Your passing can plant some seeds of hope for those in greatest need. As the ultimate expression of generosity your bequest will play an important role in the work of Palms Australia. The spirit and commitment of this support will continue to live on in the lives of requesting communities through the presence of Palms workers sharing their skills and goodwill.

Leaving a legacy is not a matter of choosing between your family and a good cause. You can provide for both, giving security for your family and building a more just world by supporting an overseas community.

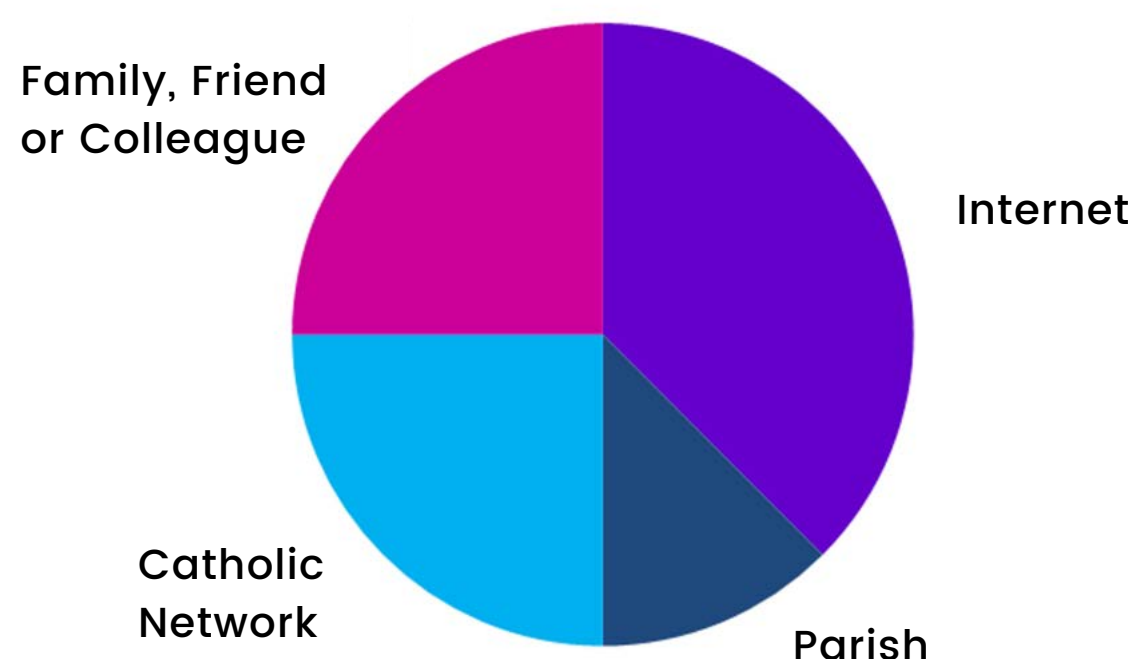
To make a bequest to Palms Australia or for more information, contact Roger on 02 9560 5333 or [roger@palms.org.au](mailto:roger@palms.org.au)



# COMMUNITY ENGAGEMENT REPORT

*Rachel Donovan*  
*Cassandra Falson*  
*Kevin Wilson*  
*Robert Reynolds*

## WHERE NEW PROGRAM PARTICIPANTS HEARD ABOUT PALMS\*



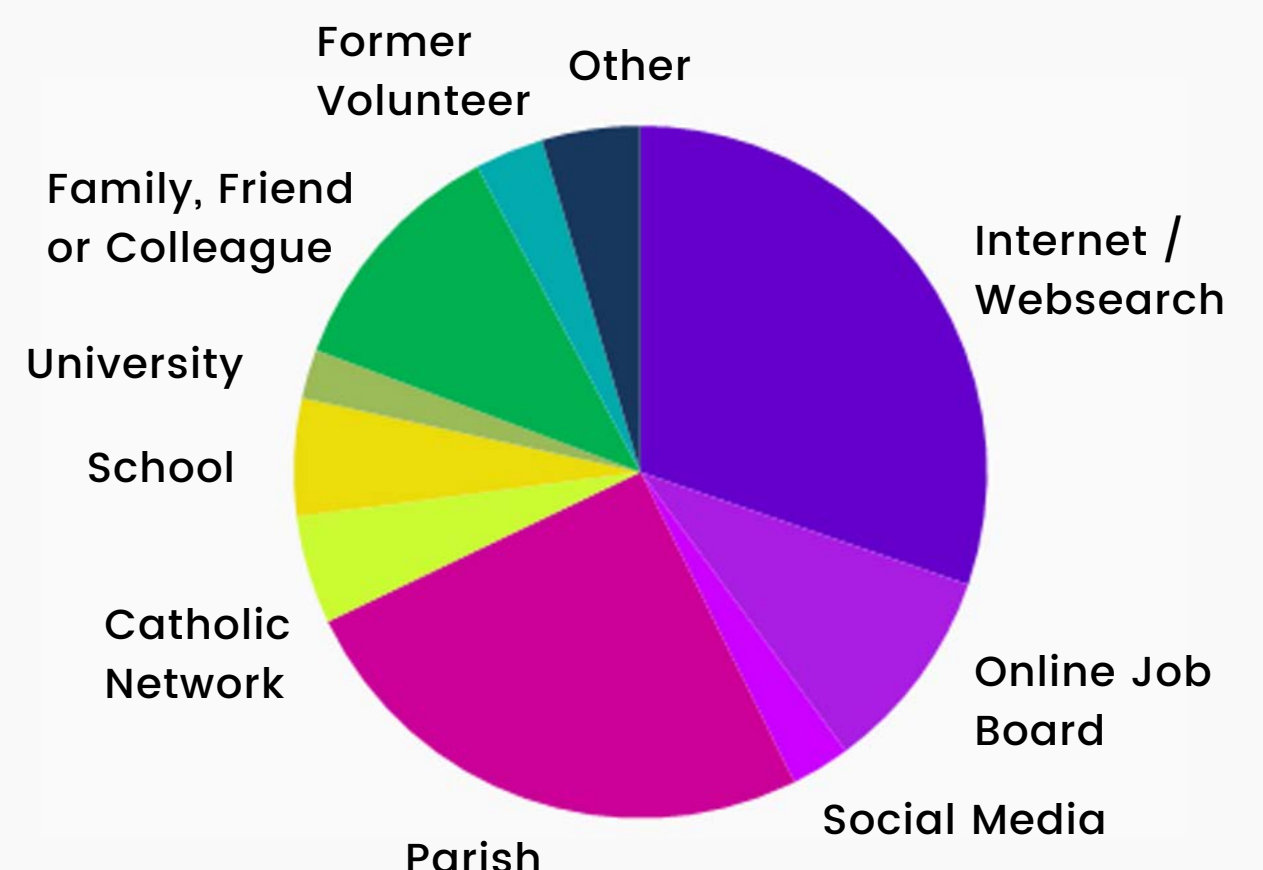
\*Participants of July 2018 and January 2019 courses who commenced an assignment in FY18/19

In 2018/19, the community engagement team delivered several initiatives to strengthen engagement with existing supporters and grow awareness of Palms Australia in key markets. We launched a new recruitment event, 'Meet and Greet', that has enabled the organisation to reach regional communities.

We have conducted a nation-wide recruitment and awareness campaign in Catholic schools. This campaign included a promotional mail-out and a market research survey which helps us better understand those working in our most requested profession.

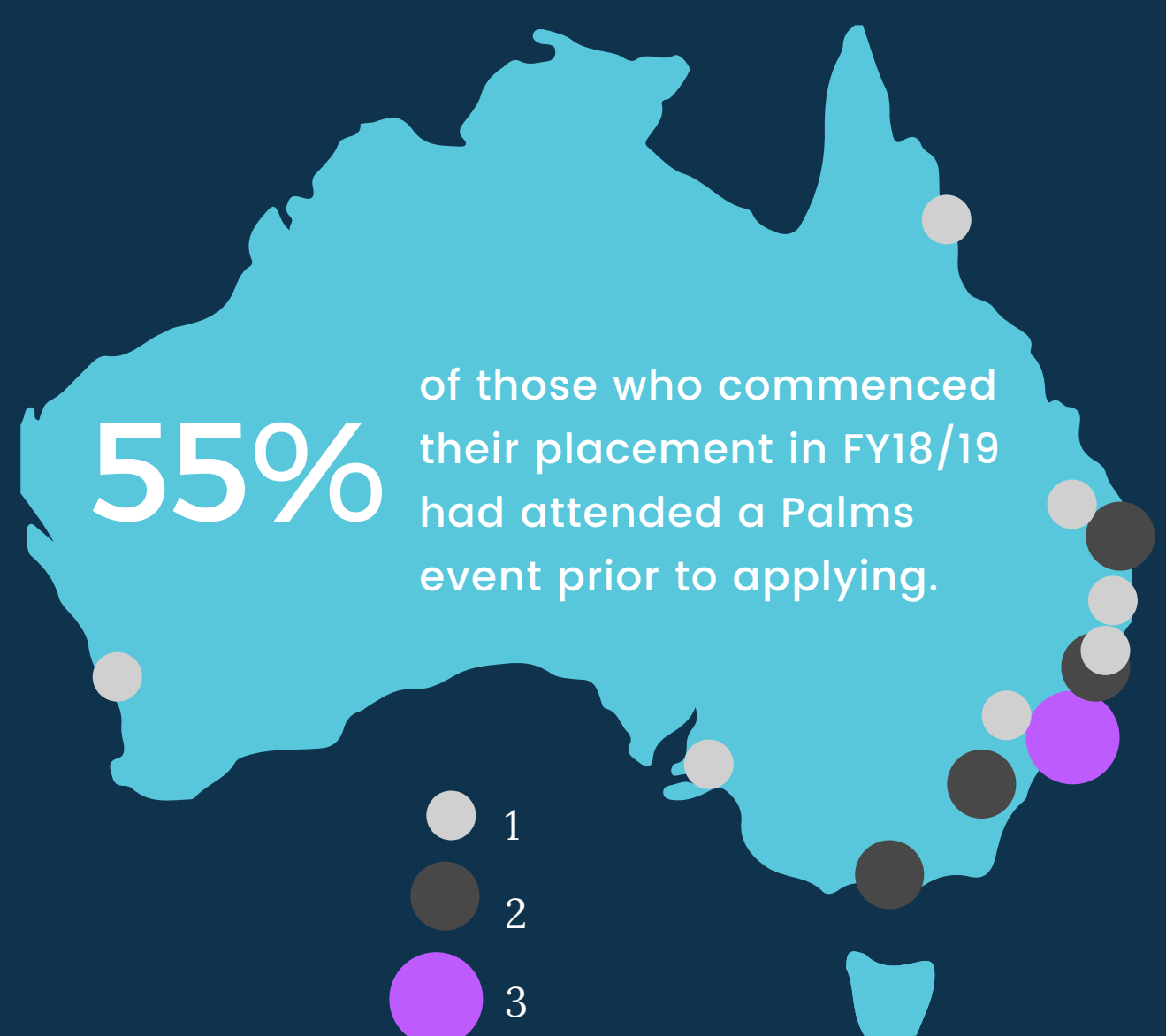
Online application forms offer enquirers easier ways to further their applications and Google Analytics tools help us track online experiences. We are excited for our next suite of public events taking place in the coming year.

## WHERE ENQUIRERS HEARD ABOUT PALMS



## EVENTS

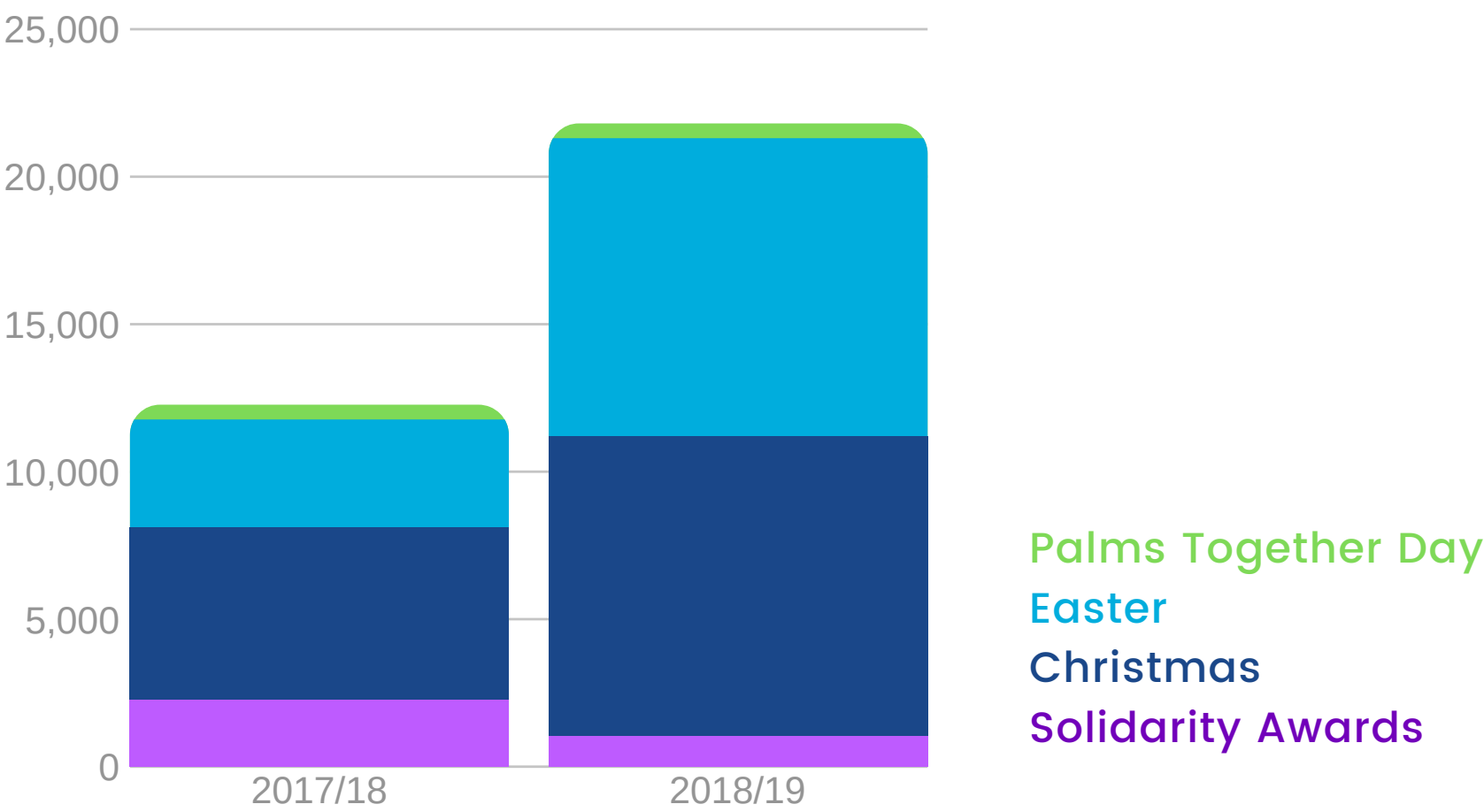
In 2018/19 Palms Australia presented 18 events across 12 cities nationwide. The community engagement team has built on the strengths of our returned volunteer network to extend the reach of our events to regional communities and to utilise the value of word-of-mouth in promoting volunteer opportunities.





## FUNDRAISING




The success of our community engagement initiatives are evident in the support we have seen through our 2018/19 fundraising activities. We are confident our activities in 2019/20 will build on this success and we will be able to further engage our supporters in exciting and innovative events.



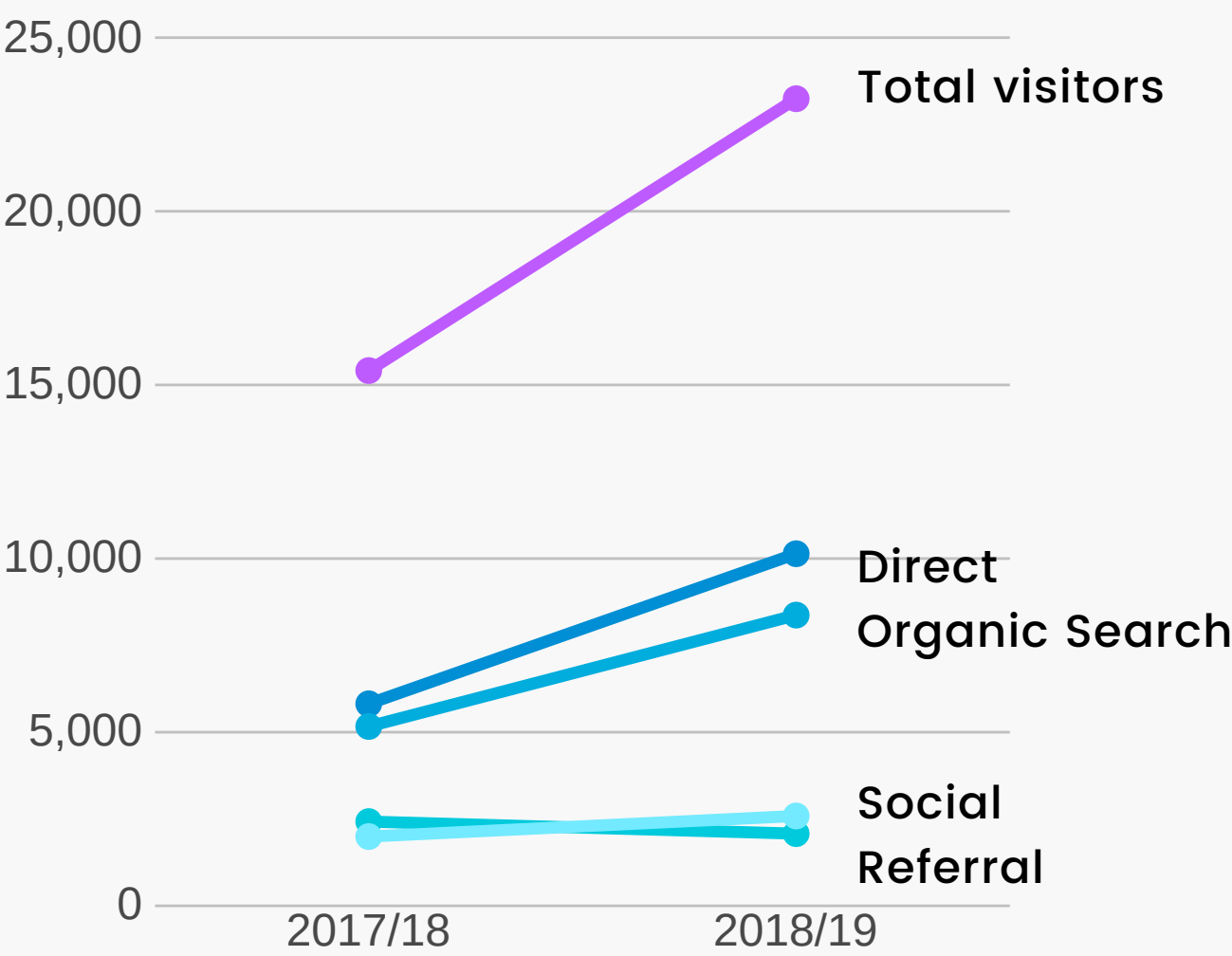
## ONLINE ENGAGEMENT

Enquirers who heard about Palms online  
17/18 | 18/19  
70      95

Social Followers  
17/18 | 18/19

	1341	1518	@palmsvolunteers
	68	89	Palms Australia
	152	211	@palmsaustralia

## PALMS.ORG.AU



## MEDIA COVERAGE

- 'Lifetime of Dedication to PNG', Bateman's Bay Post, 11 November 2018.
- 'Volunteer placement strengthens teaching and cultural awareness', About Catholic Schools, 5 September 2018.
- 'Graduate focus: Josephite charism fueled passion for social justice', About Catholic Schools, 21 March 2019
- 'Hitched to a hiker – Love finds its way all around the world for Guida and Markus', Catholic Leader, 26 November 2018
- 'Parramatta teachers consider teaching in low-income countries', Catholic Outlook, 26 June 2019
- 'Perth Physiotherapist heads to Kenya for volunteering commitment', The Record, 9 August 2018
- 'Palms Australia supports Perth physiotherapist on her African mission', The Record, 24 February 2019

## NETWORK

Palms Australia continues to work with our Catholic network in promoting our volunteer opportunities to those who share our vision and mission. Kevin Wilson leads our sustained engagement with parishes and Catholic agencies across Australia to build brand awareness and strengthen our presence in these organisations. This year we have paid particular attention to strengthening our relationship with Australian Catholic schools.





## MARKET ANALYSIS: TEACHERS IN AUSTRALIAN CATHOLIC SCHOOLS

In May 2019 Palms Australia conducted a nationwide survey of teachers currently working in Australian Catholic schools. Over half of teachers in Australian Catholic schools have considered sharing their skills in communities abroad and almost a quarter would volunteer for 12 months or more.

### **Respondents**

486 teachers from 17 Dioceses participated in the survey. Most (68%) were employed on a permanent full-time basis. Over half (52%) were aged 45-64 years old. The Dioceses with the highest response rates were Perth (133) and Parramatta (132).

### **Motivations**

The primary motivation for most teachers is to put their faith into action (31%) followed by a desire to contribute to global development (23%). Very few teachers saw serving a community in need as a means to explore career opportunities (2.5%) though some believed the experience could help them grow professionally (9%).

### **Barriers**

Career progression was similarly not a priority when considering potential barriers to working abroad. Only 30% of respondents indicated career opportunities would be 'highly likely' to influence their decision to volunteer. Health, security concerns, and financial situation were far more influential.

The factor that would most likely influence a respondent's decision to work abroad was their family and personal situation (77%). This is not surprising considering the age of those participating in this survey. They are in an age group where most are either raising a family, supporting children through school or university, or are aware of securing their personal and financial situation ahead of retirement.

Interestingly, age was a concern for several teachers who offered additional information. Some believed they were too old to volunteer. This is one misunderstanding that our future promotions to teachers can address.

### **Awareness of Palms Australia**

This survey follows a 2018 promotional campaign across Australian Catholic schools in which teachers were introduced to Palms through print materials distributed directly to schools. When asked which international aid agencies they had heard of, 30% identified Palms Australia. Awareness of Palms was on par with the Australian Volunteers program (33%) and the United Nations Volunteer program (34%). The best known organisation was Teachers Across Borders, a small Australian organisation connecting teachers to short-term projects in Cambodia.

Few teachers had recalled seeing Palms Australia materials in their school in the past 12 months. However, 12% had seen Palms Australia on social media.



# WHAT'S HAPPENING

## OCTOBER 2019

- 27 Discover Palms: Melbourne
- 31 Annual General Meeting
- 31 Ultimate Trivia Challenge and Sack Race

## NOVEMBER 2019

- 3 Discover Palms: Newtown
- 16-28 Myanmar Encounter

## JANUARY 2020

- 4-12 Palms 103rd Orientation Course

## APRIL 2020

- 13-25 Samoa Encounter

For all upcoming events, see [palms.org.au/events](https://palms.org.au/events)



## SEE IT FOR YOURSELF

<b>SAMOA</b>	●	<b>TIMOR LESTE</b>	●	<b>MYANMAR &amp; THAILAND</b>
13-25 April		5-17 July		14-26 November
		13-25 September		

Visit [palms.org.au/encounters](https://palms.org.au/encounters) or call 02 9560 5333



# FINANCE REPORT

*Teranun Charoensri & Kristina Gunawan*

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019	2019	2018
<b>REVENUE</b>		
Donations and Gifts	309,212	237,473
Grants	25,690	62,329
Investment Income	44,568	37,655
Other Income	24,464	54,923
<b>TOTAL REVENUE</b>	<b>403,934</b>	<b>392,380</b>
<b>EXPENDITURE</b>		
Palms Overseas Programs	328,097	306,568
Community Education	112,734	95,369
Fundraising costs	2,985	2,025
Accountability and administration	64,534	62,111
Domestic Programs Expenditure	21,690	21,655
Loss on disposal of assets	1,033	0
<b>TOTAL EXPENDITURE</b>	<b>531,073</b>	<b>487,728</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>(127,139)</b>	<b>(95,348)</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Gain on revaluation of investments	0	3,444
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>(127,139)</b>	<b>(91,904)</b>

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019	2019	2018
<b>ASSETS</b>		
Cash and cash equivalents	149,528	38,381
Trade and other receivables	5,739	1,080
Financial assets at fair value through profit or loss	546,515	0
Other financial assets	600,000	1,481,906
Property, plant and equipment	19,629	14,544
Other assets	37,143	32,114
<b>TOTAL ASSETS</b>	<b>1,358,554</b>	<b>1,568,025</b>



Continued...

<b>LIABILITIES</b>		
Trade and other payables	27,616	112,309
Employee benefits	118,533	111,328
Deferred income	15,440	20,284
<b>TOTAL LIABILITIES</b>	<b>161,589</b>	<b>243,921</b>
<b>NET ASSETS</b>	<b>1,196,965</b>	<b>1,324,104</b>
<b>EQUITY</b>		
Reserves	0	18,241
Retained earnings	1,196,965	1,305,863
<b>TOTAL EQUITY</b>	<b>1,196,965</b>	<b>1,324,104</b>

Please note: The information was extracted from the financial statements of Palms Australia for the year ended 30 June 2019. A complete set of financial statements and Independent Audit Report are available upon request.

**Palms Australia  
Directors' declaration  
30 June 2019**



In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profits Commission Act 2012, the Australian Accounting Standards - Reduced Disclosure Requirements and associated regulations.
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2019 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of Directors made pursuant to sub s. 60.15 (2) of Australian Charities and Not-for-profits Commission regulation 2013.

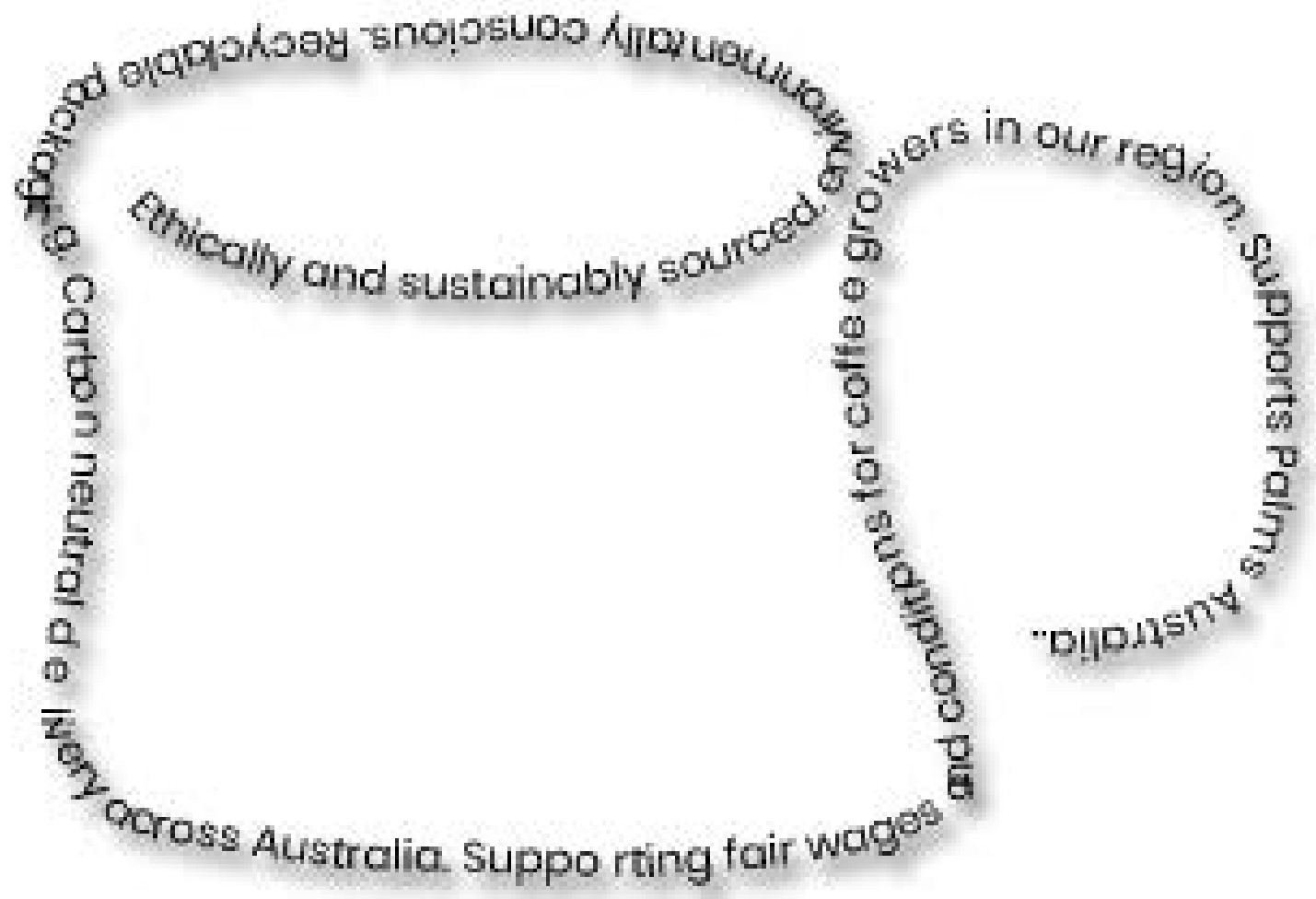
On behalf of the Directors

  
Roger O'Halloran  
Director

  
Brendan Joyce  
Director

10<sup>th</sup> September 2019





ONE CUP  
SO MANY  
REASONS  
TO CHOOSE  
**FAIR  
TRADE**

FAIRTRADECOFFEECOMPANY.COM.AU



EVERY ORDER SUPPORTS  
PALMS AUSTRALIA

