

**Progress Toward Charitable Goals  
GGC Volunteers Limited  
1 July 2015 - 30 June 2016**

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## **1.0 ORGANISATION**

### **1.1 Organisational Structure**

GGC Volunteers Ltd (GGC) in the reporting period of 1 July 2015-30 June 2016, worked as a charity registered with the Australian Charities and Not-for-profits Commission. Public details related to our registration can be found at [www.acnc.gov.au](http://www.acnc.gov.au) using the name GGC Volunteers Limited, and our ABN, 69600540976. The purpose of our charity is to advance the health, education and social or public welfare of beneficiaries of the program run by GGC Vietnam based in Da Nang, Vietnam.

GGC Vietnam (previously known as Care and Share Volunteers-CSV) is an entity separate from GGC Volunteers Ltd, and we maintain distinct organisational and financial structures including staffing, roles and responsibilities.

GGC markets for, and prepares suitable volunteers and University Student Placements to achieve the above charitable purpose of supporting children, families and communities within the GGC Vietnam program.

Volunteers are provided for the purpose of basic care, health and hygiene support, socialisation and education of able-bodied children, and to improve the health, hygiene, education and developmental abilities of children with a disability. They achieve this by assisting the Vietnamese Physiotherapist of GGC Vietnam, Mr Van Phuc Nguyen, and his staff.

GGC has applied for and been granted approval to operate in Vietnam by the People's Aid Organising Committee (PACCOM) of the Vietnamese Government, with whom we have a Memorandum of Understanding. GGC submits 6-monthly reports to PACCOM on our activities in support of GGC Vietnam.

### **1.2 Directors and their Roles**

Managing Director, Chairman and Public Officer: Sandra Gay Downes

Ms Downes is the primary contact between GGC and GGC Vietnam and runs the daily operations of GGC. These operations include marketing, administration, preparation and placement of university students and individual volunteers, and liaison between GGC and GGC Vietnam.

Ms Downes is a founding Director of GGC. She established the organisation to foster humanitarian aid by securing and posting volunteers to work on improving the health, education, social and physical wellbeing of children in Vietnam. At the same time GGC assists the development and sustainability of GGC Vietnam as a Vietnamese social entity.

Director, Secretary: John Austin Quilty

Mr Quilty as company secretary assists in preparation for and running of GGC Board meetings, handles correspondence, and is the company representative for investigating and acquiring appropriate Insurance. As a long term volunteer, philanthropist and director of infrastructure projects in developing countries, Mr Quilty is an important source of knowledge and experience for the operation and functions of GGC.

Director: Adam Downes

Mr Downes is the marketing manager, responsible for website and Social Media updates as well as assisting with daily operations. He has volunteered in Vietnam on numerous occasions and is an expert on all aspects of GGC Vietnam operations from a volunteer perspective.

Director: Benita Mayze

Ms Mayze is the treasurer of GGC and acts as assistant to the Managing Director in the daily functions of GGC. As a special needs teacher, she acts as a consultant to the English program run by GGC Vietnam.

All Directors and Office Bearers work in a voluntary capacity.

### **1.3 International Organisations supported by GGC Volunteers Ltd**

GGC supports GGC Vietnam in the shared purpose of improving outcomes for children served by GGC Vietnam's several programs.

GGC Vietnam is a branch of The Association for the Support of Da Nang Handicapped and Orphans (DNA). GGC has a Memorandum of Understanding with DNA (see appendix 1, "Strategic and Business Plan GGC Volunteers Ltd 2015-2017"), which allows GGC to pursue its activities in conjunction with GGC Vietnam.

### **1.4 Current Status and Activities**

Please refer to "Strategic and Business Plan GGC Volunteers Ltd 2015-2017" for an overview of the history of GGC.

GGC remains an organisation focussed on supplying practical support, rather than acting as a fundraising body. It achieves its goals by preparing and providing volunteers and students to GGC Vietnam. Many volunteers and students do, however, donate funds directly to GGC Vietnam. These funds are not managed by GGC. From PACCOM's viewpoint however, and for their recording purposes, these donations are regarded as being provided under the auspices of GGC activities.

#### Seed Grants

In the past year GGC has provided modest seed grants to GGC Vietnam to further our shared charitable purpose. We continue to support a Transport Program to bring impoverished children and their families to the Charity Clinic run by GGC Vietnam. This promotes access to

care and therapy for the children, and education and support of the families. As will be discussed, the success of providing GGC Vietnam with multidisciplinary student and professional groups has exponentially expanded the benefits to the children and their families and so access is considered a vital issue.

The planning and commencement of an Equipment Loan pool from funding supplied through Australian donors has allowed the loan of equipment for disabled children, rather than families needing to rely on 'hand outs'. Families are then assisted in finding solutions to accessing very affordable equipment, or making it themselves. This program has the expectation that the families respect and acknowledge the needs of the child and actively work toward assisting them.

In 2016, a seed grant was supplied by GGC to support Hoa Bac, an impoverished community north of Da Nang. The surrounding community, in recognition of the needs of impoverished children from mountainous areas travelling long distances to school, implemented a nutrition program to support the learning abilities of the children. GGC funding, in support of this health and education initiative devised by the community, will refurbish an area in the local school that can be used to supply the meals in an hygienic way, in a dining facility. This facility can also be used as a rest area for those children who live long distances away.

#### Roles and Responsibilities

GGC continues to maintain a database of all volunteers and students, and collects and collates required documentation to investigate the suitability of prospective applicants-including a current police check, curriculum vitae, current passport and mandatory travel insurance. All volunteer preparation is performed electronically, with some University groups receiving a face-to-face preparation session.

GGC Vietnam remains responsible for providing all staffing and services in Vietnam for the care, safety and support of the volunteers and students.

#### Philosophy

GGC continues to be opposed to "volunteer tourism" and will not accept volunteers who want to come simply to play with children or to visit only briefly. Social and behavioural disruption to children can flow from short stay volunteers who do not have sufficient time to settle in and work effectively. GGC therefore requires a minimum volunteer commitment of two weeks, with preference for longer stays.

#### Program Schedule provided by GGC Vietnam

Student Placements have continued to expand in this year, with fewer individual volunteers due to a purposeful decision that Student Groups are best placed to help GGC and GGC Vietnam meet their charitable purpose. Small numbers of individual volunteers are accepted, with a preference for those with a background likely to prove most beneficial to the program, for example, nurses or speech therapists, or known past volunteers who have demonstrated a sound work ethic.

Sites serviced by GGC Vietnam include the following:

- Red Cross Baby Orphanage, Da Nang

- Da Nang Baby Orphanage
- GGC Vietnam Charity Clinic, Da Nang
- Autism Clinic, Da Nang
- Village of Hope, Da Nang
- Social Support Centre, Da Nang (on occasion)

Student Clinical Placements additionally visit

- Phu Ninh Rehabilitation Centre, Phu Ninh
- Dioxin Centre, Tam Ky
- Children's Hope in Action, Hoi An.

### University Groups

Universities that sent students on Student Clinical Placements to Vietnam from July 2015-June 2016 include the following:

- Australian Catholic University-six students plus educator (physiotherapy school- with support in Vietnam from a trained occupational therapist and a special needs teacher)
- James Cook University-five students plus educator (physiotherapy school)
- University of South Australia- five students plus educator (physiotherapy school)
- Australian Catholic University – six students plus educator (occupational therapy school)

Each University group has completed a five-week placement.

This represents 22 students and four educators in total, and full occupancy of the house (where one group is deemed to be full occupancy) for 20 weeks of this year.

Universities booked from July 2016-June 2017 (numbers of students may vary)

- James Cook University-seven students plus educator (physiotherapy school)
- University of South Australia- five students plus educator (physiotherapy school)
- Australian Catholic University – six students plus educator (occupational therapy school)
- Bond University-six students plus educator (physiotherapy school)
- Melbourne University-four students, plus two individuals-one speech therapist (Doctor of Physiotherapy Global Elective Placement)- 3 weeks
- La Trobe University-sixteen students (physiotherapy, speech therapy). Recipients of New Colombo Plan Government funding -2 groups, 2 week placement each group.
- Australian Catholic University-six students plus educator (physiotherapy school)
- Australian Catholic University-three-six students plus educator (Occupational therapy school, 7 weeks)
- Australian Catholic University – six students plus educator (occupational therapy school, 5 week placement)

This represents 61- 64 students, eight educators, and full occupancy of the house for 44 weeks per year.

### New Colombo Plan Funding

Currently, one University, La Trobe Melbourne, has successfully applied for New Colombo Plan funding. In January 2017, their first placement of sixteen students commences. Funding allows for twenty further students in 2018, and twenty-four students in 2019. These groups must be gender, school and background diverse.

Individual Volunteers June 2015-June 2016

The number of individual volunteers who commenced their volunteer posting within this period is twenty-two. This number includes visits to work as a volunteer from two directors of GGC, and support and assessment of student groups by University representatives and educators.

**1.5 Agreements and Memoranda of Understanding**

GGC currently operates under the following agreements and MOUs:

- MOU with PACCOM-VUFU supporting our role in Vietnam.
- An MOU with DNA in Vietnam recognising our shared purpose (see Strategic and Business Plan, Appendix I)
- Agreements with the Physiotherapy Schools of the Australian Catholic University, the University of South Australia, and James Cook University, Bond University and La Trobe and the Occupational Therapy School of Australian Catholic University.
- As a service provider through the use of GGC volunteers and students, an integral part of agreement between GGC Vietnam and Dioxin Centre (not a signatory).

**1.6 SWOT Analysis**

The following table is an excerpt from “Strategic and Business Plan GGC Volunteers Ltd 2015-2017. Italic print denotes updated status for the reporting period.

<b><u>Strengths</u></b>	<b><u>Opportunities</u></b>
<p>Committed Directors with depth of personal experience in international volunteering.</p> <p>The Chairman is a qualified Physiotherapist with wide ranging contacts in academic and professional communities that facilitates finding and securing appropriately trained volunteers to work on overseas projects.</p> <p>Clear and well documented procedures for securing, preparing, posting and managing volunteers.</p> <p>Simple and competent accounting system, which allows easy, transparent and continuing tracking of income, expenditure, assets and liabilities.</p> <p>Competitive fee structure such that does not discourage genuine volunteers.</p> <p><i>Three years of successful Student Placements have led to word of mouth marketing and increased uptake from further Universities.</i></p> <p><i>Program and charitable purpose supports goals of New Colombo Plan funding, making the Placement more attractive for further</i></p>	<p>Strengthen existing university partnerships and seek new university partnerships that will provide ongoing supply of suitably trained volunteers. <i>All groups have re-booked immediately, and marketing success has led to months where GGC Vietnam is able to accept two groups at once from different Universities/schools, supporting our trans and multidisciplinary goals. The following year has only a few months where a University presence is not working within the program.</i></p> <p>Encourage volunteers to donate privately towards needs of projects on which they work with GGC Vietnam.</p> <p>Financial support for worthy projects such as GGC Vietnam charity clinics with any surplus funds generated by operations. <i>See 1.4 Current Status and activities, Seed Grants.</i></p> <p>Possible expansion of programs in Vietnam beyond current focus on basic childcare, hygiene and management of disabilities to include medical assistance and English language teaching. <i>Addition of Village of Hope</i></p>

<p><i>Universities, and for students who may otherwise not afford the experience.</i></p>	<p><i>has expanded the ability of the program to help in an education facility, where a large number of deaf children are schooled. An opportunity exists for us to support communication and learning goals for this population.</i></p>
<p><b><u>Weaknesses</u></b></p> <p>Lack of back up support for key role and associated activities of Chairman until such time as fourth Board member is appointed. <i>A Fourth Board Member has been appointed, and key roles are now written in explicit policies and procedures, which have been circulated to all Board Members.</i></p> <p>Occasional difficulties in liaison with and clear understanding of Vietnamese staff of GGC Vietnam. <i>Staff changes within GGC Vietnam have led to a much more stable, understandable and efficient working partnership.</i></p> <p>Tardiness of GGC Vietnam in improving book keeping and financial accounting. <i>Reporting from Vietnam is now prompt and thorough.</i></p>	<p><b><u>Threats</u></b></p> <p>Death, illness or retirement of experienced Directors. <i>Explicit policies and procedures have been circulated to assist in loss of institutional knowledge through staff changes.</i></p> <p>Illness or accident affecting volunteers whilst in Vietnam. <i>All volunteers and students are advised that travel insurance is mandatory, and they must access a provider that explicitly covers volunteer work and includes medical evacuation. Most Universities now also cover the placement of their students internationally with insurance for the duration of their placement.</i></p> <p>Administrative, accounting or duty of care shortcomings or failings on the part of GGC Vietnam. <i>The GGC treasurer has a strong working relationship with GGC Vietnam, and compliance with strict expectations regarding finances of GGC Vietnam is now much improved.</i></p> <p>Adverse changes in Vietnam government policy affecting status and/or acceptance of GGC, GGC Vietnam or volunteers they sponsor in Vietnam. <i>So far, this has not impacted our operations and we continue to liaise and develop strong relationships with all levels of Government, police, and immigration to facilitate our role in Vietnam.</i></p> <p>Serious decline in value of Australian dollar against Vietnamese dong and/or American dollar leading to significant increase in volunteer fees to cover in-country costs. <i>Exchange rates are regularly monitored, and treasurer will act accordingly to modify costs as required to ensure sustainability of the Program.</i></p>

## 2.0 FUTURE GOALS AND STRATEGIC OUTPUTS

The following is an excerpt from “Strategic and Business Plan GGC Volunteers Ltd 2015-2017”. Italic print denotes updated status.

Through strategic planning, GGC Volunteers Ltd has identified four future goals with key success factors

Goal 1:

**Organisational Structure: Registration of GGC Volunteers Ltd as a charity in Australia.**

*GGC Volunteers Limited is now a registered Australian Charity with the ACNC, and will continue to adhere to the reporting responsibilities and expectations from the ACNC, and the expectations of our volunteers, students and the public regarding our charitable purpose and operations.*

Goal 2:

**Service Delivery: Achievement of Student Clinical Placement groups with Professions other than Physiotherapy (Groups of different allied health and medical professions, multi-disciplinary groups) to support the complex needs of the children in the Program.**

*See 1.4 Current Status and Activities, University Groups.*

*In June 2016, GGC were able to send to Vietnam our first group of Occupational Therapists. This group proved so successful that Australian Catholic University immediately booked a second placement for November/December 2016. Overlapping this group, Bond University physiotherapy school will attend, allowing for a multidisciplinary schedule where physiotherapy and occupational therapy students from two different Universities will be able to work together. This is an amazing opportunity for the children in the program to receive health care more closely following the collaborative model that is so successful in the “West”.*

*La Trobe University are sending two diverse groups in January 2017, with our first speech therapy students working in collaboration with other schools. This profession will be utilized primarily to support the health issues facing the disabled children through poor feeding and nutrition, and also to support the frequently stated goals of families to communicate with their children. Attention to diet and nutrition is of enormous benefit when considering the children currently seen in Vietnam, who frequently are not managing a typical diet of rice soup, and who also lack a varied and appropriately prepared and presented diet to suit the child’s abilities to cope with textures, tastes and the action of eating.*

Goal 3:

**GGC Vietnam sustainability: Assisting GGC Vietnam in achieving organisational sustainability through provision of Student Clinical Placement groups to achieve the goals and purpose of the support of children, families and community in Vietnam as well as achieving full (or near full) occupancy of the Volunteer House for over 60% of the working year by 2017-2018.**

*Based on current bookings, the year of 1 July 2016-30 June 2017 is estimated to achieve full occupancy through student bookings for almost 85% of the working year (NB; some of these groups may overlap).*

Goal 4:

**GGC activities in Vietnam: Re-application for PACCOM Approval.**

In 2017 GGC is due to re-apply for PACCOM approval in Hanoi, to ensure our ability to support GGC Vietnam by the provision of our volunteers and students continues.

Key Success Factors:

- GGC will obtain PACCOM approval in 2017 in a timely and successful manner

Implementation Strategies

- GGC to liaise closely with GGC Vietnam to submit on time each Bi-Annual report leading up to 2017 (*thus far achieved*).
- GGC Directors will travel with The Chairman of DNA and a GGC Vietnam representative to Hanoi for a meeting with PACCOM (scheduled tentatively for September/October 2016) to ensure a bilateral understanding and a good working relationship with PACCOM exists prior to re-application.

### **3.0 MISSION**

To provide volunteers and student groups to assist small non-government organisation(s) working with disabled, orphaned or disadvantaged children in Vietnam – specifically the organisation GGC Vietnam based in Da Nang, which GGC aims to support using a capacity building model.

The above mission remains unchanged.

### **4.0 VISION**

Through partnership with selected small non-government organisation(s) in Vietnam, work for improvement of the health, education and welfare and for the remediation of disabilities in orphaned, impoverished, disabled or otherwise disadvantaged Vietnamese children and to support the families and communities within this program thorough such activities that support the shared charitable purpose of GGC Volunteers Ltd and GGC Vietnam.

### **5.0 FINANCIAL STATEMENT 2015-2016**

The financial statement for 2015-2016 will be presented by the Treasurer at the Annual General Meeting of GGC, and provided to the ACNC as required for GGC Annual Information Statement.