



# GOING FURTHER THAN EVER

ANNUAL REPORT 2020



## ACKNOWLEDGEMENT OF COUNTRY

**World Vision Australia is deeply committed to working with Australia First Nations peoples and we wish to acknowledge them as the traditional owners of this land we are gathered on across Australia and to give recognition to them as the oldest living culture in the world.**

**We recognise and respect your languages, cultural beliefs, and pride within your customs and culture that define your continuing relationships and responsibilities to your land and sea. This respect and honour extend to the Elders both past and present and recognition to the emerging First Nations leaders as they hold the hopes, dreams, traditions and cultures of Australia First Nations. We recognise Australia First Nations resilience, strength and knowledge and their rights to self-determination, self-managing and self-governing.**

**World Vision Australia is committed to maintaining and strengthening our partnerships and our respectful relationships with Australia First Nations peoples through our work within Australia First Nations Programs in the true Spirit of Reconciliation, so that together we can share in increasing opportunities for transformation, equity and justice.**

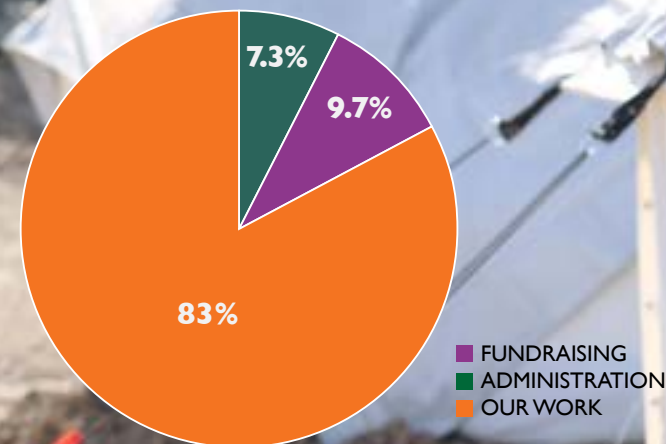


## 2020 AT A GLANCE



A World Vision team member responding to the needs of Syrian refugees in Iraq.

### HOW FUNDS WERE USED\*



**329,652  
DONORS**

**\$587.9M  
RAISED**

**376 PROJECTS IN  
43 COUNTRIES  
INCLUDING  
AUSTRALIA**

This Annual Report covers our activities and performance for the period 1 October 2019 to 30 September 2020 – our financial year.

It also responds to specific legal requirements and the Australian Council For International Development (ACFID) Code of Conduct. We encourage you to read it together with the most recent Accountability Report of the World Vision International Partnership – of which we are a part. →

This report covers activities World Vision Australia has undertaken or supported either directly or with other World Vision offices. Impact and achievements made as part of the World Vision International Partnership are acknowledged accordingly.

\*The ratios in this chart don't include non-cash income from significant contracts we secured from the UN World Food Programme at minimal cost. As a result, the percentage of funds applied to "our work" in this chart is slightly different from the chart on page 36.

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## MESSAGES FROM OUR BOARD CHAIR AND OUR ACTING CEO



Amidst the struggles and uncertainty of 2020, we have much to be grateful to God for:

We finished the year with total income of \$587.9 million, a \$10.7 million increase on FY19. We also posted our largest ever yield for international and domestic programs, at \$514.2 million, reflecting our strong focus on wise stewardship of the funds entrusted to us.

A major focus for the Board has been to review and endorse the organisation's FY21-22 strategy. We know the devastating consequences of COVID-19 will dominate our work for the foreseeable future. Now is the time we must dig deep, to protect and grow our income, so we can continue to enable transformation in the vulnerable communities we serve.

We are confident that our strategy, with its focus on harnessing our Christian identity, demonstrating our impact at scale and reinvigorating child sponsorship, will enable us to respond to new challenges and go further than ever before.

In March, we farewelled our CEO Claire Rogers after three-and-a-half years of service. We thank Claire for her contribution as CEO and for the resolute focus she brought to building strong foundations for our future.

We are grateful to Graham Strong, our Chief of Field Impact, who demonstrated exceptional leadership as Acting CEO while the Board prayerfully searched for the right candidate to lead us in the next season. We are excited to welcome Daniel Wordsworth as our new CEO, commencing in January 2021, and look forward to what he will bring to our organisation.

I thank my Board colleagues for their commitment and voluntary service over the year, including those whose periods of service ended during the course of the year.

Finally, I warmly acknowledge our staff, who gave their all in unprecedented circumstances, and our faithful and generous donors and supporters who make our work possible.

**Shannon Adams**  
Board Chair



It goes without saying that 2020 has been a year like no other, and one that will continue to shape how we live and work in the years to come.

We've never witnessed a crisis like COVID-19, impacting so many countries at once. For the first time in World Vision's 70-year history, we had to shift focus in every place we work to emergency response, to support those most vulnerable to this deadly virus and its aftershocks.

I am immensely proud and thankful for the way our staff stepped up to the challenge. Their ability to adapt quickly to remote working and find new ways to get things done enabled the organisation to make a significant contribution to our global partnership's response to the pandemic.

By the end of September, World Vision had reached more than 54 million people, including 24 million children across 70 countries with COVID-19 prevention and protection assistance.

As a key partner alongside 150 other organisations, we urged the Australian Government to do its fair share to help protect vulnerable children through the #EndCOVIDforAll campaign. And we recognise and thank them for digging deep to provide additional funding for our south-east Asian neighbours hit hard by the pandemic.

Without doubt, the economic and social impacts of COVID-19 will continue long after the virus is contained, with our research revealing alarming spikes in hunger, child labour and family violence in communities we work with around the world.

Together with our amazing supporters around Australia, our resilient teams around the world, and our deep commitment to harnessing our Christian faith, I believe we can go even further in 2021.

**Graham Strong**  
Acting Chief Executive Officer



WHO WE ARE

*BORN IN A CRISIS.  
MADE FOR TIMES LIKE THIS.*



TRANSFORMING THE LIVES OF  
VULNERABLE CHILDREN FOR

**70 YEARS**

**A GLOBAL  
NETWORK OF  
34,950 EMPLOYEES**

In a camp for displaced people in Iraq, a World Vision team member leads activities in a Child Friendly Space.

## WHO WE ARE

### Who we are

**World Vision Australia is a Christian relief, development and advocacy organisation. Our focus is on helping the world's most vulnerable children overcome poverty and experience fullness of life.**

We are part of the global World Vision Partnership that has 34,950 employees in nearly 100 countries. For over 70 years, we've worked with communities, donors, partners and governments to create opportunities for children and their families to create better futures.

### What we do

**Transformational development** that is community-based and sustainable, focused especially on the needs of children. This includes ensuring families have access to clean water, nutritious food, education, healthcare, child protection and economic opportunities. We empower communities and guide them to set their own goals and equip them so that progress made is sustained long after we've left.

**Emergency relief** that assists people affected by conflict or disaster. When disaster strikes we are on the ground quickly to provide immediate support – and we stay, helping people to rebuild their lives and communities.

**Promotion of justice** that seeks to change unjust structures that affect the poor. We equip children, their communities and local partners with tools to address the root causes of violence against children.

**Engaging all Australians** to help make a lasting difference in the lives of vulnerable children. The support of individuals, families, schools, churches, companies, philanthropists and the Australian Government makes our work possible.

### Our foundation

Our Christian faith is the foundation for all we do and we strive to follow the teachings of Jesus Christ. We believe that every child has the God-given right to reach their full potential. We serve all people, regardless of religion, race, ethnicity or gender. And we collaborate with people of all faiths – and none – who share common values of compassion, love and mercy.

As an organisation grounded in faith, we are respected, not only in Christian contexts, but in Muslim, Buddhist, Hindu and other communities. This foundation enables us to connect with people of other faiths and build deep levels of trust.

## OUR STRATEGY

**We are in the midst of a period of unrivalled change. The COVID-19 crisis has brought into sharp focus the inequalities of our world.**

The pandemic's secondary impacts are placing the lives and futures of the world's most vulnerable children at greater risk. They need our support now more than ever.

At the same time, we are faced with a local economic environment where achieving growth in giving is becoming increasingly challenging. Donor expectations have lifted. To earn and retain donor trust, we must continually get better at demonstrating the impact we are making in the lives of the children and communities we serve.

World Vision Australia has committed to five strategic priorities for FY21-22 to provide the focus we need to successfully navigate through this challenging period and deliver on our promise to the world's most vulnerable children.

This is a living strategy that we will continue to revise and refine as circumstances change and new opportunities emerge.

## STRATEGIC IMPERATIVES



### **Harness our Christian identity**

Collaborating with Christian communities and faith leaders to bring hope and positive change to those we serve.



### **Lead with impact**

Clearly demonstrating to our donors and partners the breadth and depth of our work with vulnerable communities and the difference we are making together.



### **Build a sustainable core business**

Acquiring and retaining more regular donors in the most cost-effective ways.



### **Grow high value funding**

Building sustainable partnerships with philanthropists and institutional donors and connecting them to our programs that align with their interests and priorities.



### **Reinvent child sponsorship at the centre of a digital ecosystem**

Completing the build of a fully digital supporter experience that meets child sponsors' needs and exceeds their expectations.



OUR WORK

# CHANGING THE COURSE OF HISTORY FOR VULNERABLE CHILDREN.

**225 PROJECTS**

WERE FUNDED BY GOVERNMENTS, MULTILATERAL ORGANISATIONS AND PHILANTHROPIC DONORS.

**54.3 MILLION PEOPLE**

WERE REACHED THROUGH OUR COVID-19 RESPONSE\*.

\*Achieved through the World Vision International Partnership.

**2+ MILLION CHILDREN AND ADULTS**

WERE SUPPORTED BY AUSTRALIANS THROUGH CHILD SPONSORSHIP.

In Bolivia, World Vision distributed face masks and trained children and families how to protect themselves from COVID-19.

## OUR GLOBAL REACH

**376 PROGRAMS  
IN TOTAL**

including one international project spanning multiple regions

### We implement our overseas aid, development and advocacy projects through the World Vision International Partnership.

As one of the world's largest development and humanitarian organisations, with a presence in almost 100 countries, we use our scale and influence to address the deep-rooted, systemic issues that lead to poverty.

Within our Partnership, we are known as a "Support Office" because our principal function is to enable greater impact by providing funds and technical support to World Vision National Offices in the countries where we run projects.

National Offices deliver projects with our support and that of the global Partnership – striving in partnership together with other global and local aid organisations.

At different points in a project's lifecycle, monitoring and evaluation takes place at a community, National Office and World Vision Australia level. This enables us to assure donors of project quality and credibly demonstrate impact.

For our projects in Australia, we work directly with First Nations communities to implement activities. Our development approach is not to provide service delivery but to ensure First Nations communities drive their own community development.

## MIDDLE EAST/EASTERN EUROPE

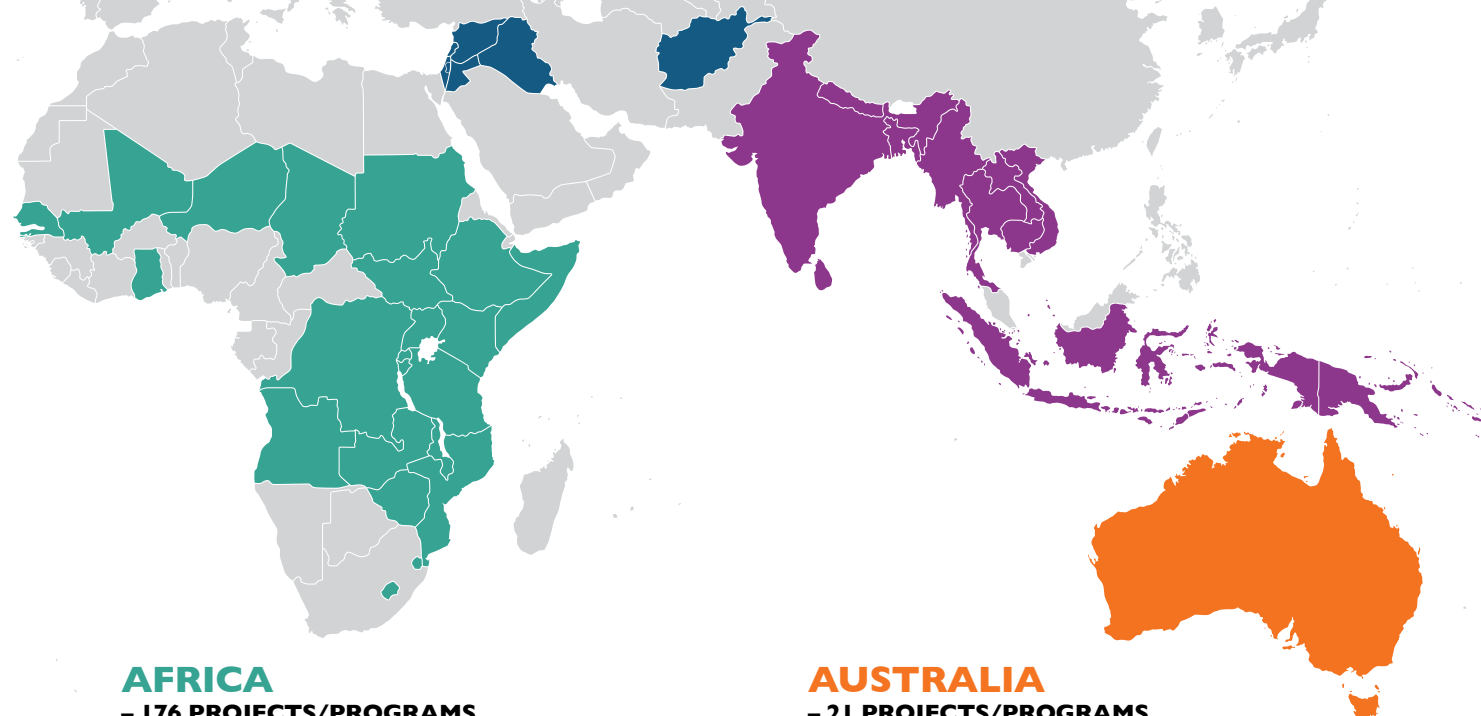
– 45 PROJECTS/PROGRAMS

- 2 Area Programs<sup>1</sup>
- 43 community projects<sup>2</sup>
- 36 DFAT<sup>3</sup>, multilateral and other grants

## ASIA AND THE PACIFIC

– 133 PROJECTS/PROGRAMS

- 42 Area Programs<sup>1</sup>
- 91 community projects<sup>2</sup>
- 79 DFAT<sup>3</sup>, multilateral and other grants



## AFRICA

– 176 PROJECTS/PROGRAMS

- 47 Area Programs<sup>1</sup>
- 129 community projects<sup>2</sup>
- 104 DFAT<sup>3</sup>, multilateral and other grants

## AUSTRALIA

– 21 PROJECTS/PROGRAMS

- 21 community projects<sup>2</sup>
- 6 multilateral, federal, state and other grants

<sup>1</sup> Count for Area Programs also includes Community Sponsorship programs.

<sup>2</sup> Community projects include all projects except Area Programs (includes DFAT, multilateral and other grants, goods in kind and private funding projects).

<sup>3</sup> Department of Foreign Affairs and Trade.





## GOING FURTHER TO COMBAT COVID-19

**54.3 MILLION**  
PEOPLE REACHED,  
INCLUDING 24.2  
MILLION CHILDREN.

**52,542**  
WATER AND  
HYGIENE FACILITIES  
BUILT OR  
REHABILITATED.

**136,090**  
COMMUNITY HEALTH  
WORKERS TRAINED AND  
SUPPORTED.

**US\$16.8 MILLION**  
IN CASH AND VOUCHERS  
DISTRIBUTED TO VULNERABLE  
FAMILIES.

A World Vision team in northern Uganda share COVID-19 prevention information via loudspeaker as they walk through a refugee settlement.

These figures reflect achievements of the World Vision Global Partnership from 11 March – 14 October 2020.

**On 11 March 2020, the World Health Organisation declared COVID-19 a pandemic. Within hours, World Vision launched the largest global emergency response in its 70-year history.**

Working closely with governments, partners, supporters and communities at all levels – from grassroots to global – we’ve worked to limit the spread of the disease and reduce its impact on the world’s most vulnerable children.

By 14 October 2020, we had reached more than 54 million people, including 24 million children, in 70 countries. Teams across our global partnership mobilised to empower tens of thousands of community health workers and faith leaders to lead disease prevention efforts in their communities.

We’ve worked with communities to install thousands of public handwashing stations and build and repair water systems and toilets. We’ve distributed food and cash vouchers to help parents provide for their children and supported children to continue learning, while protecting them from violence and abuse.

COVID-19 has made hard situations worse, and threatens to reverse decades of progress towards ending extreme poverty. The pandemic’s economic toll has left families, already living on the edge, out of work. It’s forced vulnerable children out of school and exposed millions to the threat of starvation.

In 2021, we will continue to rise to the challenges created by the virus and advocate for a fair and equitable vaccine roll-out that prioritises the world’s most vulnerable communities. Our goal is to ensure that the children and families we work with not only survive this pandemic, but thrive in their recovery.



## SHIVA: A COVID-19 HIDDEN HERO

**When India's COVID-19 lockdown began on 25 March 2020, World Vision-trained community health worker Shiva went beyond the call of duty, going door-to-door to raise awareness and advise families how to protect themselves from the virus.**

People in Shiva's north Delhi neighbourhood work as labourers on construction sites and in other low-paying jobs. The lockdown robbed them of their livelihoods. Many ran out of savings – and food – after a few days.

Shiva has been a lifeline for these vulnerable families, connecting them to support services, and making sure they have access to COVID-19 tests and government-supplied cooked meals.

When family members of World Vision sponsored children in her community tested positive and were forced into quarantine, Shiva delivered cooked food to them daily and helped take care of their needs.

In addition to supporting health workers like Shiva, World Vision has also supplied families in her community with cash vouchers to help them survive lockdown.



**“My destiny is to serve others.”**

– Shiva

## ADVOCATING FOR CHILDREN HIT BY COVID-19 AFTERSHOCKS

**More than 100 million people are expected to be pushed into extreme poverty because of COVID-19 – at least half of these will be children.**

We worked to remind Australians and our government of this great need beyond our own borders. The message was simple: the COVID crisis isn't over for us until it's over for everyone.

As part of Micah Australia, we joined churches, Christian and humanitarian organisations in urging the Australian Government to #EndCOVIDForAll. Our supporters were among more than 25,000 Australians who signed a pledge backing this call and donning "virtual" masks on social media.

We joined a concerted media campaign to have the impacts of COVID-19 in the world's poorest places brought to the attention of mainstream audiences.

Our politicians heard clearly that Australians wanted them to step up as regional leaders. The momentum that this campaign generated preceded the government's announcement of more than \$500 million for a COVID recovery fund and support for the roll-out of a vaccine to help our Pacific and southeast Asian neighbours.

In May 2020, we launched a news program on our social media channels, providing hundreds of thousands of viewers with an insight into how communities were dealing with the COVID-19 pandemic.

The series – Windows To The World – was hosted by World Vision Australia Goodwill Ambassador, Melissa Doyle. It featured stories of hope and humanity from World Vision and included interviews with former New Zealand Prime Minister Helen Clark, former Australian Foreign Affairs Minister Julie Bishop and AFL star and World Vision Goodwill Ambassador Nic Naitanui. The next season of Windows To The World will launch in 2021.



Nursarin (left) and Pooja attend a World Vision informal learning centre in India.



## GOING FURTHER THROUGH CHILD SPONSORSHIP

**By sponsoring a child through World Vision, over 146,000 Australians are empowering more than 1.95 million vulnerable children and adults in 91 communities across 21 countries to break free from poverty, for good.**

Their regular, ongoing donations are combined with those of other sponsors to strengthen their sponsored child's entire community.

Child sponsorship-funded Area Programs address the root causes of poverty in a community, empowering people to help themselves. We work hand in hand with community members to ensure that children have access to clean water, nutritious food, healthcare, education, and protection from abuse and exploitation. And we help children develop the emotional health and social skills to become leaders in their community and beyond.

An Area Program can continue for up to 15 years, until the community is self-sufficient and thriving. At this point, it's time for us to move on, and we invite sponsors to join us in helping other children and communities in need.

In 2020, we celebrated with eight communities from Myanmar, Bangladesh, Kenya, Tanzania and Zambia – and their sponsors – when our work together reached successful completion.

Community members like Elizabeth, from the Luampa community in Zambia's Western Province, shared gratitude for how their lives have been transformed through the generosity of child sponsors.

Now, almost 100 percent of families in the Luampa community have a clean water source within 500 metres from home. This has dramatically reduced childhood illness and freed women and children from the burden of searching for water, with positive flow-on effects in education and income generation.

**"I am proud to say that now we have a proper toilet, a rubbish pit, a dish rack and a bathing shower,"** said Elizabeth.



**"We never had such things before and if not for World Vision, we still would have been facing many challenges."**

– Elizabeth

Through sponsorship, Elizabeth and her granddaughter Mbundi now have easy access to clean water.



### LIVES CHANGED THROUGH CHILD SPONSORSHIP

KATERERO,  
TANZANIA



**BEFORE: 1,780  
CHILDREN  
ENROLLED IN  
GRADE 1**

**AFTER: 3,596**

LOIKAW,  
MYANMAR



**BEFORE: 58%  
BIRTHS ASSISTED  
BY TRAINED  
HEALTH WORKER**

**AFTER: 86%**

SHERPUR,  
BANGLADESH



**BEFORE: 56%  
HOUSEHOLDS  
EATING THREE  
MEALS A DAY**

**AFTER: 90%**



## THE POWER TO CHOOSE IN A CHILD'S HANDS

**“It puts the power back into the child’s hands. And perhaps that child hasn’t had a lot of choices in life – a life constrained by poverty or circumstance.”**

– Livinia

World Vision Goodwill Ambassador Livinia Nixon holds a photo of her sponsored child Annia choosing her.

**This year, we introduced an Australian first-to-market reimagining of child sponsorship that places the power to choose in the hands of the child.**

Traditionally, the sponsor is the one who chooses their sponsored child. The Chosen® child sponsorship experience emphasises the dignity and value of the world’s most vulnerable children by empowering them with the opportunity to choose their own sponsor.

Through Chosen, sponsors upload a photo of themselves to our website, which we send to a partner community overseas where children are waiting to be sponsored. Children from this community then gather at a “choosing party”, where sponsors’ photos are displayed for them to choose from.

Among the first to experience Chosen was World Vision Goodwill Ambassador and Channel Nine presenter Livinia Nixon, who with her family already sponsors a girl in Sri Lanka.

Livinia was chosen by Annia, aged 13, from the Chikomeni community in Zambia. She said she felt quite emotional watching a video of Annia choosing her.

“What I really like about Chosen is how World Vision has flipped a sponsorship model that has been so successful,” Livinia explained.



# GOING FURTHER WITH FIRST NATIONS YOUTH

**Our Young Mob Program works with First Nations youth, building their cultural knowledge and values, and helping them develop a stronger positive identity and essential life and employment skills.**

Delivered in schools by First Nations facilitators, the program comprises regular group sessions that introduce students to topics including identity, culture and confidence. The program is implemented in partnership with First Hands Aboriginal Corporation and with the involvement of First Nations leaders and Elders in some school sessions and camps.

This year, due to COVID-19 restrictions, the program was also delivered via newly developed online sessions. The Young Mob curriculum is based on the importance of First Nations culture as a protective factor for young people's wellbeing. Camps and cultural trips deepen this learning.

In the final school years, sessions focus on goal setting, overcoming shame, building a "Strong Spirit" and public speaking, progressing to 21st century employment skills that support transition to work or further education.

This year, despite the many challenges presented by the pandemic, 190 students from nine schools across NSW were active Young Mob members.

### Evaluating Young Mob's impact

Between 2017 and 2020, public policy consulting firm, ARTD Consultants, completed an independent evaluation of the Young Mob Program. This evaluation focused on impact, learnings and areas for improvement.

It analysed data that tracked student attendance, participation, engagement, feedback and outcomes over a three-year period. The final evaluation report confirmed that Young Mob is a foundational program that develops First Nations young people so they are "equipped with the skills and confidence to take on opportunities at schools and beyond".

### Key evaluation findings

- Participants consistently reported their cultural knowledge, feeling of connectedness and self-identity had improved.
- The program has strong effects on students' self-respect, which stems from a pride in culture and connectedness.
- Young Mob is of particular benefit to students who don't have strong family and cultural connections, helping them to learn a lot about their identity, family, country and culture.
- The program has increased students' respect for others, including community leaders, teachers and family.
- Confidence gained through Young Mob enabled many students to step up to new opportunities, take on new responsibilities and get more involved in their communities.

Young Mob participants take in the landscape during a cultural exchange trip to Central Australia.



### YOUNG MOB PARTICIPANT SURVEY RESULTS

**97%**

OF YOUNG MOB PARTICIPANTS HAD MORE PRIDE IN THEIR CULTURE.

**83%**

OF YOUNG MOB PARTICIPANTS FELT PROUDER OF WHO THEY ARE.

**79%**

SAID BEING IN YOUNG MOB HAD HELPED THEM MAKE POSITIVE CHOICES FOR THEMSELVES.



Christine, a Young Mob member from western Sydney.



## A JOURNEY OF TRANSFORMATION

### **Cooper is part of Young Mob at Kurri Kurri High school in NSW's Hunter Valley.**

**Before joining Young Mob, Cooper was struggling with his identity and he was very shy. Aunty Jen Campbell, the Young Mob Managing Facilitator in the Hunter Valley, said Cooper really began to change during a Young Mob road trip to Nambucca Heads on NSW's mid-north coast.**

"When he came back from men's business with the Elders, he was like a new person," Jen explained.

When it came time for participants to present the speeches they had prepared to celebrate the completion of their Young Mob sessions, Cooper's speech was one of the stand outs. He spoke passionately about the impact that Young Mob had made in his life.

"The biggest part of Young Mob that really makes me want to come here is probably everyone here, all you guys ... all you amazing people," he said.

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**"You give us community. You give us a sense of wanting. And I think I can speak for everyone here, that you guys have made some days worth even coming to school! And to be honest, if it wasn't for Young Mob, I don't know where I would be."**

– Cooper

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## FOUNDATIONS FOR LIFELONG LEARNING

**This mum and her toddler take part in our West Kimberley Early Childhood Care and Development Project.**

This project is generously supported by the **Ian Potter Foundation**. The foundation's five-year grant (2018-2022) has enabled expansion of the program to an additional three very remote First Nations communities in the region. Despite COVID-19 related challenges, communities taking part in this project continued to make progress towards their goals in 2020. These include supporting their children to be strong in culture, achieving improved educational and developmental outcomes, and creating local employment and training opportunities in early childhood care and development.



## GOING FURTHER WITH THE AUSTRALIAN GOVERNMENT

**The Australian NGO Cooperation Program, or ANCP, is an annual grants program administered by the Australian Government through the Department of Foreign Affairs and Trade.**

Commencing in 1974, the ANCP is our government's longest running NGO partnership and we receive the most funding under the program.

In the 2019-20 Australian financial year, we invested A\$29.8 million of ANCP funds, matched with A\$5.1 million donated by World Vision supporters, in 32 projects across 23 countries. As a result, we were able to provide 554,717 people with knowledge, skills and resources to improve their lives.

Our ANCP projects deliver impact across all aspects of community development. Many often integrate economic empowerment, food security, nutrition and caring for the environment, contributing to improved opportunities for everyone in the community.

Projects include a special focus on the most vulnerable people, especially women and girls, people living with a disability, and families marginalised by ethnicity or background.

COVID-19 has been at the forefront of ANCP thinking, planning and programming since March. The flexibility shown by our government through the ANCP enabled us to pivot existing projects in 19 countries to respond to the pandemic.

This meant we could take advantage of strong local networks and partnerships we had already established to conduct COVID-19 prevention activities and health interventions, and support communities to respond to the immediate and long-term effects of the pandemic.

**By pivoting ANCP projects for COVID-19, we exceeded our direct beneficiary target by 43 percent, or 167,591 people, while the number of people reached in total is estimated at more than 2 million.**



Dominggus is chairman of a farmer group in Indonesia's Harahu District. He has increased his crop production by taking part in our ANCP-funded Indonesian Rural Economic Development Program.

### WHAT WE ACHIEVED THROUGH THE ANCP

**OVER  
2 MILLION  
PEOPLE**

REACHED THROUGH ANCP PROJECTS

**160,393  
PEOPLE**

TOOK PART IN INTERACTIVE HEALTH EDUCATION SESSIONS.

**139,612  
PEOPLE**

BENEFITED FROM IMPROVED FOOD SECURITY AND NUTRITION.

**49,838  
PEOPLE**

INCREASED THEIR INCOMES.



## ANCP IMPACT: FROM FARMER TO ENTREPRENEUR

**“It has given me a lot of pride to do business within a totally male-dominated environment.”**

– Shapla

Shapla drives her power tiller through a field in her village in northern Bangladesh..



**Like many women living in the rural community of Jamalpur, in northern Bangladesh, Shapla was living day to day. Since her husband died, she'd barely managed to cover her family's needs by farming a small plot of land.**

Things began to change for Shapla when World Vision started the Nutrition-Sensitive Value Chains Project in her community. This project, supported by the Australian Government through the ANCP, aims to improve food security and nutrition for 20,000 people.

The project established a “Woman Entrepreneurs” program to enable vulnerable women to increase their incomes through farming activity. Shapla’s selection for this program was a turning point.

She received support to develop a business that provides power tilling services to other farmers in her community. Shapla was able to purchase a tilling machine using her own savings, selling some livestock and by taking up the project’s 30 percent cash subsidy, available to women with good business plans.

A woman operating a power tiller in the fields is a rare sight in Jamalpur. But this hasn’t stopped her. Within three months of commencing, Shapla had provided tillage services for 145 farmers across 19 hectares of land, making a net profit of around A\$366.

Now she is established, she intends to offer services at a reduced rate for her fellow female entrepreneurs.

Shapla estimates she can make around A\$830 over the next year, enough to help her purchase more land for her own farming needs, afford better food and keep her children at school. “This income is a God send,” she says.



World Vision acknowledges the support of the Australian Government through the Australian NGO Cooperation Program (ANCP) for this project.



## GOING FURTHER TO HELP REGREEN AFRICA

**Land degradation is both a cause and a symptom of climate change and it's pushing vulnerable farming families deeper into poverty. Many feel powerless to change things and are faced with having to leave their land because it can no longer support them.**

Through the Regreening Africa Project, we are partnering with the European Union and philanthropic donors, the World Agroforestry Centre and other NGOs to restore degraded land and improve food security and incomes for 500,000 farm households across eight countries in sub-Saharan Africa.

This project is scaling up "evergreen" agriculture techniques, including tree planting, agroforestry and other forms of land management that help to restore the natural environment. The cornerstone of this work is Farmer Managed Natural Regeneration, or FMNR, an approach pioneered by our Senior Advisor for Climate Action, Tony Rinaudo AM.

FMNR is a simple, low-cost technique that involves regenerating trees from stumps that are still alive and actively managing new trees starting to grow from wild seedlings.

### **Through FMNR, communities can:**

- restore tree cover
- produce more and better animal fodder
- increase firewood available from pruned branches
- improve soil fertility
- grow more crops with higher yields
- generate more income
- improve their quality of life

This year, the project supported land restoration activities across more than 242,000 hectares of land in Ethiopia, Ghana, Kenya, Mali, Niger, Rwanda, Senegal and Somalia, benefiting 137,990 households.

### KEY PROJECT ACHIEVEMENTS IN 2020

## 4 MILLION FRUIT AND FOREST TREE SEEDLINGS

WERE PRODUCED AND DISTRIBUTED FOR PLANTING IN RWANDA TO INCREASE THE AVAILABILITY OF NATURAL RESOURCES.

## 3,320 HOUSEHOLDS

IN MALI LEARNED REGREENING TECHNIQUES, INCLUDING TREE PLANTING AND MAINTENANCE.

## \$5,900 IN INCOME

WAS GENERATED BY FARMER GROUPS IN ETHIOPIA THROUGH SELLING BAMBOO AND FIREWOOD THAT ARE NOW MORE AVAILABLE DUE TO REGREENING ACTIVITIES.



## GOING FURTHER TO HELP REGREEN AFRICA

“I have seen our trees grow bigger and we also get fruit to eat such as guava, avocado and other local wild fruits.”

– Naaman

Naaman, aged 13, and his mother Pamela practise FMNR on their farm in western Kenya. They learned the technique from their neighbour, Peter, who has been trained as an FMNR “champion” through the Regreening Africa Project.





## GOING FURTHER TO EMPOWER WOMEN ENTREPRENEURS

In Hpa-An, Myanmar, a small business owner checks in with her World Vision business coach.

### KEY PROJECT ACHIEVEMENTS TO DATE

**US\$7.26 MILLION**

HAS BEEN DISBURSED IN LOANS TO 1,581 BUSINESS OWNERS, 58% OF WHOM ARE WOMEN.

**96% OF BUSINESS OWNERS**

SURVEYED SAID THEIR INCOME HAD INCREASED OVER THE PAST 12 MONTHS AND 88% SAID THEY CAN PROVIDE WELL FOR THEIR CHILDREN.

**1,821 NEW JOBS**

HAVE BEEN CREATED IN LOCAL COMMUNITIES BY BUSINESSES WE ARE SUPPORTING AND A FURTHER 9,283 JOBS ARE BEING MAINTAINED.



**Myanmar is among a selection of countries where World Vision and VisionFund, our microfinance subsidiary, are testing the provision of loans and business support to small and growing businesses (SGBs), especially those led by women.**

SGBs are a vital source of jobs and economic growth in developing communities. But without access to finance and targeted support, they often remain small and unable to achieve their full potential.

This is particularly true for women-led SGBs, who face additional barriers to growth, including a lack of access to

collateral and markets, and cultural and discriminatory barriers around ownership of assets and their role in society.

With support from the Australian Government and philanthropic donors, our Catalysing Growth in Small and Growing Businesses project is helping to address this critical gap in the credit market and support SGBs who demonstrate both high growth and impact potential.

It offers two main pillars of support:

- Suitable financing of between US\$4,000-\$25,000 to help small businesses grow.

- Ongoing business coaching that enables SGBs to achieve their goals, thereby delivering both financial and social outcomes.

The aim of this work is to build and test a replicable, gender-inclusive business model for providing SGBs with the financial and non-financial services they need to grow. And in doing so show that SGB loans are sustainable and profitable, encouraging other financial service providers and investors to enter this untapped market.



GOVERNANCE AND MANAGEMENT

LEADING THE WAY FORWARD.



A World Vision team on the road in southern Zambia.

## OUR BOARD\*



**Shannon Adams**  
*Board Chair*

Partner, Piper Alderman  
Lawyers  
Board member, World  
Vision International



**Wendy Simpson**  
*Chair – People, Culture and  
Governance Committee*

Board Chair, Wengeo Pty Ltd  
Founding Chair of Springboard  
Enterprises Australia Limited



**Fiona Pearse**  
*Chair – Audit and Risk  
Committee*

Experienced financial and  
commercial executive and  
non-executive director



**Peter Trent**  
*Member – People,  
Culture and  
Governance Committee*

Former CEO of Macquarie  
Atlas Roads Group



**Andrew Scipione**  
*Member – People,  
Culture and  
Governance Committee*

Former NSW Police  
Commissioner



**Charles Badenoch**  
*Member – People,  
Culture and  
Governance Committee*

World Vision International's  
President's Nominee

## Our Board committees

In 2020, the following committees supported our Board:

**The Audit and Risk Committee** assists in monitoring and ensuring the integrity of our financial reporting and compliance with legal and regulatory requirements, internal standards (including the code of conduct), policies and expectations of key stakeholders. This committee also assists with monitoring and ensuring the effectiveness of our internal control and risk management framework and of the internal and external audit functions.

**The People, Culture and Governance Committee** assists our Board to effectively discharge its responsibilities in relation to corporate governance, corporate culture, appointment of our senior leaders and evaluation of our CEO. This committee also assists with Board composition.



**Darryl Gardiner**  
*Member – Audit and  
Risk Committee*

Anglican priest, youth and  
community worker, speaker  
and trainer in New Zealand  
and internationally



**Donna Shepherd**  
*Member – People, Culture  
and Governance Committee*

Chair, World Vision  
International  
Managing Director, Creating  
Communities



**Jon Seeley**  
*Member – Audit and  
Risk Committee*

Group Managing Director,  
Seeley International Pty Ltd

More detailed profiles can be found here. →☰

\* Board members as at date of publication of this report. Tim McCormack, Sally-Ann Williams, Brooke Prentis, Catherine Yeomans and Claire Rogers also served as directors during the year.



## OUR LEADERSHIP TEAM\*



**Daniel Wordsworth**  
Chief Executive Officer  
2021



**Graham Strong**  
Chief of Field Impact  
Acting CEO March -  
December 2020



**Gordon Allison**  
Chief Financial Officer

The members of our Leadership Team have decades of leadership experience and expertise from across both non-profit and for-profit sectors, including finance, telecommunications, IT and healthcare. They provide our organisation with strategic oversight and inspire our teams to strive for continual improvement, so we can make an even greater difference for the world's most vulnerable children.



**Nathan Callaghan**  
Chief of People and Culture



**Maryanne Tsiatsias**  
Chief Marketing Officer



**Andrew Binns**  
Chief of Private Funding



**Elisa Iurato**  
Acting Chief of Retail  
and Supporter Experience



**Simon Kilner**  
Chief Information Officer

More detailed profiles can be found here. →☰

\* Leadership Team as at date of publication of this report. Pam Rebecca and Natalie Hannemann also served on the Leadership Team during the year.

## CORPORATE GOVERNANCE

**We are committed to the accountability and transparency provided through our corporate governance framework. Our aim is to faithfully fulfil our organisation's charitable purpose.**

Our Board oversees the determination and implementation of policies and processes that reflect good corporate governance. This is an area in which we continually seek to make improvements by considering, reviewing, testing and changing our policies and processes.

Our corporate governance environment is one in which the law, industry codes, the expectations of our stakeholders (supporters and those we serve) and World Vision Partnership requirements interplay.

### Law and industry codes

We are regulated by the Australian Charities and Not-for-Profits Commission as a registered charity under the *Australian Charities and Not-for-profits Commission Act 2012* (Cth) (ACNC Act). We are registered as a public company limited by guarantee under the *Corporations Act 2001* (Cth), which means that the *Corporations Act* applies but in a manner modified by the ACNC Act. We also hold tax exemptions and concessions under the *Income Tax Assessment Act 1997* (Cth).

We are a signatory to the Australian Council For International Development (ACFID) Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory, we are committed to conducting our work with transparency, accountability and integrity.

We have also voluntarily adopted the Australian Institute of Company Directors' "Good Governance Principles and Guidance for Not for Profit Organisations".

### World Vision Partnership

As a member of the World Vision International Partnership, we are also subject to Partnership policies, insofar as they are consistent with Australian laws.

→ Our full Corporate Governance Statement addresses in detail how we respond to the requirements and principles under relevant laws, industry codes and our own policies as they relate to corporate governance.





## RISK MANAGEMENT

### Internal audit

**Our internal audit function helps us evaluate and improve the effectiveness of our risk management, control and governance processes.**

In accordance with professional standards and good corporate governance principles, this internal audit function is independent of the World Vision Australia activities, processes and staff that it reviews. It reports into the Chair of our Board's Audit and Risk Committee and then administratively through our Chief Financial Officer. We have engaged EY (formerly Ernst & Young) as our outsourced internal auditors.

### Risk management

All areas of the organisation are required to identify key risks and to analyse, evaluate and treat those risks in a proactive manner. To ensure a consistent and structured approach, we manage risk systematically in line with our risk management policy and in response to changes in our internal and external environment.

Our risk framework is in line with World Vision International's risk management

framework. This is important as we must consider risks associated with projects implemented in the countries where we work.

The framework aims to provide guidance on the management of risks – not just in a reactive way, but also in a positive way, where risks can be taken when duly considered and approved by those with delegated authority.

Our risk management framework comprises the following structural elements:

- The Australian Standard ISO 31000: 2018 Risk Management – Principles and Guidelines
- World Vision Partnership Enterprise Risk Policy and Framework
- Three lines of defence model for corporate governance – business operations; risk, legal and compliance; audit

By structuring the framework around standard processes and proven tools, we can have confidence that our risk and assurance processes reflect best practice now and into the future.

In March 2020, the Board announced an independent and thorough investigation by the forensic arm of KPMG following allegations reported by a media outlet relating to a contract we entered into in 2013 for printing and mail-house services. While the KPMG investigation focused on the procurement of printing and mail-house services, we also took the opportunity to review our procurement policies and practices more generally.

The KPMG investigation, and internal review, found no evidence of donor money, including government funds, being misused. But it provided us with key lessons for our domestic procurement policies and processes and we have strengthened them accordingly. World Vision Australia's full response to the allegations and the investigation can be found on our website.

### Compliance risk management

We operate in a highly regulated environment and must comply with industry codes and legislative obligations.

In line with our overarching risk management approach, our compliance risk management model is decentralised, within the context of an established Compliance Framework, with each area of the organisation responsible for identifying and managing their own compliance risks.

Our compliance risk management program creates an environment that supports the organisation and our employees to understand compliance requirements, adhere to them and speak up when things go wrong.

This helps protect our industry accreditation, charitable registration, tax concessions and our fundraising licence. Most importantly, it helps ensure we steward donor funds well, preventing an erosion of donor trust. This is essential for us to achieve our goal of creating lasting positive change in children's lives.

## EVALUATING OUR WORK

**All of our projects and programs are regularly monitored and evaluated to measure progress and impact. During 2020, we continued to standardise our monitoring and evaluation processes, not only for greater accountability, but also to support constant learning and improvement.**

We collect evaluation data in different ways – surveys, interviews and focus groups – to better understand the outcomes of our projects for the women, men and children taking part. Because partner organisations and governments will take responsibility for results when we leave, their insights are also essential.

### **Building evidence across multiple projects**

Our annual evaluation review independently examines evaluations from several projects and makes recommendations to improve their focus, quality and end use. This year, we considered 10 projects funded through the Australian NGO Cooperation Program, or ANCP.

**The review confirmed that our projects were consistently delivering against their planned outcomes and had strengthened from previous years in results for women's inclusion and empowerment.**

Gender and disability considerations were more visible in project outcomes than in previous years, though our ability to deliver and measure meaningful social inclusion is less consistent in large-scale projects than smaller, more tailored initiatives.

### **Adapting to the challenges of COVID-19**

Due to COVID-19, it was not possible for Australia-based staff and consultants to travel to projects and provide hands-on support for local monitoring and evaluation teams. It was also unsafe in most locations to bring people together for community discussions.

Despite this, the meta-analysis found that our evaluations had maintained a high level of quality and data integrity compared to previous years.



Members of a savings group in PNG's Autonomous Region of Bougainville, supported through our Financial Literacy and Inclusion Project.



## EVALUATION CASE STUDY: FINANCIAL LITERACY IN PAPUA NEW GUINEA

**The Financial Literacy and Inclusion Project (2017-2020) sought to improve access to financial services and reduce gender inequalities in remote rural communities in the Autonomous Region of Bougainville.**

It ran alongside another World Vision project supporting cocoa farmers to better grow, process and market their products. Together, these two projects aimed to improve child wellbeing by enabling families to increase their incomes and better manage household budgets.

The project established 126 savings groups. Each savings group of 10-25 members is self-managed and operates on a 12-month cycle during which members save money together and can borrow from pooled funds. Groups were provided financial literacy training, a cash box and a savings kit, and they were monitored and supported by project staff during their first year of operation.

### Evaluation findings

#### Savings practices greatly increased

97% of surveyed participants were saving money, up from 33% before the project began.

#### Gender equity improved

Joint decision making on household spending rose to 70%, up from 41% before the project began.

#### Self-confidence increased

Savings group members reported greater self-confidence and better social cohesion within communities.

#### Savings groups keep on growing

72% of savings groups were on their third yearly cycle, with savings and confidence levels growing.



**“In my view, budgeting is one of the most important things we have learnt, and it is one thing that has helped us a lot.”**

– Rachel is a cocoa farmer and savings group treasurer. She borrowed A\$435 from her savings group to start a successful poultry business.



World Vision acknowledges the support of the Australian Government through the Australian NGO Cooperation Program (ANCP) for this project.



# OUR PEOPLE



Members of our Marketing team, Leigh Wijesinghe (left), Bridie McKenna and Leah Hartmann-Faska.

## Employee profile 2020: 152 males, 220 females

	Total employees	Full-time employees	Part-time employees
2020	372	314	58
2019	430	362	68
2018	478	413	65

**World Vision is a global community, working together to bring about positive change in the lives of the world’s most vulnerable children. People are inspired to work with us because they want to make a difference.**

Our employees derive personal and professional fulfillment from knowing the work they are contributing to has a greater purpose. Our organisational values underpin an employee culture that embraces inclusion, diversity and kindness.

### How we attract new talent

This year we focused on enhancing our recruitment experience to embody a customer-centric model. One of the initiatives we implemented was job applicant surveys to measure the recruitment experience and identify opportunities for improvement. 100 percent of applicants surveyed said they would recommend World Vision Australia as a potential employee to family and friends.

In 2021, we will continue to work with external partners to build a strong, diverse talent pipeline to support our strategy and vision for the future.

This will include refining our internship and work experience programs and exploring partnerships with local schools, universities and communities.

### How we care for and develop our employees

Our integrated approach to staff development and care ensures that all employees have access to personalised support and development, and opportunities for spiritual reflection.

In response to the dramatic changes that COVID-19 brought to our ways of working, additional staff care programs were offered to all employees and managers, focusing on wellbeing, leveraging resources to support working from home, and assistance for those who were home-schooling children.

We have introduced talent profiles to support continuous learning and uncover career aspirations. Once completed by every employee, the profiles will further support succession planning and cross-functional development opportunities.



## ENVIRONMENTAL MANAGEMENT

### We are committed to improving our environmental performance and reducing our contribution to climate change and environmental degradation.

Since 2008, we have considered the extent of our carbon footprint by measuring a selection of key activities and consumption items which have the most significant environmental impact: electricity, air travel (fuel only), paper, car fleet and gas.

We have set a target of zero emissions for these key indicators and we have committed to reducing emissions and purchasing carbon offsets where emissions cannot be sufficiently reduced to meet the nil target.

We continue to integrate our carbon reduction strategy with our core development programs. We have two reforestation projects and an energy-efficient stoves project in Africa, all of which incorporate carbon emission reductions that form the basis of verified emission reduction units under the Gold Standard for the Global Goals. The projects are also improving rural

livelihoods, increasing resilience to climate change and restoring degraded lands. This year, we were again able to purchase carbon emission offsets from our fuel efficient cookstove project in the Baringo and Nakuru counties within the Rift Valley, Kenya. More information about this project can be found here. →

### Results from our carbon footprint reduction initiative

The data in the table has been independently reviewed by PricewaterhouseCoopers. The independent review statement is available on our website. →

The table shows the number of tonnes of CO<sub>2</sub>e emitted under each key activity during the 2020 financial year compared with the previous year. During the year, total emissions before offsets decreased by 839 tonnes CO<sub>2</sub>e. Our efforts to reduce our carbon footprint include a shift towards digital marketing and carbon neutral paper as well as reducing our electricity and gas usage across our offices in Australia.

	2020	2019
<b>Key activities measured</b>	Tonnes CO <sub>2</sub> e	
Electricity <sup>1</sup>	1,121	1,532
Air travel (fuel only) <sup>2</sup>	275	643
Paper	19	42
Car fleet	32	54
Gas	141	156
<b>Total emissions before offsets</b>	<b>1,588</b>	<b>2,427</b>
Gold Standard offsets purchased from World Vision programs <sup>3</sup>	(1,588)	(2,427)
<b>Total emissions after offsets</b>	<b>-</b>	<b>-</b>
<b>Target</b>	<b>-</b>	<b>-</b>

<sup>1</sup> Australian National Greenhouse Accounts factors changed during the year and the conversion factors published in 2020 have been used for this report. FY19 results have not been recalculated.

<sup>2</sup> The Environment Protection Agency (Victoria) and Department for Environment, Food and Rural Affairs (UK) factors for each cabin class changed during FY20 and have been used in this report. FY19 results have not been recalculated. Air travel emissions calculations exclude airfares purchased and reimbursed for non-World Vision Australia staff where they have been readily identified.

<sup>3</sup> Voluntary Emissions Reductions (VERs) have been purchased from the ForestFinest Consulting, an accredited independent trader of carbon offsets that are generated from World Vision projects. These VERs have been purchased at market rate to offset 1,588 tonnes CO<sub>2</sub>e. The Gold Standard for the Global Goals has certified the VERs.

<sup>4</sup> Paper consumption- Paper consumption data matrix is developed based on an estimate for one vendor who went in liquidation during the period (Oct19-Dec19).

## FINANCIAL PERFORMANCE

# MANAGING RESOURCES FOR MAXIMUM IMPACT.

In northern India, members of the World Vision-supported Jeevan Jyoti women's savings group work together to improve their incomes and invest in their children's futures.

### A\$587.9 MILLION

WAS RAISED IN FY20. THIS IS \$10.7 MILLION MORE THAN FY19.

### 83% OF TOTAL FUNDS RECEIVED

WENT TO FIELD PROGRAMS AND ADVOCACY WORK – HELPING FAMILIES AND COMMUNITIES.

You can find more details on how funds were used on page 36.

### US\$44 MILLION

OUR LARGEST GRANT EVER WAS AWARDED BY THE GLOBAL FUND FOR A TB/HIV PROGRAM IN PAPUA NEW GUINEA.



## FINANCIAL POSITION AND PERFORMANCE

### Snapshot

The following table is a snapshot of our income and disbursements over FY20 compared to the previous financial year. You can find more detail in the extracts from our audited Annual Financial Statements for the year ended 30 September 2020 set out on pages 42-45.

These extracts are set out in the manner required under the ACFID Code of Conduct, to which we are a signatory. →☰

Additionally, we are registered with the Australian Charities and Not-for-Profits Commission (ACNC) as a "large charity" and we will be disclosing our financial performance in the 2020 Annual Information Statement, which we will lodge with the ACNC and which will be available via the ACNC's Charity Register. →☰

	FY20 \$m	FY19 restated* \$m
<b>Income</b>		
Sponsorship	115.2	124.7
Grants – DFAT	62.6	51.8
Appeals, donations and gifts	19.6	28.7
Overseas grants	82.1	65.9
Other revenue	27.1	24.7
<b>Cash income</b>	<b>306.6</b>	<b>295.8</b>
Non-monetary donations and gifts	281.3	281.4
<b>TOTAL INCOME</b>	<b>587.9</b>	<b>577.2</b>
<b>Disbursements</b>		
International programs:		
Funds to international programs	230.0	201.1
Program support costs	7.4	7.3
Domestic projects	4.4	5.1
Community education	1.2	1.8
<b>Program disbursements – cash</b>	<b>243.0</b>	<b>215.3</b>
Non-monetary items to international programs	279.8	280.5
<b>Program disbursements</b>	<b>522.8</b>	<b>495.8</b>
Fundraising	37.6	44.1
Administration and accountability	28.7	27.4
<b>Overheads</b>	<b>66.3</b>	<b>71.5</b>
<b>TOTAL DISBURSEMENTS</b>	<b>589.1</b>	<b>567.3</b>
<b>Excess of revenue over expenditure</b>	<b>(1.2)</b>	<b>9.9</b>

\*Restated to comply with new accounting standards.

## INCOME – OUR REVENUE IN FY20

### FY20 and FY19 comparisons:

Total revenue for the year was \$587.9m (2019 restated\*: \$577.2m). Total disbursements to international and domestic programs was \$514.2m (2019 restated: \$486.7m), made up of:

- \$230m in monetary funds to international programs (2019 restated: \$201.1m)
- \$4.4m in monetary funds to domestic programs (2019 restated: \$5.1m)
- \$279.8m in non-monetary expenditure (2019: \$280.5m)

The remaining expenditure was \$74.9m (2019 \$80.6m). We incurred a deficit of \$1.2m (2019 restated: surplus \$9.9m). We experienced an increase in income with income of \$587.9m for 2020. Cash income has grown by \$10.8m and non-cash income remained consistent year on year.

### Sponsorship

As in previous years, market conditions in the charity sector continue to change. Whilst there has been a decline in sponsorship income, the number of sponsorships through World Vision Australia during 2020 remains significant at 198,986, enabling children, families and communities to address the challenges of poverty.

\* Restated to comply with new accounting standards.

### Australian Government

Income from the Department of Foreign Affairs and Trade (DFAT) increased compared to the prior year at \$62.6m. This includes the Australian NGO Cooperation Program (ANCP) grant as well as competitive development and humanitarian relief contracts secured with DFAT, primarily located in the Pacific and East Africa.

### Appeals, donations and gifts

This includes emergency relief and other appeals, cash donations and gifts, and investment income. This revenue declined by 31.7 percent to \$19.6m. This was primarily driven by the decision to significantly reduce marketing activity and campaigns, and the shutdown of parts of our retail operations, due to COVID-19.

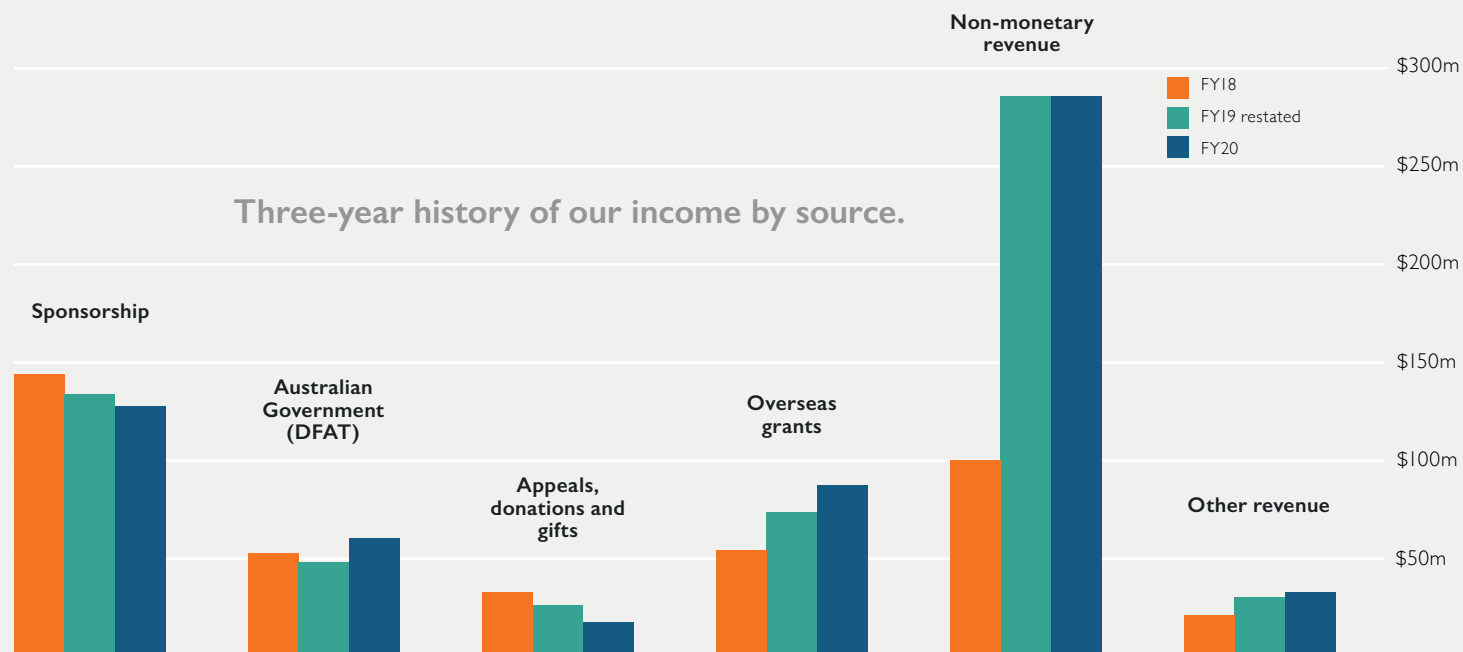
### Overseas grants

This includes non-Australian Government bilateral and multilateral grants. Overseas grants increased by 24.7 percent to \$82.1m in part due to increased success in securing higher value grants, as well as success in broadening engagements with existing partners. The strong relationships we have developed with multilateral and other organisations will continue to provide a key platform for revenue growth.

### Non-monetary donations and gifts

This primarily relates to our relationship with the World Food Programme as a key implementing partner, and also includes donated goods from corporations and any other non-cash income. Donated goods and assets remained consistent with the prior year.

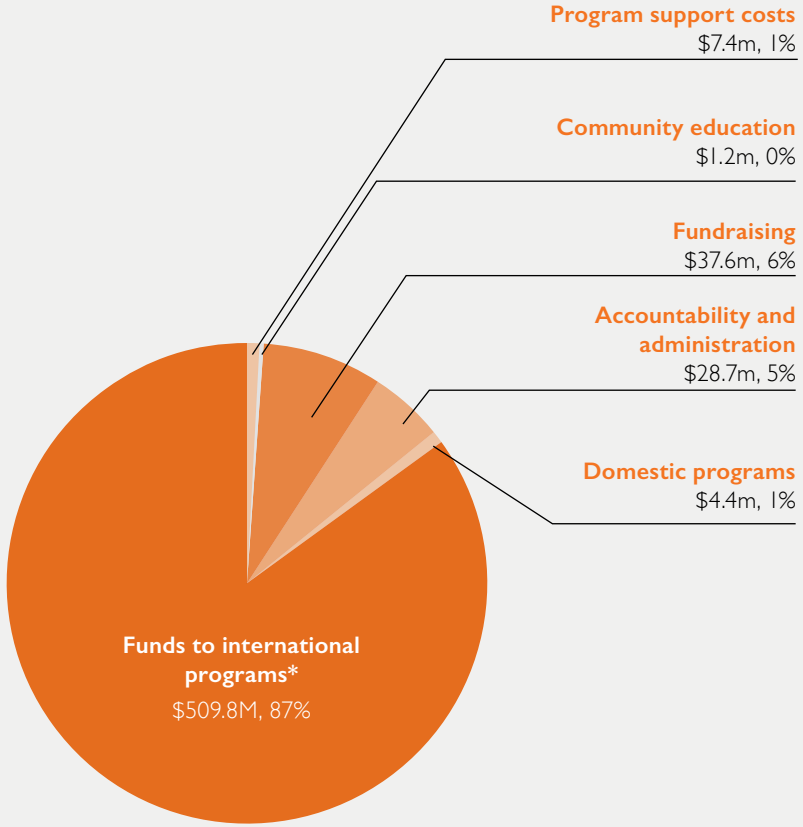
Our Income Statement (extracted from our audited Annual Financial Statements for the year ended 30 September 2020) is set out on page 42.





# DISBURSEMENTS – HOW FUNDS WERE USED IN FY20

Category	FY20	FY19 restated
Fundraising	\$37.6m	\$44.1m
Accountability and administration	\$28.7m	\$27.4m
Funds to international programs	\$509.8m	\$481.6m
Domestic programs	\$4.4m	\$5.1m
Community education	\$1.2m	\$1.8m
Program support costs	\$7.4m	\$7.3m
<b>Total \$m</b>	<b>\$589.1m</b>	<b>\$567.3m</b>



\*The ratios in this chart include non-cash income from significant contracts we secured from the UN World Food Programme at minimal cost. As a result, the percentage of funds applied to "international programs" in this chart is slightly different from the percentage applied to "our work" in the chart on page 2.

## FY20 AND FY19 COMPARISONS

### Fundraising

This includes our marketing and supporter-facing costs. Fundraising costs decreased from 7.6 percent of revenue to 6.4 percent. Fundraising expenditure declined year-on-year due to COVID-19 impacts on market conditions and prudent cost management.

### Accountability and administration

This includes the costs of information technology, finance and accounting, human resources, and legal and risk management functions, as well as our CEO and management teams (see page 25 for more information). Accountability and administration costs increased by 4.7 percent compared to 2019. This was driven by increased investment in software and communications, as well as an increase in separation payments made to employees.

### Domestic programs

This includes our disbursements for work in Australia on First Nations development programs. Funds to domestic programs decreased by 13.7 percent as we specifically focused on programs where we are best placed to have maximum impact.

### Community education

This includes the costs associated with public awareness campaigns in Australia and advocacy activities which seek to bring about change in government and institutional policies. In FY20, community education expenses decreased by 33.3 percent to \$1.2m due to streamlining of this function and COVID-19 impacts on campaign activity.

### Program support costs

This includes costs associated with quality advisors and sector specialists, who are engaged by us in Australia to assist with the design, monitoring and evaluation of the programs we support to ensure maximum impact. Program support costs increased by 1.4 percent to \$7.4m, primarily due to increased investment in technology and resourcing to efficiently support quality impact outcomes.

### Funds to international programs

This includes all cash, food (including World Food Programme contracts) and goods designated for our international programs. It also includes funds transferred to the World Vision International Partnership's Global Centre and designated for field programs which have not yet been committed to a specific project but will be allocated to projects in future years. The provision of resources to the field has increased by 5.9 percent relative to the prior year, primarily due to cash grants income as a result of increasing opportunities with donors globally. You can find out more about how funds reach communities on page 38.



## DISBURSEMENTS BY REGION IN FY20

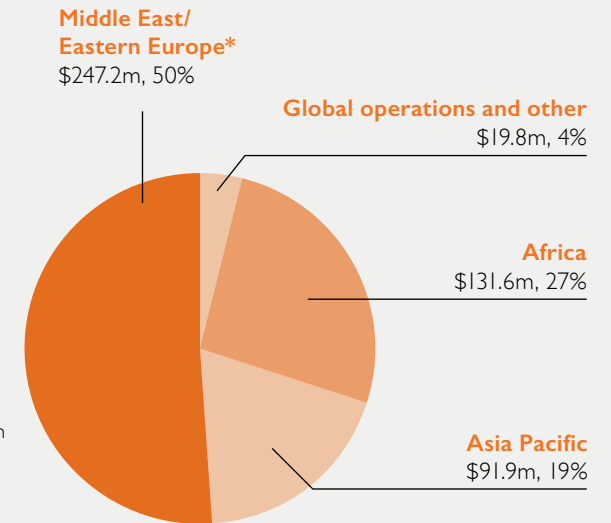
Information on the amounts disbursed to countries within each of the regions can be found at note four from page 29 of our audited Annual Financial Statements for the year ended 30 September 2020, available on our website. →

Consistent with FY19, disbursements in the Middle East region comprised the largest proportion of all regions this financial year. This continues to be driven primarily by support provided by the World Food Programme and the UNHCR for our Syria refugee response in Lebanon.

We have also included in the chart disbursements towards “Global operations and other”. These disbursements are for global management and expertise of the World Vision International Partnership and also for the Partnership’s international advocacy activities on issues such as ending violence against children, child rights, the Sustainable Development Goals, peacebuilding and fragile contexts. As explained on page 9, our programs are implemented via a network of National Offices under the oversight of the Partnership, including World Vision Australia, which coordinates activities such as the transfer of funds and strategic operations. Technical experts, strategists and global leaders in the Partnership provide global strategy and specialised expertise. Utilising this expertise and experience enables us to improve our efficiency and maximise economies of scale.

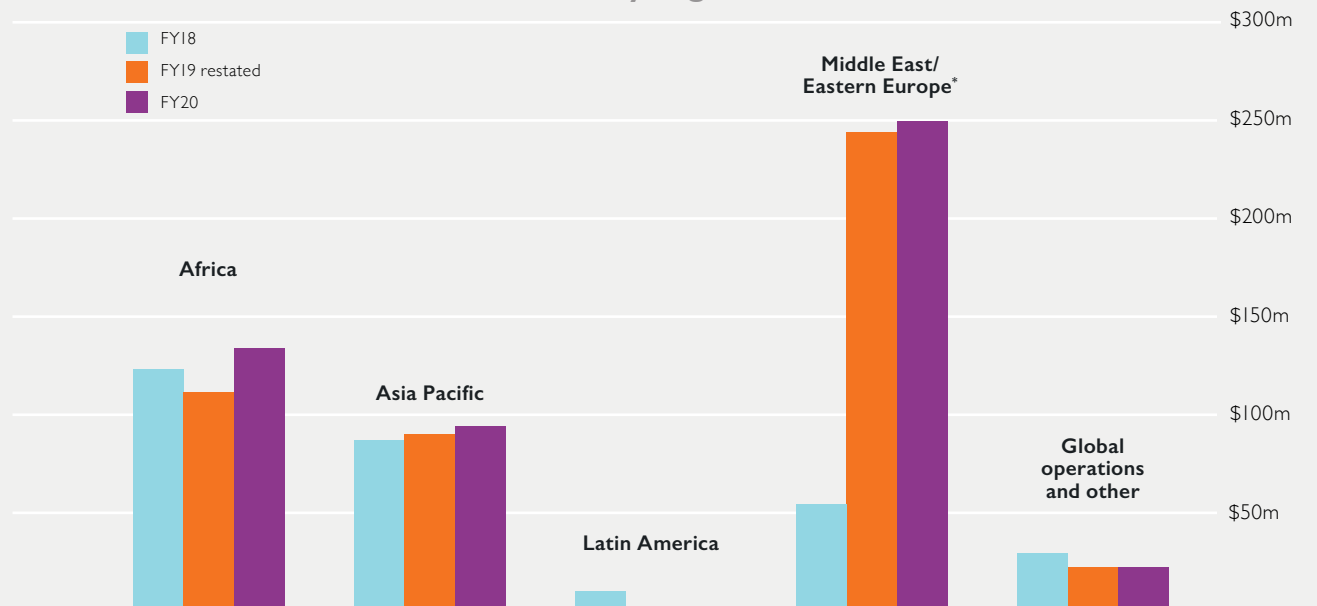
### Excess of expenditure over revenue:

Overall, total revenue for FY20 was \$587.9m (FY19 restated: \$577.2m), total funds to international and domestic programs was \$514.2m (FY19 restated: \$486.7m) and other expenditure was \$74.9m (FY19 restated: \$80.6m) resulting in a deficit in FY20 of \$1.2m (FY19 restated surplus: \$9.9m).



\* The allocation to the Middle East region in the current financial year is primarily driven by goods-in-kind support provided to Syria response efforts in Lebanon.

### Disbursements by region in FY20



## ENSURING OUR ABILITY TO MEET OUR FIELD PROGRAM FINANCIAL COMMITMENTS

**The World Vision Australia Treasury and Investment Policy governs the objectives, responsibilities, processes and permitted activities of our investment function. The policy sets out how we will invest assets in accordance with World Vision ethos and core values, considering fiduciary requirements, applicable laws and liquidity requirements.**

We place funds raised for all our projects in term deposits with minimum A+ rated banks in Australia. At all times an amount equivalent to at least eight weeks' operating expenditure is retained as a working capital reserve. Funding for our projects overseas is susceptible to the fluctuation of foreign exchange rates. As such, we have currency forward contracts in place to minimise our exposure. We transfer our funds to the World Vision Partnership Treasury Office, which then provides these funds to field projects based on approved plans.

As part of the Partnership's global planning process, we make funding commitments to relief and development programs (international or domestic) based on income forecasts approximately three to six months before the start of the next financial year. This process helps to provide the requisite level of certainty around funding streams for local World Vision offices implementing our programs. This enables them to plan appropriately and allocate resources.

Our Field Allocations Committee considers and approves funds proposed for allocation. The committee comprises key employees with responsibility and delegated authority from our Board for overseeing the use of funds in all our programs. We base funding decisions on criteria such as strategic fit, organisational capacity and donor requirements.

We are committed to ensuring that funds donated to us are used for the purposes for which they were raised. The only exception to this occurs when circumstances beyond our control prevent us from utilising funds in the manner promised. Such circumstances may include instances where:

- geopolitical issues prevent the use of funds;
- staff security is jeopardised so that we are forced to withdraw from the project area; or
- the relevant community has asked us to leave.

When we are unable to use funds donated to us for the purposes for which they were raised, we allocate the funds to areas of similar need. We inform our donors of this in general communications about each appeal. Where specific communication is required, the method of communicating depends on the number of donors affected.

We are committed to accountable and transparent financial management and follow strict procedures to ensure funds are used as intended. These procedures are subject to periodic internal audits. In addition to our internal audit process, our accounts are audited annually by our external auditor, Grant Thornton. We lodge our audited Annual Financial Statements with ACNC, ACFID and make them available on our website. →

Our staff visit our projects periodically and perform quality monitoring in the areas of sustainability, impact, development approach and financial risk monitoring. Regular operational audits ensure that our overseas and local partners adhere to agreed project management standards.





## SUMMARISED FINANCIAL REPORT

### Extracts from our audited Annual Financial Statements

Set out on the following pages are extracts from our Annual Financial Statements for the year ended 30 September 2020:

<b>Declaration by Directors</b>	<b>Page 40</b>
<b>Independent Auditor's Report</b>	<b>Page 41</b>
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### Declaration by Directors

In accordance with a resolution of the Board of Directors of World Vision Australia, the Directors declare that in their opinion:

- a) There are reasonable grounds to believe that the Company will be able to pay all of its debts as and when they become due and payable.
- b) The summary financial statements set out on pages 1 to 4 have been prepared in accordance with Subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, including:
  - i. giving a true and fair view of the Company's financial position as at 30 September 2020 and of its performance for the year ended on that date; and
  - ii. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Regulation 2013*.
- (c) The summary financial statements and associated records of the Company have been properly kept during the year ended 30 September 2020 in accordance with the provisions of the *Charitable Fundraising Act 1991(NSW)*, the regulations under that Act and the conditions attached to organisation's authority. The internal controls exercised by the Company are appropriate and effective in accounting for all income received and applied by the Company from any of its fundraising appeals.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.



**Chairman**



**Director**

27 November 2020

## INDEPENDENT AUDITOR'S REPORT

### Our opinion

In our opinion, the summary financial statements as derived from the audited financial report of World Vision Australia for the year ended 30 September 2020:

1. are consistent, in all material respects, with the audited financial report of World Vision Australia for the year ended 30 September 2020, in accordance with the basis of preparation described in the summary financial statements.
2. comply, in all material respects, with Section 8.3.2 of the *Australian Council for International Development (ACFID) Code of Conduct*.

### Summary financial statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012* applied in the preparation of the audited financial report of World Vision Australia for the year ended 30 September 2020. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of World Vision Australia.

### The audited financial report and our report thereon

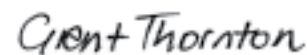
We expressed an unmodified audit opinion on the financial report in our report dated 27 November 2020.

### Directors' responsibility for the summary financial statements

The directors of World Vision Australia are responsible for the preparation of the summary financial statements in accordance with the basis of preparation as described in audited financial report of World Vision Australia.

### Auditor's responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects with the audited financial report and complies, in all material respects, with Section 8.3.2 of the *Australian Council for International Development (ACFID) Code of Conduct* based on our procedures, which were conducted in accordance with Australian Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.



**Grant Thornton Audit Pty Ltd**  
Chartered Accountants



**E W Passaris**  
Partner – Audit & Assurance

Melbourne, 27 November 2020



## INCOME STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	FY20	FY19 restated
		\$'000	\$'000
<b>INCOME</b>			
<b>Donations and gifts</b>			
<b>Monetary</b>			
– Pledge programs	3	125,111	134,144
– Appeals, donations and gifts	3	19,611	28,654
<b>Non-monetary</b>			
– Donated goods and assets	3	4,330	5,420
– Grants (multilateral)	3	276,999	275,961
		<b>426,051</b>	<b>444,179</b>
<b>Bequests and legacies</b>	3	4,327	7,733
<b>Grants</b>			
– DFAT	3	62,646	51,838
– Other Australian	3	3,295	3,794
– Other overseas	3	82,137	65,882
		<b>148,078</b>	<b>121,514</b>
Investment income	3	276	778
Other income	3	9,184	3,024
<b>TOTAL INCOME</b>		<b>587,916</b>	<b>577,228</b>

	Notes	FY20	FY19 restated
		\$'000	\$'000
<b>EXPENDITURE</b>			
<b>International aid and development programs expenditure</b>			
<b>International programs</b>			
– Funds to international programs	4	229,973	201,047
– Program support costs		7,393	7,334
		<b>237,366</b>	<b>208,381</b>
<b>Community education</b>		1,228	1,787
<b>Fundraising costs</b>			
– Public		34,808	41,203
– Government, multilateral and private		2,845	2,936
<b>Accountability and administration</b>		28,657	27,352
<b>Non-monetary expenditure</b>	4, 5(b)	279,804	280,564
<b>Total international aid and development programs expenditure</b>		<b>584,708</b>	<b>562,223</b>
<b>Domestic programs expenditure</b>		<b>4,420</b>	<b>5,089</b>
<b>TOTAL EXPENDITURE</b>	5(a)	<b>589,128</b>	<b>567,312</b>
Net excess of revenue over expenditure		<b>(1,212)</b>	<b>9,916</b>

The above should be read in conjunction with the accompanying notes which can be found on our website in the full version of our audited Annual Financial Statements for the year ended 30 September 2020.



## STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	FY20 \$'000	FY19 restated \$'000
(Deficit) / Excess of Income over Expenditure		(1,212)	9,916
<b>Other comprehensive income</b>			
<b>Items that will not be reclassified subsequently to the income statement</b>			
Changes in the fair value of equity instruments at FVOCI	6(b)	(408)	153
<b>Items that may be reclassified subsequently to the income statement</b>			
Changes in the fair value of cash flow hedges	6(c)	(13,932)	1,300
<b>Other comprehensive income for the year</b>		<b>(14,340)</b>	<b>1,453</b>
<b>Total comprehensive income for the year</b>		<b>(15,552)</b>	<b>11,369</b>

The above should be read in conjunction with the accompanying notes which can be found on our website in the full version of our audited Annual Financial Statements for the year ended 30 September 2020. →

Note: For the purposes of the Australian Council for International Development Code of Conduct, at the end of 30 September 2020, World Vision Australia had no transactions in the following categories; Revenue for International Political or Religious Adherence Promotion Programs and Expenditure for International Political or Religious Adherence Promotion Programs.



## STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	FY20	FY19 restated
		\$'000	\$'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and investments	6 (a)	50,081	51,661
Receivables		1,286	48
Prepayments		1,224	1,066
Australian Taxation Office – GST		240	379
Donated goods		2,206	1,155
Inventories		49	132
Other Financial Assets	6 (b)	2,629	2,575
Unrealised Currency Hedge	6 (c)	-	8,935
Fulfilment Costs	3(b)	65,135	56,603
<b>Total current assets</b>		<b>122,850</b>	<b>122,554</b>
<b>Non-current assets</b>			
Unrealised Currency Hedge	6(c)	-	957
Property, Computer Hardware & Equipment	7(a)	17,735	18,653
Intangible Assets	7(b)	2,416	1,125
Right of Use Asset	6(e)	1,074	1,638
<b>Total non-current assets</b>		<b>21,225</b>	<b>22,373</b>
<b>TOTAL ASSETS</b>		<b>144,075</b>	<b>144,927</b>

	Notes	FY20	FY19 restated
		\$'000	\$'000
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Accounts Payable	6(d)	2,738	4,127
Provisions	7(d)	16,767	14,694
Lease Liabilities	6(e)	510	572
Contract Liabilities	3(b)	57,382	47,072
Unrealised Currency Hedge	6(c)	3,883	-
<b>Total current liabilities</b>		<b>81,280</b>	<b>66,465</b>
<b>Non-current liabilities</b>			
Provisions	7(c)	1,069	883
Lease Liabilities	6(e)	836	1,294
Unrealised Currency Hedge	6(c)	157	-
<b>Total non-current liabilities</b>		<b>2,062</b>	<b>2,177</b>
<b>TOTAL LIABILITIES</b>		<b>83,342</b>	<b>68,642</b>
<b>NET ASSETS</b>		<b>60,733</b>	<b>76,285</b>
<b>Equity</b>			
Hedging reserve	6(c)	(4,040)	9,892
FVOCI reserve	6(b)	(255)	153
Retained earnings		65,028	66,240
<b>Total equity</b>		<b>60,733</b>	<b>76,285</b>

The above should be read in conjunction with the accompanying notes which can be found on our website in the full version of our audited Annual Financial Statements for the year ended 30 September 2020. →

## STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Hedging reserve	FVOCI reserve	Retained earnings	Total
	\$ '000	\$ '000	\$ '000	\$ '000
<b>Balance as at 30 September 2018</b>	<b>8,592</b>	-	<b>56,324</b>	<b>64,916</b>
Excess of Income over Expenditure as previously reported	-	-	2,572	2,572
Adoption of AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities		-	7,374	7,374
Adoption of AASB 16 Leases	-	-	(30)	(30)
Other comprehensive income for the year	1,300	153	-	1,453
<b>Total comprehensive income for the year</b>	<b>1,300</b>	<b>153</b>	<b>9,916</b>	<b>11,369</b>
<b>Balance as at 30 September 2019</b>	<b>9,892</b>	<b>153</b>	<b>66,240</b>	<b>76,285</b>
(Deficit) / Excess of Income over Expenditure	-	-	(1,212)	(1,212)
Other comprehensive income for the year	(13,932)	(408)	-	(14,340)
<b>Total comprehensive income for the year</b>	<b>(13,932)</b>	<b>(408)</b>	<b>(1,212)</b>	<b>(15,552)</b>
<b>Balance as at 30 September 2020</b>	<b>(4,040)</b>	<b>(255)</b>	<b>65,028</b>	<b>60,733</b>

### Basis of Preparation

These summary financial statements have been prepared in accordance with Australian Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board. The accounting policies have been consistently applied to all the years presented, unless otherwise stated. The summary financial statements is an extract from the World Vision Australia's annual financial statements for the year ended 30 September 2020. The financial statements and specific disclosures included in the summary financial statements have been derived from the annual financial statements.

Comparative figures have been revised where necessary to conform to changes in presentation for the current financial year. The financial reports have been prepared in accordance with the historical cost convention, as modified by the revaluation of financial assets at fair value through profit or loss or through other comprehensive income.

*Compliance with the Australian Council for International Development Code of Conduct*

The Company adheres to the Australian Council for International Development (ACFID) Code of Conduct. The summary financial statements have been prepared in accordance with the presentation and disclosure requirements set out in the ACFID Code of Conduct. For further information on the Code please refer to the ACFID website . →

The above should be read in conjunction with the accompanying notes which can be found on our website in the full version of our audited Annual Financial Statements for the year ended 30 September 2020. →



### World Vision Australia

ABN 28 004 778 081

#### I Vision Drive Burwood East Victoria 3151

#### Incorporation and charitable status

Public company limited by guarantee under the Corporations Act 2001 (Cth) from 19 June 1969. Members are our current directors.

Registered charity with the Australian Charities and Not-for-Profits Commission from 3 December 2012.

### Tax concessions and fundraising

Public Benevolent Institution (PBI) and endorsed by the Australian Taxation Office as:

- a Deductible Gift Recipient (DGR);
- and an income tax exempt charity (holding tax concessions and exemptions relating to income, goods and services, and fringe benefits taxes).

Operates an Overseas Aid Fund and a Necessitous Persons Fund, endorsed as DGRs.

Fundraises throughout Australia and registered under fundraising legislation as required:

NSW Registration no. CFNI13579

QLD Registration no. CH0675

SA Licence no. CCP2438

TAS Registration no. I

VIC Registration no. FR0010214

WA Licence no. CCI8076

### Accreditations

Registered as a charity by the Australian Charities and Not-for-profits Commission (ACNC). Fully accredited by the Australian Government through its Department of Foreign Affairs and Trade. The accreditation process provides the Australian Government and the Australian public with confidence that they are funding a professional, well managed, community-based organisation capable of delivering efficient development outcomes.

Member of the Australian Council for International Development (ACFID) and adherent to the ACFID Code of Conduct (link inserted here). The code defines minimum standards of governance, management and accountability for non-government organisations. It aims to improve international development outcomes and increase stakeholder trust by enhancing transparency and accountability of signatory organisations.

### Feedback and complaints

Feedback on this report and on our operations and conduct more generally can be sent to **service@worldvision.com.au** or in writing to:

#### Supporter Services

I Vision Drive  
Burwood East Vic 3151

We will acknowledge feedback and give a response.



**Join us in 2021 as together we go further than ever for the world's most vulnerable children.**

1 Vision Drive  
Burwood East VIC 3151  
Telephone: (03) 9287 2233  
Fax: (03) 9287 2427  
Email: [service@worldvision.com.au](mailto:service@worldvision.com.au)

[worldvision.com.au](http://worldvision.com.au)

World Vision Australia acknowledges that our head office in Melbourne is built on the traditional lands of the Wurundjeri people of the Kulin Nation.

