



**Quaker Service Australia**

**Oct 2019 – Sep 2020**

# **ANNUAL REPORT**





## Contents

Our reach	- 2 -
Report from the Convenor	- 2 -
Report from the Executive Administrator	- 3 -
Statement of Purpose and Quaker Testimonies	- 5 -
Scope of our work / Where we work and why	- 5 -
International Development	- 5 -
TAMIL NADU (INDIA)	- 7 -
UGANDA	- 9 -
CAMBODIA (& evaluations)	- 10 -
Organic co-op case study	- 13 -
2019-20 progress & achievements summary	- 14 -
Indigenous Australia	- 14 -
Refugee and asylum seeker support	- 15 -
Cox's Bazar, BANGLADESH	- 15 -
Manus Island, PAPUA NEW GUINEA	- 16 -
AUSTRALIA	- 16 -
Safeguarding	- 17 -
Code of Conduct	- 18 -
Feedback and complaints	- 19 -
Due Diligence	- 20 -
Program expenditure by country	- 20 -
Memberships and Accreditation	- 21 -
Company Members as at September 2020	- 22 -
Office Team	- 23 -

### Quaker Service Australia Ltd

14/43-53 Bridge Road, Stanmore NSW 2048 • [administration@qsa.org.au](mailto:administration@qsa.org.au) • +61 (0)2 8054 0400  
ACN 618 346 839 • ABN 35 989 797 918 • [www.qsa.org.au](http://www.qsa.org.au)

*Cover page image: Women and water tank, Cambodia; DWA project consultant Touch Sithol (centre). Credit: Department of Women's Affairs, Kampong Thom | Contents page background image: Women farmers discuss their banana crops, Uganda. Credit: St Jude Family Projects | Back cover image: Women prepare herbal masala balls for cattle health, Tamil Nadu. Credit: Pitchandikulam Bio Resource Centre | Permissions have been granted for use of all images in this document.*



9,143 rural citizens learning and living with better environmental practices in Tamil Nadu, India



1,500 Rohingya and Bangladeshi families supported with permaculture and vegetable seeds in Cox's Bazar, Bangladesh

365 Ugandan farmers, 12 school teachers & 178 school students have increased food security



360 rural Cambodian families with improved food security & 220 (mostly women) with increased incomes from handicraft production



170 men leaving Manus Island, PNG, supported with relocation and refugee rights advocacy



Contributions to 2 Indigenous community-run initiatives in NT and WA



COVID-19 support to 3 refugee centres in NSW and Victoria providing essential food and services



# Our reach



*QSA respectfully acknowledges the Gadigal and Wangal of the Eora Nation, the traditional custodians of the lands on which its work and meetings take place. QSA pays its respects to Elders past, present and emerging, and recognises that the land always was and always will be Aboriginal Land.*



This 2019-20 QSA Annual Report was presented at the QSA Annual General Meeting held virtually via Zoom online conferencing on Sunday 14<sup>th</sup> February, 2021

## Report from the Convenor

*No one could prepare for the scourge of COVID-19 in 2020. This new virus has infected and killed millions across the world. The health and economic devastation has impacted every nation with the desperate need for a vaccine rushed through trials and now being urgently distributed as the virus continues to advance its third and fourth wave of exponential growth.*

*Even in the face of ongoing wars, famines, and the consequent refugee displacement, humans are resilient and have shown they can overcome such devastation in the longer term when peace and land reclamation brings relief or when safe relocation occurs.*

*Having weathered this storm better than most countries, Australia is better positioned to provide more assistance to developing countries. It is heartening that Australia will assume a greater COVID-19 prevention role in the Pacific. We encourage the Government to extend that assistance further afield, especially to the African continent where the need is predicted to be greatest in the coming year.*

*Quaker Service Australia (QSA), like other development agencies, has pivoted existing projects in COVID-safe ways to achieve its goals. With many nations going into a deep recession, there's greater need amongst struggling families to restore their livelihoods. Fewer funds have been available across the sector with many agencies having to curtail several projects and lay off staff. Fortunately, QSA experienced a smaller percentage revenue downturn than most agencies, while still qualifying for the Government's Job Keeper assistance and supplementary tax offsets. I thank all donors and supportive Quaker meetings that have continued giving, knowing their support was needed more than ever.*

*The incredibly thorough five-yearly DFAT re-accreditation added to the usual demands on our staff in 2020. I am pleased to advise QSA has completed this review, receiving positive feedback and recommendations to assist QSA in becoming stronger and more focused in the years ahead. A big thank you to the QSA staff for all the hard work during this past year in very trying circumstances. The ability to be nimble and relocate to home-based work reinforced the trend for greater online connectivity. A next-generation upgrade to the QSA website enabled this providing significantly greater capacity and capability. QSA supporters can now complete donations and Living Gifts purchases fully facilitated over the secured QSA website. A new e-QSA platform is under development to become an electronic repository for resource sharing and learning.*

*Despite the situation, great strides forward have been made this year for QSA, increasing its resilience to provide development assistance with a greater depth in understanding of changing needs. Our refugee support program assessment has matured with a twice-yearly application intake. Our international projects continue to focus on improving food security, alleviating poverty, achieving gender equality, promoting child rights, with long-term sustainability in mind. Seeking continuous improvement, QSA welcomes reflecting and improving on all our relationships knowing that these enrich and give meaning in meeting our purpose. For it is only when we all work together that we can achieve the most in helping a world towards sustainable futures.*



Garry Duncan

QSA Convenor



# Report from the Executive Administrator

*Development work is never a static process. The only constant is in fact, change, with adaptability being key. This year has been no different, though few could have foreseen the enormity of what was to come.*

*The year began with the updating and amalgamation of the Management Committee's policies into a few broad sets with less duplication. The updated policies incorporated procedural requirements from DFAT, particularly around child protection and the Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH). DFAT training and policy increased our understanding of these issues, the systems that would be required of accredited agencies and their project partners, including development and implementation support to reduce incidences and encourage the reporting of any breaches.*



*1 Jackie (right) meets Mrs Din, a project participant, in her home garden in Kampong Thom. Credit: QSA*

*DFAT training and policy increased our understanding of these issues, the systems that would be required of accredited agencies and their project partners, including development and implementation support to reduce incidences and encourage the reporting of any breaches.*

*In late January 2020, I made a monitoring visit to our project partners in Cambodia. As always, I was so impressed with the training provided to communities by partner staff, and I loved meeting project participants in person. It's such a privilege to learn their stories and share ideas. This visit was bitter-sweet, as it was to be my last. On returning to the office, my first task was to work through applications for a part-time project manager position for our projects in Cambodia. I am delighted to say that QSA was able to secure Fleur Bayley to work with us. Her experience of living and working in Cambodia and her range of skills complement the project team. My work role now contains little project management, and a far greater organisational administration and compliance focus.*

*With less than a month to learn the workings of QSA, Fleur joined the rest of the team as the COVID-19 lockdown moved us to working from home. It quickly became apparent this would be the working norm for some time, and we found ways to keep in touch with each other and our project partners. Zoom became the means of achieving this, and project managers have become adept at running training workshops via Zoom using interpreters. We quickly realised just how time-consuming and tiring this could be, with workshops needing to be more frequent but shorter in duration. They certainly do not replace personal visits. We are making the best use of what is available, and considering engaging in-country staff from other organisations to support QSA by conducting monitoring visits – a work in progress as I write this. DFAT assisted accredited agencies to pivot project budgets to encompass COVID support. For project communities, a lack of information, challenges to livelihoods and training, were a significant issue as travel restrictions took effect, compounded by inadequate health facilities and the fear of an uncertain future. More about this elsewhere in this report.*

*While this was going on around us, we also prepared for a five-yearly accreditation review conducted by a team appointed by DFAT. This major piece of work takes many months of planning and preparation. We addressed questions about:*

- how QSA works in terms of governance structure and processes, child protection and PSEAH;*
- the way QSA manages the project cycle from selection and design, to management, to monitoring and evaluation, and promotes the quality of results and effectiveness;*

- how QSA works with, supports and assesses the capacity and capability of its partners;
- how QSA acknowledges funding support from DFAT and communicates with stakeholders;
- the financial and risk management policies and systems QSA has in place.

*What did QSA gain from the accreditation process? Indications from the review team are that QSA will retain its full accreditation status. The experienced review team's assessment of QSA's operation enables measurement against good practice guidelines prepared by DFAT and experts in the sector, enhancing collegiate support and team building. Their comments affirmed how QSA operates and demonstrates Quaker values. In particular, they noted how project partners are valued and supported by QSA staff, QSA's approach to its work, and the scope and scale of projects, given our size. That is not to say there are no areas for improvement. When the full report is available for study, we will assess issues raised and incorporate recommendations into our 2021 work plan. So, was it worth it? Indeed.*

*QSA continues to engage with peer agencies via fora and regular webinars organised by DFAT and ACFID; in regular virtual meetings of various groups within the Church Agencies Network; and through the sharing of ideas amongst partners and with Quaker committees in Australia and Quaker Peace and Service in Aotearoa / New Zealand. These collaborations greatly enhance approaches and enable us to learn new ways of working.*

*I encourage you to read through this annual report, look at the information and get in touch if you wish to know more. With your help and encouragement, QSA continues to work hard to support project partners bring meaningful change to project communities' lives, as we 'let our lives speak' through our Statement of Purpose.*

Jackie Perkins

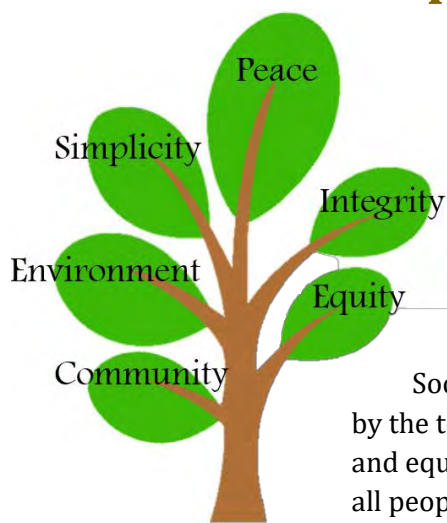
Executive Administrator



2. Key staff of all four Cambodian project partners and Jackie (back row, 4<sup>th</sup> from left) in Pursat at the QSA Cambodia Hub safeguarding workshop, January 2020. Credit: QSA



## Statement of Purpose and Quaker Testimonies



The purpose of Quaker Service Australia (QSA) is to express in a practical way the concern of Australian Quakers for the building of a more peaceful, equitable, just and compassionate world. To this end QSA works with communities in need to improve their quality of life with projects which are culturally sensitive, as well as being economically and environmentally appropriate and sustainable.

As the international development agency of the Religious Society of Friends (Quakers) in Australia, QSA is guided in all that it does by the testimonies of simplicity, peace, integrity, community, environment and equality. Central to QSA's work is the Quaker belief in the equal worth of all people, a belief rooted in Quaker experience over more than 350 years.

## Scope of our work / Where we work and why

QSA became an Australian agency in 1959 and was legally incorporated as an association. QSA adopted a new governance structure in December 2016, and in April the following year became a company limited by guarantee. QSA's office is located in Sydney. It does not operate any offices overseas.

QSA favours community-initiated projects and working with existing community-based organisations (CBOs). Many of QSA's partnerships originate from its organic networks and historical connections.

As far as practicable, QSA plays a consultative role in project design to ensure that the community is actively involved and that activities are relevant to the community's expressed or felt needs and interests. QSA's overall approach is consultative and inclusive of all stakeholders.

QSA does not participate in, nor allow any of its funds or resources to be used for proselytising activities; terrorist activity; support for political parties nor affiliated candidates or organisations.

## International Development

QSA's practical expression of development favours community-led initiatives for change in their own sustainable future for **food security, water security and poverty alleviation**. In our projects, this often involves building and strengthening skills in permaculture and other organic farming methods, enabling participants to establish home food gardens, grow nutritious food year-round for their family, and where possible, create and sell surplus to supplement family incomes.

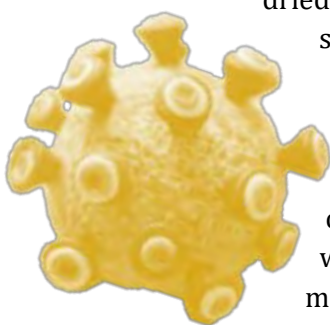
Our work is aligned with the United Nations' Sustainable Development Goals (SDGs – *refer to infographic overleaf*). We support and encourage interdisciplinary, holistic and sustainable approaches that are culturally and contextually appropriate. Themes of ecology and climate adaptation, nutrition and health, community, inclusiveness and leadership, are integrated into project design and training. As the mainstay of rural livelihoods, the majority of our work is focused around women.

Much of the value of our work lies in the change in the quality of the lives of those with whom we work, their families and often also their communities. It is often difficult to capture the various dimensions and disciplines that ‘development’ work covers.

Supporting the strength and capacity of QSA’s partners as local community-focused civil society organisations is another aspect of our approach. This year, we’ve continued to develop QSA and our partners’ systems and reporting mechanisms to safeguard and prevent sexual exploitation, abuse and harassment; protect children; and strengthening fraud prevention.

**The year that was...**

As in so many places around the world, COVID-19 had a sudden impact for QSA’s partners and projects. Rural areas saw an influx of returned migrant family members, many whom returned from cities as lockdowns, commercial and border closures resulted in mass job losses in urban areas. As a result, remittances dried up and with more mouths to feed suddenly, many households experienced a squeeze on resources.



All our project partners made brave efforts to continue their work during this difficult time, which has been crucial particularly for the more vulnerable community members. Our partners adapted to significant changes in their operations and logistics. Staff worked from home where possible, and training, workshops and monitoring visits were reconfigured to meet COVID safety and movement restrictions.

The flexible nature of the Department of Foreign Affairs and Trade’s (DFAT) Australian NGOs Cooperation Program (ANCP) encouraged adaptability and provided additional safeguarding support which was greatly appreciated. With conservative budgeting in the midst of uncertainty, most of our COVID-related support was integrated into existing activities, yet able to reach many additional families and community members. 4% of QSA’s larger overseas project budgets reached 6,763 people through awareness and hygiene supplies, and/or emergency food packages or seeds for home food gardens. In total QSA’s monitoring visits have been postponed since March 2020, but alternative arrangements, meetings and trainings via video conferencing are already underway.





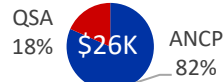


3. Community meeting in Varusanadu. Credit: Vasandham Society

4. Below: Vasandham's 'Guna' Kunasekaran featured in Tamil Agri-Business newspaper: "Drought at Vaigai River origin. Keep water body to keep villages"

## TAMIL NADU (INDIA)

**Vasandham Society**



Vasandham is focusing on translating their successful awareness-raising, education and mass mobilisation of community members in the Varusanadu valley over the last handful of years, into increasing and improving practices in sustainable farming and traditional and organic agriculture practices, improving household and community water management, health and nutrition.

The severity of drought and water scarcity continues to make for a very challenging environment. 400 more farmers adopted traditional grains such as millets and pulses this year, which require much less water and chemical inputs than 'modern' introduced grains.

Vasandham's reach and influence is evident from the sheer levels of community engagement and active participation involving thousands – over 5,000 this year – across Theni District, including hundreds of farmers groups and women's self-help groups. 70 women-led campaigns organised, supported and educated community members in social and environmental issues and women's empowerment. The strength of civil society has improved public access and management of land and water, legally and environmentally.

During the harsh lockdown, Vasandham coordinated with other local NGOs to reinforce awareness and hygiene messages and distribute essential food packages to the most marginalised families.



**Pitchandikulam Bio Resource Centre (PBRC)**



PBRC and its herbal entrepreneurs worked with authorities to prepare and distribute government-approved immunity booster, masks and messaging through door-to-door visits during the earlier stages of the pandemic. Most project work was completed, with schools closed just prior to the holiday period.



Training in governance and decision-making has contributed to significantly improved operations, management and sales in the women’s sustainable livelihood initiatives at the Common Facility Centre, while demand for their herbal products has increased slowly but steadily in recent years. These women have earned the confidence and respect of their community to run businesses independently, earn income and travel safely within their rural area – a profound precedent.

Nadukuppam Forest is increasingly locally-managed with former agricultural labourers now cultivating the forest grounds, managing maintenance and sustainability training while working towards self-sufficiency. Produce from this site is contributing to sustaining project work that now runs independently. Meanwhile at the high school, education quality has seen students’ pass rates rise to 93.5% in 2019, from 55% in 2010. Child marriage is almost 0%, and the number of young women pursuing tertiary study is growing. The Nadukuppam community shows its appreciation by contributing to the maintenance of the school premises, and parents from nearby village schools have requested support.



5. Herbal practitioner Parvathi (3rd from left) and Pitchandikulam project staff Madhu (5th from left) lead a group of women in a workshop discussing ecology and herbal medicines at Pitchandikulam Forest, Tamil Nadu. Credit: PBRC

### **Nilgiris Wynaad Tribal Welfare Society (NWTWS)**

**\$5K** QSA  
100%

NWTWS operates the ‘Access Residential School’ on a 3-year contract with support from government, with the goal of supporting disadvantaged children from very remote hill tribe communities to break the cycle of social and economic exclusion by overcoming barriers to meaningful educational engagement. NWTWS also provides hostel accommodation for children continuing into local high school or vocational training centre.

This year QSA supported the extension of the hostel’s solar water heating and rainwater harvesting (which QSA had installed in 2018) to accommodate a second hostel building erected in early 2020, which effectively doubles the hostel’s capacity to 100. QSA also supported a backup power supply unit for CCTV and emergency lighting, and extended CCTV to the hostels for increased child safety. This work was completed despite COVID-19, though equipment delays were a problem. Schools were closed for much of the year, however the hostel accommodation enabled older students to stay and complete their examinations.



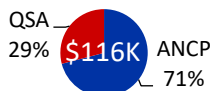
## Trinity Rural Development Service Centre (TRDSC)



The relationship between QSA and TRDSC strengthened this year with a second project, *Think Green and Think Clean*. Designed to improve awareness about local environmental care, the project involved 200 tribal women in five villages, integrating health, hygiene, clean drinking water and rainwater harvesting. Environmental action included waste sorting and selling recyclable materials, a 'Saying No to Plastics' public campaign, and planting trees as part of community awareness-raising. 100 children were also engaged in environmental awareness via Greening Clubs at their local schools.

## UGANDA

### St Jude Family Projects



Resilience, n. /rɪ'zɪljəns/  
– the capacity to recover quickly  
from difficulties (OUP 2020)

Most of St Jude's farmers have now recovered from the shocks and challenges posed by COVID-19 curfews. They are managing stable family food security with almost three healthier meals per day, including for additional family members who returned from cities when lockdowns resulted in mass job losses. Farmers have increased their productivity by 36% after adopting improved inputs and practices including crop diversification, mulching and a range of organic pesticides and fertilisers.

Despite drought and delayed rains in addition to COVID-19, most farmers are earning US\$60/month. Those who have been able to maintain crop or animal product surpluses have taken advantage of group savings and loan schemes to build income-generating initiatives: cash crops, high value crop cultivation, soap or sanitiser production. Some women have gained improved access to decision-making and support from their husbands.

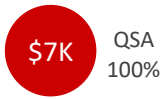


6. One of St Jude's proud and resilient farmers shows off her food garden that has made her feel stronger and healthier. Credit: QSA



Banana cultivation targets have so far produced a drought-affected “moderate” (according to project staff) result of 88 bunches per acre, with an ambitious aim to more than double this in the next project year. Notwithstanding, with over 600 propagated banana suckers already redistributed amongst them, the farmers consider their banana research ‘knowledge centres’ and ‘mother gardens’ a huge success.

**Dream Farm Kyakabunga Group**



In partnership with St Jude Family Projects, QSA is providing support to this young NGO from Kiruhura in south-western Uganda. Dream Farm is developing its skills and capacity in organisational and project management, community participation processes, and organic agriculture. A group of 20 farmers continue learning to improve their food production and knowledge in nutrition, while community-owned demonstration gardens have provided vegetables for the more at-risk community members during pandemic movement restrictions.



7. Dream Farm community member demonstrates her clean, harvested rain water. Credit: Dream Farm

**CAMBODIA**

Despite having few COVID-19 cases and no deaths, Cambodia suffered an economic downturn from border closures, travel restrictions, business, and school shutdowns. Those worst affected are families relying on remittances from migrant workers, daily-waged employment, casual and informal work.

Our project partners reported increased need due to COVID-19 and acted quickly to support their broader communities. They visited families in rural villages with information and hygiene supplies and seeds and equipment for home food gardens. Primarily conducted outside, activities halted for a few weeks soon recommenced. In addition to scheduled work in target communities, unplanned COVID-related work reached additional people.

**Bun Rany Hun Sen Development Centre (BRHS) & evaluation of business processes (\$4K)**



Perhaps the most impacted by COVID-19, the Centre’s training and commercial handicraft sales dropped dramatically after borders closed and restrictions were imposed on travel and events. The Centre also facilitates income and employment for producers in surrounding villages where it sources handicrafts.

During this time, staff reallocated hours to help surrounding communities, some producers started to make masks, and the Centre ramped-up its online sales. Once restrictions relaxed, production recommenced, and training in sewing and weaving, and mushroom growing was completed.

In February 2020, QSA volunteer Mr Dan Ong, visited BRHS for three weeks to review its business processes and provide suggestions to improve operations. He found comprehensive accounting records and identified several areas where procedural and control improvements could be made for





sales processing, stock control and expense recording. As a chartered management accountant and chartered company secretary, Dan provided specific suggestions and shared ideas with the staff to improve performance, some of which have already been implemented. The revised sales and expense recording processes and stock control measures will be reviewed at the next monitoring visit. This review is an example of how QSA and its project partners (and DFAT in jointly funded projects) can continually learn, improve and maintain accountability in project initiatives.



8. A Kampong Thom resident in her permaculture food garden cultivated with DWA training. Credit: DWA Kampong Thom

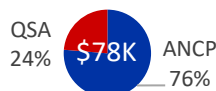
**Department of Women’s Affairs, Kampong Thom**



This year’s project saw a break from the standard two-year training program in permaculture and health, nutrition, hygiene and sanitation, to support refresher training for farmers from two remote villages after a 2018 evaluation found their new permaculture techniques had not been retained as well as in eight other villages. Despite some activities being curtailed by COVID-19, 80% of participants reported improved family livelihoods and adequate produce over nine months of the year from their home gardens. 65% of the farmers were also supplementing their family income with sales from surplus produce.

To counter the impact of COVID-19 restrictions, some project funds were diverted to provide seeds and gardening materials to 240 farmers for growing vegetables to supplement food shortages, and the Department was able to stretch its resources to provide COVID-19 assistance to additional families outside the original project target group.

**Khmer Community Development (KCD)**



The Cambodia-Vietnam border closure due to COVID-19 dramatically impacted nearby communities. KCD quickly adapted, developing new ways to support their communities with seeds for new home food



gardens, and hygiene education to minimise virus spread. KCD trained 1,366 villagers in COVID prevention and produced COVID-19 educational videos communicated via social media, significantly increasing their reach to the broader community. Postponed project activities have been rescheduled to the next year of this three-year project.

A feature of this year’s project was improving access and participation in the community for people living with disabilities. Working with the Phnom Penh Centre for Independent Living (PPCIL) and local authorities, KCD identified people in target communities – amongst them were two senior citizens who had not left their homes for more than twenty years due to mobility issues. KCD and PPCIL provided support, motivation, and mobility assistance to 15 people who identified such barriers.



9. PPCIL and KCD conduct home visits to meet people with disabilities. Credit: Khmer Community Development

**Department of Women’s Affairs, Pursat**



QSA has worked with the Department of Women’s Affairs in this north-west province since 1997, in several projects enhancing women’s economic empowerment and gender equality, encouraging women in public decision-making, and training in permaculture techniques to improve food security and address climate change. This year, 80 trainees improved their seed saving and animal husbandry, and secured additional nutrition and income through vegetables and fruit production and sales of surplus.

When scheduled training and workshops stopped in April-June due to COVID-19 restrictions, DWA staff worked with other women’s organisations, visiting 138 families, including older people and poor people in isolated villages, using microphones and speakers to inform people how to protect themselves against COVID-19. Staff distributed posters in Khmer, emergency rice and information packs, with hygiene and sanitation supplies (masks, soap, hand sanitiser), and seeds and equipment for home food gardens.



## Organic co-op supports producers through pandemic



Working with KCD, QSA has supported the subsistence farming community of Prek Chrey in southeast Cambodia over the past 10 years with permaculture training and livelihoods initiatives. New techniques have improved the quantity and quality of their produce, improved nutrition, reduced the need for chemicals and resulted in surpluses.

With no market in the immediate area to sell surplus produce, the community created their own, establishing a small organic vegetable store in 2018 with support from QSA and project partner, Khmer Community Development (KCD). Mrs Sok Sem runs what has become a very successful community co-op shop, and early every morning she visits producers to buy their organic vegetables to sell.

Strong demand has since developed amongst the locals who now have a greater awareness of the benefits of organic farming and produce. Using Facebook, Mrs Sok even sells vegetables as far as Phnom Penh city – more than 60km away – with delivery enabled by taxi!

When COVID-19 hit, the co-op was severely impacted. With border closures and a general economic downturn, many in the community suffered a severe income reduction. The shop's existence came under threat because there was not enough income to fund the co-op.

With support from QSA, KCD supplemented Mrs Sok's wage so she could continue running the shop. This has enabled the community initiative to survive the pandemic and continues to support Prek Chrey's network of approximately 35 local farmers and their families. The cow bank, rice bank, and micro and credit facility which KCD helped to set up, are now all independently managed by the community.



10. Top: Customers arrive at the Prek Chrey community co-op shop. Right: Mrs Sok Sem arranges the fresh vegetables for sale. Credit: Khmer Community Development



# 2019-20

1,536 farmers and students learned about climate preparedness

400 men and 636 women engaged in gender equality discussions

6,694 rural women with increased access to financial services

21 teachers and local leaders trained in disability awareness and inclusion

650 farmers (577 women) achieved higher incomes (despite the pandemic!)

2,198 people (1,363 women, 33 PWD) supplied with soap or hand sanitiser during COVID-19 lockdowns

2 schools & 40 households with improved access to clean drinking water

982 school students (541 girls) received a better and culturally-sensitive, quality education

975 farming families with increased food security

1,211 farmers and students adopted improved and sustainable agricultural practices

308 women supported with leadership training

7,172 people engaged in COVID-19 public health and prevention measures

89 school teachers trained and 596 adults and children learned about child protection

2,993 people supported in various other sustainable livelihoods initiatives

1,059 students and parents received phone counselling from a qualified counsellor during COVID-19

Progress & achievements

*Figures are quoted from consolidated data calculated from quarterly project reports and QSA monitoring and annual reports. Text size bears no quantitative or qualitative correlation to figures quoted.*

## Indigenous Australia

As part of its continuing education, and also to learn more of Indigenous communities

\$17K

QSA  
100%

requesting support for their initiatives, QSA continues to be involved in the Australia Yearly Meeting's First Nations Peoples Concerns Committee. Two such projects came to QSA's attention during the past year via this committee.

# Madjital



# Moorna

Funding for a **Men's Shed in Alice Springs** providing residential workshops to combat domestic violence. QSA funded a heavy-duty washing machine for workshop participants to use.

Support for 'A New Start with Madjital Moorna Choir – singing, learning, healing'. Based in Carmel WA, the **Madjital Moorna Choir** provides a safe cultural place for Aboriginal people to explore language and culture in respectful ways revives the language and culture of Noongar people of southwest WA. The Choir runs song-writing workshops and performances with songs in various language, and well-known songs rewritten and interpreted into Noongar language. QSA support supplements modest door takings to address choir expenses.





11. Community trainers in workshop mode during their 16 day intensive training of trainers, Cox's Bazar. Credit: BASD

## Refugee and asylum seeker support

This year, the QSA Management Committee refined the selection criteria for projects supported by the Aubrey Bequest, recognising the incredibly difficult task of decision-making with limited funds and the vastness of the need and complexity of situations. (Guidelines are available on the QSA website.) It is hoped that Quakers in Australia can continue to assist refugees and asylum seekers and support organisations set up specifically to address the many challenges they may have in establishing a new life for themselves. QSA celebrates the significant and rich contribution to Australian culture and society that these communities have brought with them.

### Cox's Bazar, BANGLADESH

**Bangladesh Association for Sustainable Development (BASD)**

**\$64K** QSA  
100%

With strong support from the community and camp leaders and Bangladesh Government approval, QSA provided further funding to BASD for food production training, following a successful permaculture training for Rohingya refugees and host community members in 2019 with Rowe Morrow and colleagues from NSW Blue Mountains group *Permaculture for Refugees*.

BASD staff this year trained a core group of 50 people over 16 days in permaculture techniques. A further 700 people were taught (300 in the host community and 400 in the refugee camps) following the construction of demonstration food production and vermicompost sites. A total of 1,500 families in both communities received vegetable seeds and information about growing vegetables in small spaces.



The harvested produce has supplemented participants and their families with nutritious and fresh vegetables which are difficult for aid and government food rations to provide. The activity has contributed to health and well-being, and surplus produce is shared with or sold to neighbours. Trainings were conducted with interpreters to overcome the language barrier, with mentoring and support continuing for up to six months after training.

BASD staff distributed face masks, hand sanitiser and health information as COVID-19 became problematic. Fortunately, project work was able to continue despite entry restrictions to the camp, with staff receiving specific safety training and protective clothing from government agencies.



12. From theory to practice: permaculture group work in Cox's Bazar. Credit: BASD

## Manus Island, PAPUA NEW GUINEA

\$10K QSA  
100%

QSA provided \$10,000 to **Caritas PNG** who are supporting and advocating for 170 male refugees from Manus Island in their relocation to Port Moresby. Approximately 40 of these men have secured visas to settle in the USA and Canada when flights become available. This work is a continuation of the efforts carried out by Act for Peace in a previous year, which QSA supported with \$20,000.

## AUSTRALIA

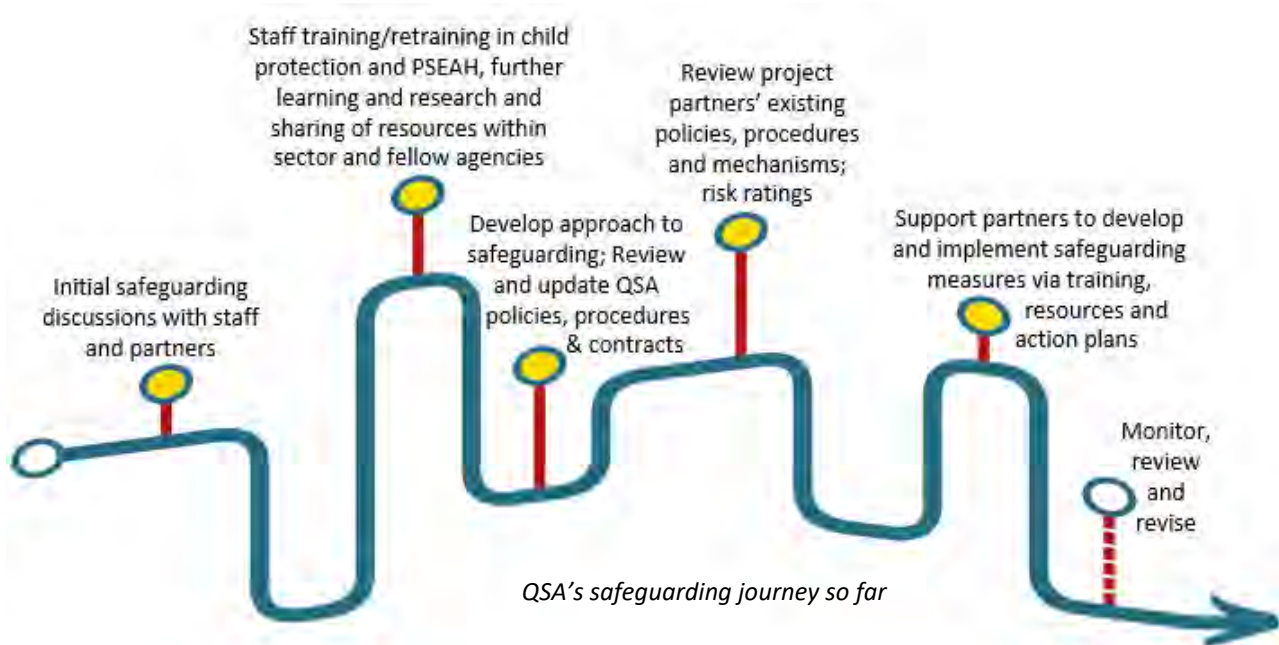
\$45K QSA  
100%

Made aware of the extreme difficulties for refugees and asylum seekers created by COVID-19 shutdowns and reduced employment opportunities, QSA donated to organisations providing support asylum seekers who lost jobs due to the pandemic, in the form of food, vouchers for essential supplies, transport and phone cards:

- **Hope Co-op**, West Melbourne Victoria - \$22,500
- **Asylum Seekers Centre**, Newtown NSW - \$12,500
- **Friends of Refugees**, Springvale Victoria - \$9,500 covered maintenance of their food distribution van, plus food and vouchers for up to 50 people during one month.



# Safeguarding



QSA assumes its duty of care and responsibility to do all it can to ensure that the course of its work and outcomes do not expose people and communities to harm or the risk of abuse and exploitation.

QSA has a zero tolerance of any form of sexual misconduct including exploitative, abusive and harassing behaviour, and other conduct that exploits power imbalances that may compromise a safe and caring workplace environment. We are committed to working with our partners to protect children, at-risk and vulnerable peoples, and reduce and manage the risk that may affect staff, project participants and the community in our operating environments.



13. Safeguarding training with PBRC was carried out virtually when monitoring visits were postponed due to COVID-19. Credit: PBRC





14. St Jude staff discuss their reporting systems during safeguarding training in February 2020.

During the year, QSA revised its whistleblowing and incident reporting policies and practices to ensure they are known and accessible to staff, partners and members of the community in project locations, whether directly or indirectly involved. We also developed and rolled out training in safeguarding (including child safeguarding) to partners.

Action plans are designed to ensure QSA and its partner organisations develop, implement and maintain adequate standards and systems for effective safeguarding in terms of policy and procedures for implementation; reporting and investigation mechanisms; risk mitigation and management processes at project and organisational level; training, education and awareness; and recruitment, screening and selection of staff.

With agreement from the Quaker Australian Yearly Meeting, QSA sought and was approved as a participating member of the National Redress Scheme. The scheme has been set up to support people who have experienced institutional child sexual abuse in Australia.

## Code of Conduct

The Australian Council for International Development (ACFID) Code of Conduct establishes standards of good practice in areas of governance, program effectiveness, fundraising and financial reporting, aimed at enhancing the transparency and accountability of its members.

QSA is an ACFID member and has been a signatory to the ACFID Code of Conduct since it was drawn up



in 1996. The QSA Management Committee, in accordance with its principles and values, is committed to achieving the highest standard it can in every area of its work. It recognises that a key way of learning what needs to be done to improve our work is through handling complaints well. More information can be obtained from QSA or from ACFID directly (*see details inset*).

**The QSA Management Committee affirms its commitment to be bound by the independent, accessible, fair and confidential ACFID Code of Conduct** complaints handling process and to comply promptly with reporting requirement, reasonable information requests and remedial or disciplinary actions recommended by the Code of Conduct Committee. Furthermore, QSA will monitor itself to ensure compliance with the Code and notify the Code of Conduct Committee if it becomes aware of major transgressions by QSA or other signatory organisations.

QSA's adherence to the Code of Conduct demonstrates its commitment to ethical practice and public accountability, and to supporting fellow ACFID members in the pursuit of their ideals and objectives.

## Feedback and complaints

QSA via its [Policy Statement on Grievance Handling, Complaints and Dispute Resolution](#) strives to take into account the rights of all concerned, in resolving complaints, grievances and disputes, by open communication, in a manner consistent with cooperative work practices, and in sympathy with Quaker teachings and ideals.

QSA's Convenor is the contact person for receiving complaints:

- [convenor@qsa.org.au](mailto:convenor@qsa.org.au)
- The Convenor  
QSA, Unit 14, 43-53 Bridge Road  
Stanmore, NSW 2048

For further information regarding the ACFID Code of Conduct, or to make a complaint directly it is also possible to contact the ACFID Code of Conduct Committee:

- [main@acfid.asn.au](mailto:main@acfid.asn.au)
- [www.acfid.asn.au/contact-us](http://www.acfid.asn.au/contact-us)
- (02) 6285 1816
- Code of Conduct Committee  
Private Bag 3, Deakin, ACT 2600



15. Staff from Bun Rany Hun Sen Development Centre map out their reporting process during safeguarding training at the Cambodia hub meeting, using safeguarding picture cards from UK international development network, Bond. Credit: QSA



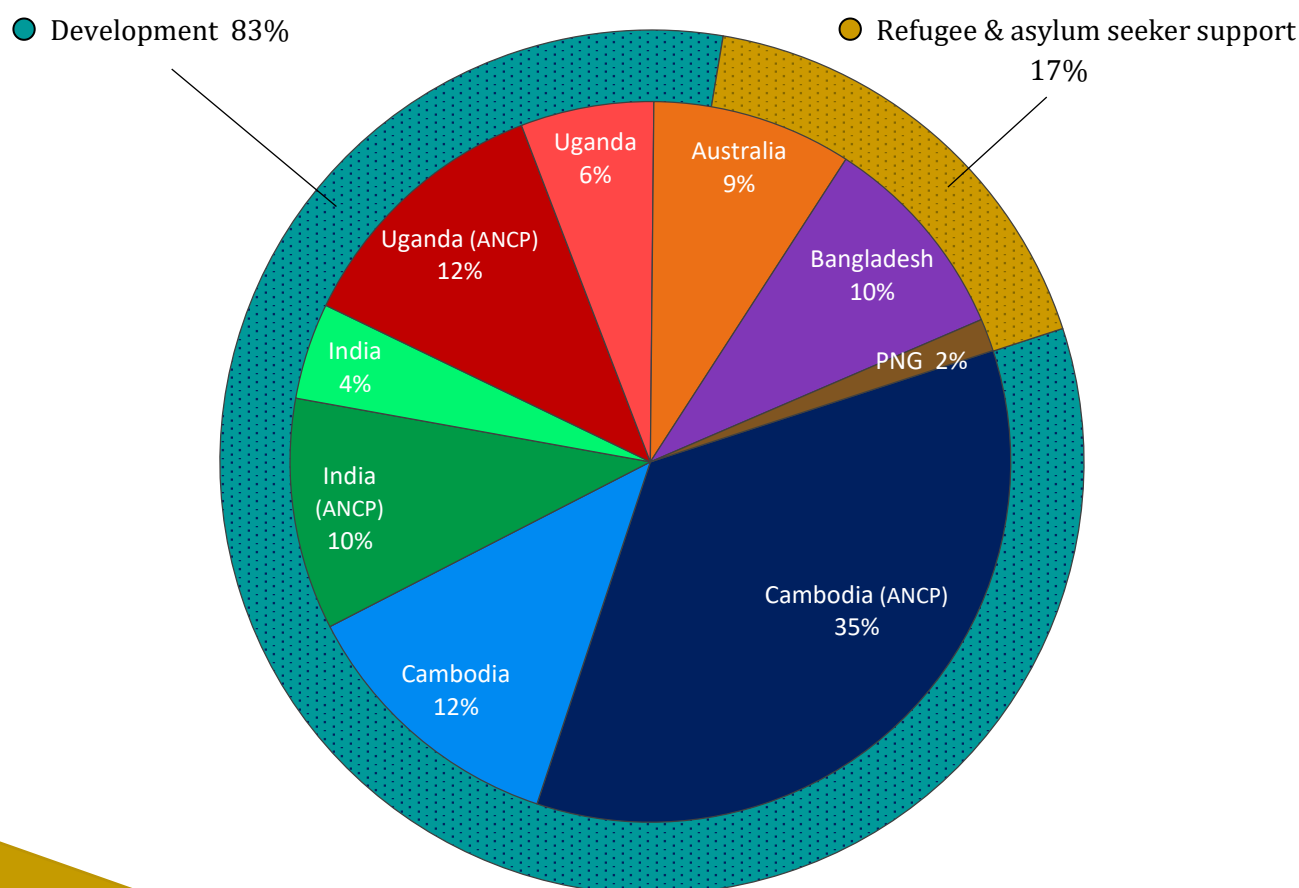
## Due Diligence

Due diligence and risk management are built in to the QSA company, its organisational and operational processes, and through into each project and their individual contexts. QSA engages rigorous procedures in managing its funds and projects to uphold its commitment to transparency and accountability in its dealings, to prevent and deter fraud and misuse of funds (including non-development, political, religious and terrorist activity), and to promote organisational effectiveness and efficiency for QSA and its partners.

Regular monitoring and assessments in line with QSA’s policies are carried out with every effort to ensure that all decisions and transactions are conducted in a fair, honest and transparent manner. QSA also continues to strengthen its systems and manage its residual risks.

Having completed all recommended actions and reinforced mitigation strategies, DFAT approved the closure of a 2018 fraud case related to a former Ugandan partner in late September 2019. Audits of QSA’s remaining ANCP-funded partners in Uganda were completed by a reputed international firm, finding no fraudulent practice. The useful recommendations were discussed in detail and measures adopted where possible for learning and improvements. Furthermore, additional training in fraud prevention was added to the safeguarding training provided to partners during the year.

## Program expenditure by country



NB. The full financial report is formally attached to this Annual Report or available via the QSA website.



# Memberships and Accreditation

Our networks, peers and associations are invaluable to us:

<p><b>Australian Council for International Development</b></p>  <p>QSA is a member of the Australian Council for International Development (ACFID), the peak body that unites Australian non-government aid and international development organisations to strengthen their collective impact against poverty.</p> <p>ACFID sets the standard for good practice in the sector. QSA has been a member of ACFID, and its predecessor ACFOA, since the 1970s.</p>	<p><b>Australian NGO Cooperation Program (ANCP)</b></p> <p>QSA maintains full accreditation with the Australian Government’s Department of Foreign Affairs and Trade (DFAT) and works in partnership with DFAT’s Australian NGO Cooperation Program (ANCP) towards reducing poverty in developing countries.</p> <p>Our policies, philosophies and practices are in keeping with rigorous, professional standards. We are recognised for our ability as a non-government organisation in the international aid and development sector, to deliver results against our objectives, offer value for money, and engage strong local partnerships that support collaboration, capacity building and sustainability. The ANCP acknowledges and contributes to the support QSA receives from its generous donors in the Australian community.</p> 
<p><b>Australian Charities and Not-for-Profits Commission</b></p>  <p>QSA maintains its status under the Australian Charities and Not-for-profits Commission (ACNC), the national regulator of charities, as a registered not-for-profit entity with a charitable purpose for the public benefit.</p>	<p><b>Church Agencies Network</b></p>  <p>QSA is a member of the Church Agencies Network (CAN) which provides opportunities for collaboration at many levels, including advocacy, staff training and mentoring. CAN comprises 12 Australian church-based aid and development agencies who are members of ACFID and the National Council of Churches in Australia.</p> <p>Other members include Act for Peace; Adventist Development and Relief Agency; Anglican Board of Mission; Anglican Overseas Aid; Australian Lutheran World Service; Caritas Australia; Global Mission Partners; Salvation Army; Transform Aid, formerly Baptist World Aid; Uniting World; and as of 2020, ACCI Relief. Further information can be found at <a href="http://www.churchagenciesnetwork.org.au">www.churchagenciesnetwork.org.au</a></p>
<p><b>Refugee Council of Australia and the Asia Pacific Refugee Rights Network</b></p> 	



## Company Members as at September 2020

QSA is governed by a Management Committee located in Sydney and the remaining members of the company of QSA are located around Australia, creating a network with Quakers around Australia.

**Rhoda Dorrell, QLD – Member**

Long standing supporter of QSA and its work. Has been active in supporting refugees to settle in her area, teaching primary aged children about Aboriginal heritage and supporting local Indigenous communities.

**Garry Duncan\*, NSW – Member–Convenor**

Experience as High School geography teacher and business studies teacher in New Zealand and Australia, year adviser and has a keen interest in student welfare and restorative justice processes. Has served for 3 years on the Friends' School Board of Governors.

**John Dundas\*, NSW – Member**

Retired bank officer and senior computer systems project manager. QSA office finance volunteer since 1999.

**Lesli Grant, WA – Member**

Interest in development stems from a belief in social justice and the personal knowledge that everyone has skills they could develop and use for the benefit of their family, community, and country. Desire to support work which is restoring livelihood and empowering people to fend for themselves.

**Miriam Goodwin\*, NSW – Member–Treasurer**

More than 35 years' experience as a company director and holding governance-related roles in high profile Australian companies and a large government agency. Has advised CEOs and company secretaries in a number of not-for-profit entities and has specialised in strategy, stakeholder engagement, public relations and communications for over 25 years.

**Anne Herbert, VIC – Member**

An adult educator who has worked in a range of roles in Australia, Asia and Europe, and is actively involved with Quaker work in Europe and Australia.

**Jo Jordan, SA & NT – Member**

Jo brings extensive experience of worshipping with and serving her local and regional meetings. As manager of the Quaker Shop in Adelaide, she offers commitment to continuing to support QSA and its projects.

**Rae Litting, NSW – Member**

Understanding of cross cultural issues from professional and lived experience. Has published QSA material in the Australian Friend and served on numerous Quaker Committees, including QSA Management Committee from 1999 – 2002.

**Alex Nicolson, ACT – Member**

Retired public servant who worked for 15 years with Aboriginal and Torres Strait communities throughout Eastern and South Australia. Has also worked extensively in the Pacific including 6 years in Fiji with the Pacific Islands Forum and 2 years each with the Solomon Islands and Papua New Guinea Treasuries. He was Secretary to a Public Accounts Committee inquiry into the efficiency of Australia's Bilateral Overseas Aid. He has post graduate qualifications in Cross-Cultural Psychology.

**Pia Reiersen\*, NSW – Member**

Extensive experience with humanitarian and development work (since 1992), and experience from management and board work.

**Martin Reusch\*, NSW – Member**

Has lived in the Middle East for extended periods and worked extensively with asylum seekers and refugees.



Chris Sargeant\*, NSW – Member

Retired teacher, specialising in working with high school students with learning and physical difficulties. Served as a volunteer at a drop-in centre, involved in pastoral care matters, assisted in English as a second language training and support.

Ann Zubrick, Ex-officio Member – Presiding Clerk, Religious Society of Friends (Quakers) in Australia Inc.

Jacqueline Schultze, Ex-officio Member – Secretary, Religious Society of Friends (Quakers) in Australia Inc.

TAS – Member - *This role was vacant as at September 2020 (Member resigned July 5th 2020)*

Young Friends Member - *This role was vacant as at September 2020.*

Michael Morrissey, NSW – Public Officer (Non-member)

Experience in workplace, health and safety (WH&S) management across various workplaces including manufacturing, transport and government. Member of the Safety Institute of Australia and has tertiary qualifications in business, human resources, WH&S, training and assessment.

Jackie Perkins, NSW – Company Secretary (Non-member)

Masters of Social Science (International Development). Prior experience in administering community centre, twelve years serving on the collective of women’s health centre, fifteen years’ experience as medical herbalist. Part time employee with QSA until 2004, employed full time from 2004 as QSA’s administrator.

\* *Indicates Management Committee member*

## Office Team

Jackie Perkins  
Executive Administrator  
Projects Manager - Australia



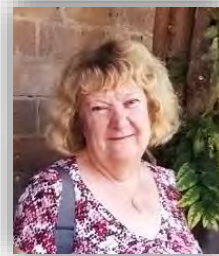
Ai Leen Quah  
Projects Manager  
- Uganda & India



Fleur Bayley  
Projects Manager  
- Cambodia



John Dundas  
Finance (volunteer)  
Treasurer



Alis Middleton  
Finance (part time)

Neville Ross  
Website design (consultant)





**QSA is grateful to its supporters, volunteers and donors  
without whom none of this work would be possible.**



**If you would like more information about any of our work or to make a donation,  
please contact the QSA Office via phone, email or mail.**

**[www.qsa.org.au](http://www.qsa.org.au)**

**[www.facebook.com/quakerserviceaustralia](https://www.facebook.com/quakerserviceaustralia)**

**[www.linkedin.com/company/quakerserviceaustralia](https://www.linkedin.com/company/quakerserviceaustralia)**

**QUAKER SERVICE AUSTRALIA LIMITED**  
**ABN 35 989 797 918**

**FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2020**



**QUAKER SERVICE AUSTRALIA LIMITED**  
**ABN 35 989 797 918**

**TABLE OF CONTENTS**

Management Committee's Report .....	<b>3</b>
Auditor's Independence Declaration .....	<b>5</b>
Financial Report	
Statement of Profit or Loss and Other Comprehensive Income .....	<b>6</b>
Statement of Financial Position .....	<b>7</b>
Statement of Changes in Equity .....	<b>8</b>
Statement of Cash Flows .....	<b>9</b>
Notes to the Financial Statements .....	<b>10</b>
Management Committee Declaration .....	<b>17</b>
Independent Auditor's Report .....	<b>18</b>

## QUAKER SERVICE AUSTRALIA LIMITED

### MANAGEMENT COMMITTEE'S REPORT

Your committee members submit the financial report of the Quaker Service Australia Limited (the 'Company') for the financial year ended 30 September 2020.

#### Committee members

The following persons were committee members of the Company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Garry Duncan (appointed 20/09/2013, appointed convenor 16/02/2020)  
John Dundas (volunteer staff, appointed convenor 16/02/2019 – 16/02/2020, member 16/02/2020)  
Richard Gibbons (appointed 04/06/2016, retired 18/04/2020)  
Miriam Goodwin (appointed 04/06/2016, appointed treasurer 01/07/2019)  
Mary J de Merindol (appointed 06/08/2016, retired 13/06/2020)  
Pia Reiersen (appointed 16/02/2020)  
Martin Reusch (appointed 05/09/2020)  
Christine Sargeant (appointed 01/12/2018, resigned 16/12/2020)

#### Ex officio:

AYM Presiding Clerk	Ann Zubrick appointed 14/07/2019
AYM Secretary	Jacqueline Schultze appointed 01/07/2016

#### The regional meeting appointed members of Quaker Service Australia Ltd are:

Canberra regional meeting	<u>Representatives</u> (who are also members of the Company) Alex Nicolson (appointed 01/09/2017)
Queensland regional meeting	Rhoda Dorrell (appointed 01/10/2017)
South Australia & Northern Territory regional meeting	Jo Jordan (appointed 27/10/2019)
New South Wales regional meeting	Rae Litting (appointed 05/08/2019)
Tasmania regional meeting	Karen Dedenczuk (appointed 04/11/2018, resigned 05/07/2020) Currently vacant
Victoria regional meeting	Anne Herbert (appointed 22/01/2017)
West Australia regional meeting	Henry Esbenshade (appointed 28/12/2016, retired 16/02/2020) Lesli Grant (appointed 10/08/2020)
Young Friends representative	vacant

#### Principal activities

The principal activity of the company during the financial year was the provision of aid for humanitarian projects in Australia and overseas.

No significant change in the nature of these activities occurred during the year.

#### Operating result

The net deficit amounted to \$44,647 (2019: surplus \$10,503).



**QUAKER SERVICE AUSTRALIA LIMITED**  
**MANAGEMENT COMMITTEE'S REPORT**

**Review of operations**

During the year, the company has continued to provide services in line with our vision and purpose statement, and also, in line with the view of a not-for-profit organisation.

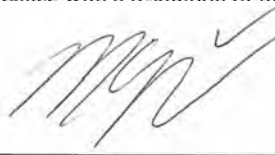
**Significant changes in the state of affairs**

There are no significant changes in the state of affairs of the company during the year.

**Auditors Independence Declaration**

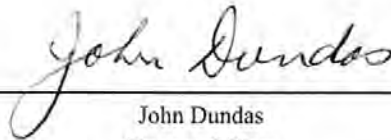
The lead auditor's independence declaration for the year ended 30 September 2020 has been received and can be found on page 5 of the financial report.

Signed in accordance with a resolution of the Members of the Committee



---

Miriam Goodwin  
Treasurer



---

John Dundas  
Finance Officer

Dated this ...**12**... day of February 2021

To the Committee Members of Quaker Service Australia Limited

**Auditor's Independence Declaration under subdivision 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012***

As lead audit director for the audit of the financial statements of Quaker Service Australia Limited for the financial year ended 30 September 2020, I declare that to the best of my knowledge and belief, there have been no contraventions of:

- (a) the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (b) any applicable code of professional conduct in relation to the audit.

Yours sincerely



**Nexia Sydney Audit Pty Ltd**



**Stephen Fisher**  
**Registered Company Auditor, CA**

Director

Sydney

Dated: 12 February 2021



**QUAKER SERVICE AUSTRALIA LIMITED**

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 SEPTEMBER 2020**

	Notes	2020	2019
		\$	\$
<b>REVENUE</b>			
Donations and gifts			
- Monetary		383,620	475,990
- Non-monetary		-	-
Bequests and Legacies		86,678	4,193
Grants			
- DFAT (Australian Aid)		372,014	427,908
Investment income - Interest from financial institutions		7,737	10,206
Other income		64,028	-
<b>Total Revenue</b>		<u>914,077</u>	<u>918,297</u>
<b>EXPENSES</b>			
<b>International Aid and Development Programs Expenditure</b>			
International programs:			
- Funds to international programs		(540,325)	(565,788)
- Program support costs		(96,199)	(78,725)
Less overheads allocated to projects		42,659	27,736
<b>Total International Aid and Development Programs Expenditure</b>		<u>(593,865)</u>	<u>(616,777)</u>
Community Education		-	(10,621)
Fundraising costs:			
- Public		(18)	(1,389)
- Government, multilateral and private		-	-
Accountability and administration	2	(80,997)	(75,732)
Depreciation and amortisation expenses		-	-
Domestic programs expenditure (incl. monetary and non-monetary)		(60,290)	(29,960)
Employee benefits expenses		(223,554)	(173,315)
<b>Total expenses</b>		<u>(958,724)</u>	<u>(907,794)</u>
<b>Excess/(shortfall) of revenue over expenditure</b>		<u>(44,647)</u>	<u>10,503</u>
<b>Other comprehensive income</b>			
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<u>(44,647)</u>	<u>10,503</u>

The accompanying notes form part of these financial statements

**QUAKER SERVICE AUSTRALIA LIMITED**

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 SEPTEMBER 2020**

	Notes	2020 \$	2019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	943,902	968,048
Other financial assets	4	<u>271,621</u>	<u>266,377</u>
<b>TOTAL CURRENT ASSETS</b>		<u><b>1,215,523</b></u>	<u>1,234,425</u>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	5	-	-
Other assets	6	<u>11,000</u>	<u>11,000</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u><b>11,000</b></u>	<u>11,000</u>
<b>TOTAL ASSETS</b>		<u><b>1,226,523</b></u>	<u>1,245,425</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	7	110,245	160,173
Contract liabilities		233,215	175,500
Provisions	8	<u>77,484</u>	<u>62,410</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u><b>420,944</b></u>	<u>398,083</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions		<u>7,298</u>	<u>4,414</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u><b>7,298</b></u>	<u>4,414</u>
<b>TOTAL LIABILITIES</b>		<u><b>428,242</b></u>	<u>402,497</u>
<b>NET ASSETS</b>		<u><b>798,281</b></u>	<u>842,928</u>
<b>EQUITY</b>			
Reserves	9	198,782	162,325
Retained earnings		<u>599,499</u>	<u>680,603</u>
<b>TOTAL EQUITY</b>		<u><b>798,281</b></u>	<u>842,928</u>

The accompanying notes form part of these financial statements.



**QUAKER SERVICE AUSTRALIA LIMITED**

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 SEPTEMBER 2020**

	<b>Notes</b>	<b>Retained Earnings</b>	<b>Reserves</b>	<b>Total</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>2020</b>				
Balance at 1 October 2019		<b>680,603</b>	<b>162,325</b>	<b>842,928</b>
Shortfall of revenue over expenses		<b>(44,647)</b>	<b>-</b>	<b>(44,647)</b>
Other amounts transferred (to) or from reserves		<b>(36,457)</b>	<b>36,457</b>	<b>-</b>
Balance at 30 September 2020		<b>599,499</b>	<b>198,782</b>	<b>798,281</b>
<b>2019</b>				
Balance at 1 October 2018		<b>683,691</b>	<b>148,734</b>	<b>832,425</b>
Surplus of revenue over expenses		<b>10,503</b>	<b>-</b>	<b>10,503</b>
Other amounts transferred (to) or from reserves		<b>(13,591)</b>	<b>13,591</b>	<b>-</b>
Balance at 30 September 2019		<b>680,603</b>	<b>162,325</b>	<b>842,928</b>

The accompanying notes form part of these financial statements

**QUAKER SERVICE AUSTRALIA LIMITED**

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 SEPTEMBER 2020**

	Notes	2020 \$	2019 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Bequests		150,706	4,193
Grants - DFAT (Australian Aid)		429,729	435,470
Donations received		383,620	475,990
Payments to suppliers and employees		(990,693)	(990,263)
Interest received		<u>2,492</u>	<u>2,636</u>
Net cash flows (used in)/from operating activities		<u>(24,146)</u>	<u>(71,974)</u>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Net cash flows from investing activities		<u>-</u>	<u>-</u>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Net cash flows from financing activities		<u>-</u>	<u>-</u>
Net (decrease)/increase in cash and cash equivalents		<b>(24,146)</b>	<b>(71,974)</b>
Cash and cash equivalents at beginning of year		<u>968,048</u>	<u>1,040,022</u>
Cash and cash equivalents at end of year		<u><b>943,902</b></u>	<u>968,048</u>

**(a) Reconciliation of cash**

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

Cash and cash equivalents	3	<u>943,902</u>	<u>968,048</u>
		<u><b>943,902</b></u>	<u>968,048</u>

The accompanying notes form part of these financial statements



## QUAKER SERVICE AUSTRALIA LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020

#### 1 Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

##### 1.1 New or amended Accounting Standards and Interpretations adopted

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

##### *AASB 15, AASB16 and AASB 1058*

The entity has adopted AASB 15, AASB 16 and AASB 1058, from 1 October 2019, using the modified retrospective approach and as such comparatives have not been restated. There was no impact on opening retained profits as at 1 October 2019. The existing lease of operations premises at Stanmore is immaterial to be recognised as a right of use asset and lease liability under AASB 16.

##### 1.2 Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and interpretations issued by the Australian Accounting Standards Board, the *Australian Charities and Not-for Profits Commission Act 2012* and the *Australian Council for International Development Code of Conduct Financial Standards*, as appropriate for not-for profit oriented entities.

##### *Historical cost convention*

The financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of financial assets and liabilities at fair value through profit or loss.

These financial statements are presented in Australian dollars, which is the company's functional currency.

The financial statements for the year ended 30 September 2020 were authorised for issue on 12<sup>th</sup> February 2021 by the Management Committee of Quaker Service Australia Limited.

##### 1.3 Revenue Recognition

The company recognises revenue as follows:

##### *Revenue from contracts with customers*

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

##### *Interest revenue*

Interest income is recognised on an accruals basis, using the effective interest method.

##### *Grant revenue*

Grant revenue is recognised in profit or loss when the company satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

##### *Donations and bequests*

Donations and bequests are recognised at the time the pledge is made.

##### *Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

**QUAKER SERVICE AUSTRALIA LIMITED**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2020**

*Volunteer services*

The company has elected not to recognise volunteer services as either revenue or other form of contribution received. As such, any related consumption or capitalisation of such resources received is also not recognised.

**1.4 Income tax**

The company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

**1.5 Current and non-current classification**

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

**1.6 Cash and cash equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short term highly liquid investments with original maturities of three months or less and are subject to an insignificant risk of change in value.

**1.7 Trade and other receivables**

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

The company has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue.

Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

**1.8 Investments and other financial assets**

Investments and other financial assets are initially measured at fair value. Transaction costs are included as part of the initial measurement, except for financial assets at fair value through profit or loss. Such assets are subsequently measured at either amortised cost or fair value depending on their classification. Classification is determined based on both the business model within which such assets are held and the contractual cash flow characteristics of the financial asset unless, an accounting mismatch is being avoided.

Financial assets are derecognised when the rights to receive cash flows have expired or have been transferred and the company has transferred substantially all the risks and rewards of ownership. When there is no reasonable expectation of recovering part or all of a financial asset, its carrying value is written off.

*Financial assets at fair value through profit or loss*

Financial assets not measured at amortised cost or at fair value through other comprehensive income are classified as financial assets at fair value through profit or loss. Typically, such financial assets will be either: (i) held for trading, where they are acquired for the purpose of selling in the short-term with an intention of making a profit, or a derivative; or (ii) designated as such upon initial recognition where permitted. Fair value movements are recognised in profit or loss.

*Impairment of financial assets*

The company recognises a loss allowance for expected credit losses on financial assets which are either measured at amortised cost or fair value through other comprehensive income. The measurement of the loss allowance depends upon the company's assessment at the end of each reporting period as to whether the financial instrument's credit risk has increased significantly since initial recognition, based on reasonable and supportable information that is available, without undue cost or effort to obtain.



## QUAKER SERVICE AUSTRALIA LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020

Where there has not been a significant increase in exposure to credit risk since initial recognition, a 12-month expected credit loss allowance is estimated. This represents a portion of the asset's lifetime expected credit losses that is attributable to a default event that is possible within the next 12 months. Where a financial asset has become credit impaired or where it is determined that credit risk has increased significantly, the loss allowance is based on the asset's lifetime expected credit losses. The amount of expected credit loss recognised is measured on the basis of the probability weighted present value of anticipated cash shortfalls over the life of the instrument discounted at the original effective interest rate.

For financial assets measured at fair value through other comprehensive income, the loss allowance is recognised within other comprehensive income. In all other cases, the loss allowance is recognised in profit or loss.

#### 1.9 Plant and Equipment

Each class of plant and equipment is carried at cost less, where applicable, any accumulated depreciation and any impairment losses.

In the event that the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses are recognised in profit or loss. A formal assessment of recoverable amount is made when impairment indicators are present.

#### *Depreciation*

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight line basis over their useful lives to the company commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation Rate
Office furniture	15%
Office equipment	25%
Information technology	33%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the asset's carrying amount. These gains and losses are included in the statement of comprehensive income.

#### 1.10 Impairment of non-financial assets

At each reporting date, the management committee assess whether there is an indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. For the purpose of determining recoverable amount, value in use is measured as the asset's depreciated replacement cost. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss.

Where it is not possible to estimate the recoverable amount of an individual asset, the entity estimates the recoverable amount of the cash-generating unit to which it belongs.

#### 1.11 Trade and other payables

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

#### 1.12 Employee benefits

##### *Short-term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

##### *Other long-term employee benefits*

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary

## QUAKER SERVICE AUSTRALIA LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020

levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

#### 1.13 Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

#### 1.14 Economic dependency

The company is dependent on the ongoing receipt of grants from the Federal and State Governments to ensure the continuance of its education services.

#### 1.12 Donated services

The company partly relies on voluntary services of its supporters. These services are not brought to account.

#### *Overseas Development Work*

However, the management committee estimates that the volunteer time devoted to overseas development work for the financial year was \$9,435. This was calculated according to the Australian pay rate as outlined in the Department of Foreign Affairs and Trade website.

#### *Community Education*

The committee also estimates that donated volunteer time devoted to Community Education was \$406.95. There is no Community Education amount shown under Expenses in the Statement of Profit or Loss and Other Comprehensive Income (page 6) because company personnel were unable to physically visit other states due to COVID-19 restrictions. The total amount for Community Education this year is therefore \$406.95.

## 2 Accountability and administration

	2020	2019
	\$	\$
Audit fees	7,000	6,864
Bank and credit card fees	685	722
Computer expenses	805	921
General expenses	7,034	1,030
Insurance expenses	6,022	5,970
Office expenses	2,956	3,279
Rent expense	44,462	43,692
Subscriptions	9,451	10,719
Telephone expenses	1,257	1,096
Travelling expenses	947	1,439
Workers compensation	378	-
	<u>80,997</u>	<u>75,732</u>



**QUAKER SERVICE AUSTRALIA LIMITED**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2020**

**3 Cash and cash equivalents**

Cash and cash equivalents consist of the following:

Cash on hand	76	115
Cash at bank	<u>943,826</u>	<u>967,933</u>
	<u>943,902</u>	<u>968,048</u>

**4 Other financial assets**

*At fair value through profit or loss:*

Tasmanian Perpetual Trustee - long-term fund	<u>271,621</u>	<u>266,377</u>
--	----------------	----------------

The effective return on the asset was 1.97% (2019: 2.92%) and it is redeemable with 7 business days' notice.

**5 Plant and equipment**

	<b>2020</b>	2019
	\$	\$
IT Equipment, furniture & Fixtures	6,236	6,236
Less: accumulated depreciation	<u>(6,236)</u>	<u>(6,236)</u>
	<u>-</u>	<u>-</u>

*Movement in carrying value*

	IT Equipment \$	Furniture and Fixtures \$	Total \$
<b>Current year</b>			
Balance at the beginning of the year	-	-	-
Additions	-	-	-
Disposals	-	-	-
Depreciation	-	-	-
Carrying amount at the end of year	<u>-</u>	<u>-</u>	<u>-</u>

**6 Other assets**

NON-CURRENT

Security deposit	<u>11,000</u>	<u>11,000</u>
------------------	---------------	---------------

**7 Trade and other payables**

CURRENT

Support money held	(1,110)	(1,110)
Project funding payable	<u>111,355</u>	<u>161,283</u>
	<u>110,245</u>	<u>160,173</u>

The carrying values of trade payables are considered to be a reasonable approximation of fair value.

**QUAKER SERVICE AUSTRALIA LIMITED**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2020**

**8 Employee benefits**

CURRENT

Annual and long-service leave	<b>77,484</b>	62,410
-------------------------------	---------------	--------

NON-CURRENT

Long-service leave	<b>7,298</b>	4,414
--------------------	--------------	-------

**9 Reserves**

The company holds a reserve fund of \$198,782 (2019: \$162,325) kept aside for expenditure outside of ordinary activities. This is to allow for exchange rate losses, staff annual leave and long service leave, and to provide for three months of expenditure in the event of winding up.

**10 Funds to international programs**

Includes no donations received this year and passed on to another agency.

**11 Key management personnel compensation**

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, including any member of the committee is considered key management personnel (KMP). The totals of remuneration paid to KMP or the company during the year are as follows:

	2020	2019
	\$	\$
Total remuneration paid & payable to key management personnel.	-	-

**12 Related party disclosures**

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Related party transactions during the year totalled to \$ nil (2019: \$ nil).

**13 Suspected fraud from prior year**

During 2018 the Company was made aware of suspected fraudulent activities in one of the projects operating in Uganda. This matter was closed during the financial year ended 30 September 2019, where fraudulent activities were identified and \$13,766 was paid to the Department of Foreign Affairs and Trade as fraud recovery.

**14 Commitments**

*Project commitments*

Project commitments contracted for but not recognised in the financial statements:

Payable within 12 months	<b>236,841</b>	268,257
--------------------------	----------------	---------

Project liabilities and expenses are recognised when the service provider has met the milestone requirements.

**QUAKER SERVICE AUSTRALIA LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2020**

**15 Events after the reporting period**

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date.

There has not otherwise arisen in the interval between the end of the reporting period and the date of this report any item, transaction or event of a material or unusual nature likely, in the opinion of the Management Committee, to affect significantly the operations of the entity, the results of those operations, or the state of affairs of the entity in future years.

**16 Company details**

The principal place of business of the company is:

Unit 14 43-53 Bridge Rd

Stanmore NSW 2048



**QUAKER SERVICE AUSTRALIA LIMITED**  
**MANAGEMENT COMMITTEE DECLARATION**

The Management Committee of Quaker Service Australia Limited declare that, in their opinion:

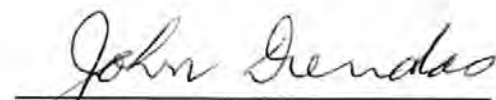
- (a) the financial statements and notes as set out on pages 6 to 15, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the *Australian Council for International Development Code of Conduct Financial Standards* and:
  - i. comply with Australian Accounting Standards – Reduced Disclosure Requirements; and
  - ii. give a true and fair view of the financial position as at 30 September 2020 and of the performance for the year ended on that date of the company;
- (b) in the Management Committee’s opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Management Committee.



---

Miriam Goodwin  
Treasurer



---

John Dundas  
Finance Officer

Dated this **12** day of February 2021

## Independent Auditor's Report to the Members of Quaker Service Australia Limited

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Quaker Service Australia Limited (the Company), which comprises the statement of financial position as at 30 September 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Committee Members' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with 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 financial performance for the year then ended; and
- ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

#### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the 'auditor's responsibilities for the audit of the financial report' section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Other information

The Committee Members are responsible for the other information. The other information comprises the information in Quaker Service Australia Limited's annual report for the year ended 30 September 2020, but does not include the financial report and the auditor's report thereon. Our opinion on the financial report does not cover the other information and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

#### Committee Members' responsibility for the financial report

The Committee Members of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the Committee Members determine is necessary to enable the preparation of the financial


report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee Members are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Committee Members either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibility for the audit of the financial report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at The Australian Auditing and Assurance Standards Board website at: [www.auasb.gov.au/auditors\\_files/ar4.pdf](http://www.auasb.gov.au/auditors_files/ar4.pdf). This description forms part of our auditor's report.



**Nexia Sydney Audit Pty Ltd**



**Stephen Fisher**

Director

Dated: 12 February 2021

Sydney