



Annual Report

October 2020 – September 2021



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*Constructing a rainwater catchment, Uganda.
CREDIT: St Judes Family Project*



*Conducting a household survey, Cambodia
CREDIT: DWA, Kampong Thom*



*Picking okra, Tamil Nadu, India
CREDIT: PBRC*

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QSA respectfully acknowledges the Gadigal people of the Eora Nation, the traditional custodians of the lands on which our office is located. QSA pays its respects to elders past, present and emerging, and recognises that the land always was and always will be Aboriginal land.

This 2020-21 QSA Annual Report was presented at the QSA Annual General Meeting held virtually via Zoom online conference on 19 February 2022.

Our reach



QSA works with partners on three continents, supporting eight development projects in Uganda, India (Tamil Nadu) and Cambodia, and refugee and asylum projects from Australia. Achievements this year included:

2,244 children from public schools in **Tamil Nadu** joined interdisciplinary activities learning about local environmental and climate issues.

716 rural **Cambodian families** grew crops in home gardens to provide nutritious food and supplement household incomes.

270 Ugandan farmers increased food production on average by 55% by water harvesting, adoption of bio-fertilisers, organic pesticides, diversification and seed saving.

125 asylum seekers in **PNG** received clothing, shopping vouchers, phone cards and basic phones.

Refugee families in **Australia** received food parcels and food vouchers during COVID lockdowns, and phone cards to maintain contact with family and friends.

Report from the Convenor

2021 was another challenging year. COVID-19 has had a more significant impact this year as the Delta strain spread further into our project footprint in Asia and Africa. Education in preventing COVID-19 continued as a priority, but increased joblessness and lower incomes have put development work on the back foot, seeing people in many localities lose past gains. Some predict it will take a decade or more for rural communities to recover financially. Despite these setbacks, resilient communities continue to pivot and innovate where possible.

Quaker Service Australia (QSA) has been able to also respond to other crises around the world. With the return of the Taliban, the unravelling of freedoms in Afghanistan has seen a vast humanitarian and refugee crisis unfold. While Australia has accepted only a small number of refugees to date, QSA has provided \$30,000 of assistance to three asylum seeker and refugee support agencies with better connections. This past year has seen a continued focus on First Nations projects within Australia, with funding committed to these programs and one still under consideration. Ongoing on-the-ground dialogue continues with the active involvement of the Australia Yearly Meeting First Nation Peoples Concerns Committee.

This year we welcomed several new members to the Management Committee and the QSA company. It is great to see their input as they become familiar with our work at a closer and more profound level. One of the innovations implemented this year was the development of an online portal of resources known as e-QSA to facilitate greater awareness, compliance, induction and training materials, along with material from the Australian Charities and Not-for-profits Commission (ACNC).

Corporate governance is a crucial focal point for accrediting bodies across most industry groups these days. This is raising the level of professionalism in aid and development agencies. QSA continues to step up with its active participation in ACFID acknowledged with representation on committees continuing the strong legacy of involvement in the sector. Participation in the Church Agency Network gives QSA a collegial network of peers to work on world problems together. QSA also continues as an active member of the Refugee Council of Australia.

Like other development agencies, QSA's funding from the Department of Foreign Affairs and Trade (DFAT) through the Australian NGO Cooperation Program (ANCP) has levelled out in recent years. There may be scope to add other funding grant submission avenues in future years.

QSA staff continued to work remotely from the office this year, and we needed to make greater use of IT with project partners while in-person monitoring was impossible. Independent evaluations of the effectiveness of QSA projects have been undertaken this year, with great feedback received on the transformative impact of projects in Cambodia. Skills development is enabling local communities to become more self-reliant. It is also empowering



communities as new skills and knowledge is shared. QSA's impact is being felt well beyond the local projects as our project partners become models for others to learn from. Our commitment to the Sustainable Development Goals is mapped in our project proposals complementing the work of other in-country development agencies. Our project partners are increasingly noticing the environmental impacts of global warming, and we will need a greater focus on these impacts in the coming years.

Awareness of preventing sexual exploitation, abuse, and harassment continues to be a priority across the sector. A commitment to educating our partners, and they, in turn, those involved in their projects, allows a focus on wellbeing to look out for safeguarding each other, and evaluations of the effectiveness of this education will continue. Community-led solutions are the proven positive approaches QSA takes in resolving grass-root community concerns.

Despite the many challenges this year, our supporters have remained strong and faithful in funding projects. Online giving continues to grow as the Stripe payment facility on the QSA website is increasingly used by Friends. We continued receiving good support from The Quaker Shop in Adelaide and the wider Quaker community. Bequests make a big difference to our ability to fund new project initiatives. They enable QSA to put Quaker testimonies to an even greater application by taking timely actions to support communities in need.

A big thank you to all involved with QSA this past year. Together we have made a difference in a turbulent world. Consulting, listening, and discerning will help us shape the future of those we assist. When our focus remains on meeting the needs of others in partnership with on-the-ground partners, QSA will continue to have a significant life-changing impact. I invite you to continue that journey with QSA this coming year as we respond to poverty alleviation, boosting food security, creating greater sustainability, promoting gender equality and child rights. A better world is achievable when we all work together, seeking to be the change where it's needed the most.

Garry Duncan
Convenor



*Young boys tending eggplants in Uganda
CREDIT: St Jude's Family Project*

Statement of Purpose and Quaker Testimonies

Equality
Integrity
Peace
Simplicity
Community
Sustainability

Quaker Service Australia's (QSA's) purpose is to practically express Australian Quakers' concern for building a more peaceful, equitable, just and compassionate world. To this end, QSA works with communities in need to improve their quality of life with culturally sensitive, economically and environmentally appropriate and sustainable projects.

QSA is the international development agency of the Religious Society of Friends (Quakers) in Australia, and the testimonies of simplicity, peace, integrity, community, environment and equality guide all its work. 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.

Where we work and why

QSA was established in 1959 as an aid and development agency and legally incorporated association. QSA adopted a new governance structure in December 2016, and in April 2017, became a company limited by guarantee.

QSA operates and manages activities from its office in Sydney and does not have any overseas presence. QSA favours community-initiated projects and partnering with existing community-based organisations. Many of our partnerships developed organically from networks and historical connections.

QSA's approach is consultative and inclusive. We play a consultative role in project design, ensuring that community members are actively involved, and activities are appropriate to their needs, interests and situations.

QSA does not participate in nor allow any of its funds or resources to be used for proselytising, terrorism or support for political candidates or organisations.

Report from the Executive Administrator



This has been a complex year for QSA, its project partners, and project communities in Australia and overseas. We now understand that COVID-19 will have a significant, long-lasting impact and we have learned so much from it.

As an organisation, we have adjusted to working remotely. While we miss the chance to sit around together to discuss ideas, we have experienced new opportunities from working with Zoom. Previously monitoring visits were on an annual basis, and we spent the rest of the year communicating with email and some phone contact. With Zoom, we can have more frequent contact, check documents, see posters and other material shared by project partners, and gain far more towards relationship building than we could simply by using email. It is worthy of continuing as a communication system even when monitoring visits are possible.

Project partners have also learned from new ways of working. For example, when sharing information such as ways to stay healthy during COVID-19, they used loud hailers in remote areas with little consistent phone or internet coverage to overcome restrictions on group activities. Other partners have developed skills in making short videos to explain new ideas that can be shown on large or small screens. All are valuable skills for future use and in different locations. Last year, health inputs and knowledge were required. This year we've focussed on restoring incomes as financial constraints seriously impacted rural areas due to reduced movement and market closures. For many households, their neighbours were the only customers for surplus produce or handicrafts.

The review of QSA by a Department of Foreign Affairs and Trade (DFAT) appointed team went well and gave us some new ideas. QSA passed as a fully accredited agency. As a result, it can continue to receive significant funding from DFAT via the Australian NGO Cooperation Program to support the projects that QSA submits to DFAT. This funding dramatically expands QSA's reach and the number of projects we can support. But passing the accreditation is about more than simply financial support. It is recognition by peers and experts involved in the same type of work that QSA is acting in the best way possible. The reviewers know the markers and criteria that make for a good agency, giving appropriate support to its project communities, so they become self-sufficient and sustainable.

However, having achieved this re-accreditation, it is not enough to simply sit back. We can improve our processes, policies and approaches, and there's scope for new ideas to be incorporated, building on the firm footing created.

QSA continues involvement with peer agencies as members of the Church Agencies Network and ACFID. We have signed letters advocating change in political decisions in Australia, and letters of support for community groups experiencing difficulties, as part of a much bigger picture than simply ourselves. We give thanks that we can do this.

We are also aware of the achievements of our project partners, demonstrated by the progress they've made as a result of the training received. This is clear from an evaluation conducted in Cambodia summarised in this report which I encourage you to read.

Thank you, everyone, for your continued interest in and support for QSA and its work. Your donations make what we plan to achieve possible. I hope you enjoy reading the project reports. As always, please don't hesitate to get in touch with the QSA office if you have any questions or wish to learn more. You'll also find information on the QSA website at www.qsa.org.au or by following us on Facebook.

Jackie Perkins
Executive Administrator

International Development

QSA's practical expression of development favours ongoing, community-led initiatives to achieve food security, water security, and poverty alleviation with appropriate and sustainable change. We focus on sustainable development and are not involved in emergency relief. Our work aligns with the United Nations' Sustainable Development Goals. <https://sdgs.un.org/goals>

QSA uses an indirect model, working with long-term partners who understand their communities' needs and provide ongoing support at the grassroots level. This means our support with some project partners is long-standing, as they move their project activities to different communities in need, based on requests received and longer-term planning.

We support and encourage interdisciplinary, holistic and sustainable approaches that are culturally appropriate and relevant to the local context and resources, including technology. Focus areas include ecology and climate adaptation, nutrition and health, gender equality, female empowerment, child protection and inclusiveness.

Agriculture is central to poverty reduction and hunger eradication in rural areas in developing nations. Women are vital to this process as the mainstay of many rural economies, so most of our work focuses on empowering them and enhancing their economic capabilities.

Climate change adaptations and reducing the impact of natural disasters are a crucial part of the training provided as agriculture is frequently the most affected activity.

QSA projects primarily focus on helping women build and strengthen skills in permaculture and other organic farming methods. With training and support, they establish home food gardens to provide nutritious food for their family year-round, and where possible, a surplus to supplement household incomes. We also aim to improve their quality of life and those of their families and communities. By improving their economic situation, women are confident to make more decisions in their families and accept leadership roles in their communities.



Infograph: Proportional expenditure on QSA's international development projects in 2021 by Sustainable Development Goal (SDG).

The year that was 2020/21

As COVID-19 continued to impact all countries worldwide, QSA supported partners as they made adaptations within their projects to deal with the pandemic's health, economic and social effects. However, in vulnerable communities with limited resources, many families have continued to face extraordinary hardships.

After being involved last year in hygiene education, provision of protective materials and emergency food supplies, our partners have focused this year on dealing with the longer-term impacts of COVID-19, where possible working towards "COVID recovery". Fortunately, most of their project activities have now returned to normal, despite ongoing restrictions and short-term lockdowns in several regions.

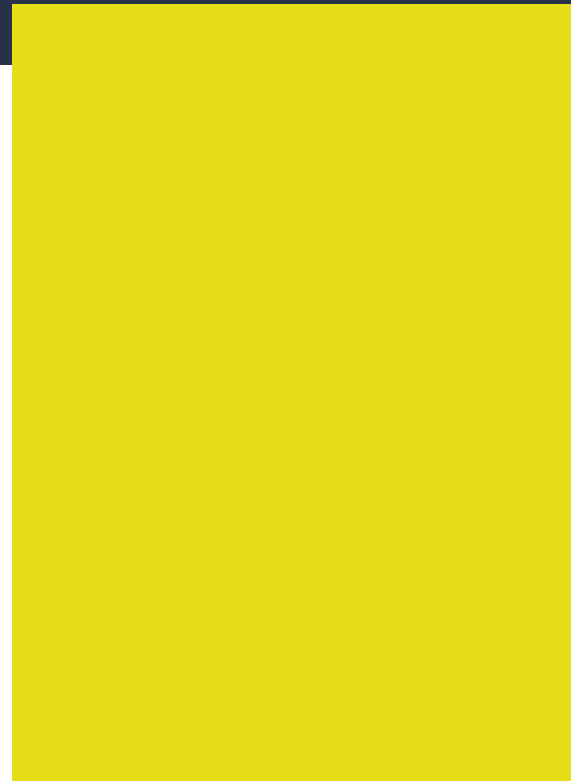
It's pleasing to hear reports that families who've participated in QSA projects have fared better during the pandemic and recent natural disasters, including flooding, with their new skills and capabilities. In addition, our partners report communities with whom they worked were better able to manage when they lost jobs and incomes due to COVID-19. For example, using permaculture knowledge and skills, they planted or expanded home food gardens to provide food and supplement family incomes when they lost jobs and incomes.

Most of the planned project activities continued during the ongoing COVID-19 crisis, albeit with hygiene arrangements and distancing in place. Project participants received protective equipment and information about staying safe during the pandemic. When large gatherings were prohibited, staff conducted training in small groups or one-on-one in some areas. Some funding reallocations accommodated COVID-19 project changes, but partners allocated less than \$2,000 directly to COVID-19 expenditure, mainly for materials like masks.

Since March 2020, QSA staff have been unable to make in-person visits, but regular monitoring meetings and training by video conference was introduced, supplemented by increased remote financial spot checks.

During the COVID-19 pandemic, QSA continued to emphasise and follow up with partners the heightened need for safeguarding and the potential for gendered violence, recommending increased monitoring and checks on staff and participants.

A total of 9,616 people participated directly in our projects this year, including 3,328 children and young people and 4,073 women. Fifty-nine per cent of participants were women and girls, and approximately 10% were living with disabilities.



*Soap making for use in COVID-19 hygiene programs in Uganda
CREDIT: St. Judes Family Project*

India (Tamil Nadu)

Pitchandikulam Bio Resource Centre (PBRC)

This project in South India focuses on organic farming training for food security, mainly raising awareness of small-scale initiatives, including demonstration plots, herbal kitchen and homestead gardens.

Due to COVID-19 restrictions, not all the activities could go ahead as planned. Unexpected heavy rains also created significant setbacks in farming activities. However, 501 adults (434 women) participated in agricultural livelihoods activities. The farmers were particularly receptive to the idea of reducing agricultural chemical inputs and using small-scale initiatives appropriate for those with little or no land. Feedback indicated that training content and frequency improvements were necessary to improve farmers' knowledge retention and practising of organic farming methods. Approximately 28% of the project expenditure funded climate change adaptation and mitigation, directly referencing agricultural productivity for food security and income generation.

Training 11 women entrepreneurs in herbal remedy production and marketing helped them provide healthcare and veterinary products in rural communities where access to formal health services is limited and veterinary care expensive. They also received intensive business training and support.

COVID-19 restrictions also closed schools for much of the year, so environmental education activities could not go ahead as planned. However, alternative activities, including excursions and creative arts sessions such as traditional storytelling, took place in outdoor areas, under the supervision of teachers and with parental permission. As a result, while engagement was inconsistent, the activity relieved students from lockdown. Community programs also helped draw attention to the connection between health and the environment via traditional and locally-sourced herbal remedies. A total of 974 students (488 girls) participated in these non-formal education sessions, and eight teachers (four women) received additional in-service training.

Half the project budget and time was spent on agricultural activities, a further quarter on environmental education and training, with the remainder allocated to health education (predominantly COVID-19) and income generation. Activities not undertaken this year will be conducted as soon as possible in the next project year when hopefully conditions are more favourable.

This project was funded jointly by DFAT (\$42,139) and QSA (\$10,094), with a further \$4,572 donated by QSA for tree planting. It involved 6,353 adults - 2,423 women (4 with disabilities), 1,661 men (21 with disabilities), 972 girls and 1,272 boys. Continuing the previous year's work addressing COVID-19 health measures, 4,548 participants received specific health advice, training and support.



*Improving soil with compost
in Tamil Nadu, India
CREDIT: PBRC*

India (Tamil Nadu)

Vasandham Society

This project focuses on awareness-raising, education, and mass mobilisation of community members in the Varusanadu Valley to improve sustainable traditional and organic agriculture practices, improving household and community water management, health and nutrition. QSA provided no funding to this project this year. However, delays to planned activities and the carryover of funds from the previous year enabled activities to continue during the year.

When fifteen farmers' groups were visited, three needed strengthening with additional training and support. One new group was also created and provided some training. Partner staff made several visits to each group, focussing on the newer and weaker groups and providing training to group leaders on village resources and mobilisation.

This project partner collaborated with three local NGOs to provide COVID-19 awareness training and face masks, herbal immune booster preparation, hand sanitiser and soap to 1,300 families in communities with limited resources and COVID-19 awareness. A further 150 families received regular food supplies. Project partner staff also received training and resources from local officials, which they passed on to the community. They also received training in using poly-tunnels to grow crops and netting to protect crops from animals and birds.

A vital feature of this work is community awareness of health, agricultural and environmental messaging in community events, attracting many thousands of people. Unfortunately, these could not go ahead due to COVID-19 restrictions. However, a series of pamphlets were prepared and distributed within the communities. In addition, the campaign continued to reduce plastics use, especially single-use plastic bags, and staff noted a marked reduction in their use and in plastics litter in the area.

One activity that could go ahead was preserving the water storage areas, protecting them from encroachment by people planting crops too close to the perimeter. During the past year, work to restore eight of these water bodies and remove encroaching plants continued, but de-silting has not started. Water management committees will continue this work and provide local oversight, ensuring resources are available for the local community.

QSA fully funds this project, and carryover funds from last year supported 1,760 people participating in activities this year.

Due to difficulties in facilitating training workshops during COVID-19, an expansion of the project 'Think Green and Think Clean' managed by Trinity Rural Development Service Centre was not possible. However, planning for another project commencing in December 2021 was started towards the end of the year.



Tree planing in Tamil Nadu, India CREDIT: Vasandham Society

Uganda

St Jude's Family Projects

This year has seen massive improvements to farmers' skills and knowledge, and as a result, the majority of households now have sufficient food and have boosted their incomes.

Most St Jude's farmers achieve stable family food security with almost three healthier meals per day despite climate variability and COVID-19-related challenges. Farmers have achieved an average 55% increase in their food crop production through water harvesting, adoption of biofertilisers, organic pesticides, soil fertilisation, diversification and seed saving. Bananas, cassava and yam provided an essential buffer for those coming close to food shortages.

Most farmers are now earning US\$100 per month or more from improved crop yields (quantity and quality) and enhanced small-scale enterprise skills. Working in groups has significantly enhanced bargaining power and logistics. Diversity and adaptation of enterprise and marketing and sales methods have been vital for farmers to survive during COVID-19 lockdowns and movement restrictions. Many farmers generated additional income through banana products, liquid soap making and hand sanitiser.

Schools closed for most of the project year. As a result, no more than 25% of lunch requirements have come from project-grown vegetables, cassava and banana. In addition, only 60% of the trees planted survived. St Jude will continue working with these schools for an additional year.

This project was funded jointly by DFAT (\$76,310) and QSA (\$16,542) and involved 2,349 participants - 883 women, 388 men, 646 girls and 432 boys and a total of 26 people living with disabilities.

Dream Farm Kyakabunga Group

In partnership with St Jude Family Projects, QSA supports this young NGO from Kiruhura in southwestern 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 continued learning how to improve their food production and knowledge in nutrition through fortnightly community training and extension visits to their respective gardens. The training centred on enhancing ecological farming practices and included nutrition, hygiene, growing crops and vegetables to earn income, and marketing or selling their harvests at local outlets or markets.

This project was fully funded by QSA (\$2,177), and 163 people participated in activities this year.



*Students transplanting beans in their school garden in Uganda.
CREDIT: St Judes Family Project*

Cambodia

After few COVID-19 cases and no deaths before early 2021, Cambodia experienced a significant increase in cases from February 2021 and implemented strict lockdowns, travel and meeting restrictions, particularly around Phnom Penh. The economic downturn from border closures, travel restrictions and business shutdowns continued. While the Government introduced payments for the poorest families, most received no assistance and their situation was severely reduced.

Our project partners reported increased need due to COVID-19 and continued to support their communities, although this year it has transformed from emergency aid to longer-term livelihoods support. While there were delays to some project activities, most were able to continue (with COVID-safe arrangements) because they were outside. However, many families suffered further when devastating flooding hit in October 2020, affecting more than 800,000 households, particularly in the north.

Bun Rany Hun Sen Development Centre (BRHS)

The BRHS Centre continued to be seriously impacted by COVID-19. Commercial handicraft sales dramatically dropped when borders closed, international and domestic travel stopped, and restrictions on events were imposed. The Centre cut production at its facility in Pursat but maintained staff numbers with some reallocated, for example, to mask making. However, purchases from producers who work at home in surrounding villages and normally supply the retail facility were drastically cut, and their incomes dropped by around 50%.

Handicrafts training in Pursat halted in March 2020 due to government restrictions but continued in rural areas where it changed to one-on-one instruction. Severe flooding in the country's north further disrupted work at the Centre. BRHS staff worked on flood relief, and production and training were delayed when flooding prevented travel in many areas.

QSA and BRHS are talking with a local university about preparing a business and marketing plan to address ongoing sales and marketing problems exacerbated by the pandemic.

This project was funded jointly by DFAT (\$59,675) and QSA (\$15,342) and involved 150 participants (134 women).



*Flooding in Pursat, Cambodia, October 2020
CREDIT: BRHS*



*Weaving scarves in Pursat, Cambodia
CREDIT: BRHS*



*Sewing masks in Pursat, Cambodia
CREDIT: BRHS*

Cambodia

Department of Women's Affairs, Kampong Thom (DWAK)

Sixty farmers received training in permaculture techniques, climate change, and equipment and materials for home food gardens. As a result, 85% achieved food security for at least eight months, and 60% earned more than USD50 per month selling surplus produce. Hygiene and sanitation is a feature of this project. Participants learn how to build and use a toilet, and this year, 20 families received materials to construct a toilet.

Two project activities were postponed due to COVID-19 restrictions, and the number of project participants declined by 50%. Using these funds, sixty families received water tanks or materials to build wells, providing water for household use and irrigation.

Awareness training helped communities develop a greater understanding of gender issues and child protection, and participants in three villages reported a decline in domestic violence in their community.

This project was funded jointly by DFAT (\$56,485) and QSA (\$11,656) and involved 100 participants (92 women).



*Family receive materials to build a well as part of a permaculture training project in Kampong Thom, Cambodia
CREDIT: DWAK*

Khmer Community Development (KCD)

Long periods of COVID-19 restrictions in Kandal Province and nearby Phnom Penh meant KCD staff could not visit target communities for much of the year. As a result, many planned meetings and training sessions were postponed, and participant numbers were down almost 20%.

Aware that COVID-19 seriously impacted its target communities, KCD launched a survey to assess their needs. They then expanded activities (and reallocated funds) to promote nutrition and food security, including fish and chicken-raising operations to provide food and supplement family incomes. KCD also focused on developing its capacity to deliver programs remotely and maintain communication with communities, including staff training in

Cambodia

online production and remote learning.

While staff were unable to conduct planned project activities, they utilised their time in a range of capability enhancement activities. They developed resources, including guides and training in several key areas, including needs assessment, environment, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH), gender and disability.

This project was funded jointly by DFAT (\$55,611) and QSA (\$13,670) and involved 321 participants (212 women).

Department of Women's Affairs, Pursat (DWAP)

COVID-19 did not significantly affect this project as most activities were completed outdoors or before March 2021, when restrictions increased. After permaculture training, 80 farmers established home food gardens, producing vegetables and fruit, achieving year-round food security and (for some) a surplus to generate supplementary income. In addition, women leaders gained new knowledge about gender equity, inclusiveness, climate change and child protection. They shared this with women in the community, demonstrating increased confidence to intervene in domestic violence, migration and child harm.

Severe flooding across Pursat in October 2020 destroyed rice fields and damaged infrastructure. DWAP reported that farmers who had participated in permaculture training fared well, using their knowledge and skills to grow food crops in home gardens to replace crops and income lost with business and market closures. An evaluation conducted in May/June 2021 produced encouraging results about the project's impact. More detail is provided in the next section.

This project was funded jointly by DFAT (\$85,426) and QSA (\$18,042) and involved 343 participants (333 women).



Fish farm building food security and generating income in Kandal Province, Cambodia. CREDIT: KCD



A woman who received a water jar for irrigation and household use in Pursat, Cambodia. CREDIT: DWAP

Project Feature: Measuring Women's Empowerment

Promoting women's empowerment is a driving force behind reducing poverty and aiding economic growth. It also enhances gender equality and women's ability to make decisions over their own lives and those of their families. Therefore, a key focus of QSA projects is gender equality, particularly social and economic empowerment to reduce family violence.

In Cambodia, QSA supports a Department of Women's Affairs project in Pursat (DWAP) to increase women's empowerment and income generation opportunities. The project aims to enhance women's economic circumstances and address the impact of climate change through permaculture techniques. Women can establish home gardens and achieve year-round food and water security with permaculture training and gardening equipment.

As part of regular project evaluations, QSA and DWAP conducted an assessment in 2021 to measure the effectiveness of the project and the extent to which it achieves the intended impacts, specifically increasing the empowerment of women. The evaluation assessed changes over time in empowering women involved in the project's permaculture, gender and safeguarding training between 2018 and 2021.

In May/June 2021, we conducted focus group discussions with women who had participated in training 3-4 years earlier and control groups of women who had not yet started the training.

In the final report, the consultant commented,

This evaluation has highlighted significant themes indicating the project is positively impacting women's lives. It appears to be changing lives, improving safety and developing confidence.

All groups identified that their quality of life or life satisfaction had improved due to the training. A clear theme was a reduction in violence, indicating that family violence declined when women contributed to household incomes. Following the training, women are more confident, have more skills, feel they contribute, are more valued and have more involvement in household decision-making. They are pleased to be improving family health and nutrition and generating additional family income.

After the project, the farmers are changing their lives. They have the technical knowledge to grow and raise chickens, achieve year-round food security, good health and nutrition, send children to school, reduce domestic and sexual violence. They may save money to rebuild their house, build a toilet, buy seeds and seedlings by selling surplus produce and chickens or set up a small shop at their house. (QUOTE: Focus group participant)



Issues Feature: Locally-Led Development

Localisation is an increasingly used term in the international development sector, particularly since the outbreak of COVID-19 with travel restrictions and national border closures. The Australian Department of Foreign Affairs and Trade (DFAT) uses the following working definition. “A method to drive more effective development outcomes by improving the agency of affected people and local actors so that development action is locally informed, locally-led and meets the needs of local people.”

While the language of localisation emerged through the 2016 World Humanitarian Summit, the international development sector, including QSA, has supported localisation efforts for some time using different terminology. COVID-19 has shown that localisation is particularly relevant to development programs with a blurring of lines between humanitarian support and development cooperation programs.

DFAT strongly believes in localisation and has incorporated several intermediate outcomes in the Australian NGO Cooperation Program (ANCP) Program Logic, including quality relationships with in-country partners, support for locally-led development processes and a commitment to strengthen the capacity of in-country partners and civil society more broadly. As an NGO accredited with DFAT, QSA must demonstrate how we work towards these localisation outcomes.

Why is localisation considered necessary? The theory is that by improving local partners' technical and non-technical capacity, Australian Non-Government Organisations (ANGOs) can assist them in achieving their objectives. They can also become more financially and technically independent and sustain their activities when ANGO assistance ceases. The emphasis is on helping local partners achieve their objectives, not the ANGO's objectives, through project designs appropriate for the local situation.

While most ANGO's work through local partners, there is a wide variety of relationships with the local partners. Some are more contractual, and for a set time, so they are less about empowering local partners. Others are part of a network and continue for much longer times (even decades) with a significant focus on empowering the partner.

QSA is committed to building the capacity of in-country implementing partners and communities. Rather than operate ourselves in these locations, we work with long-standing partners that are best placed to deliver benefits to their local communities.

How does QSA progress localisation? There is a formal intention in our policies and processes to localise. We consult with our partners, listen to what they tell us and work with them to design projects that align with their objectives. However, this is not always easy as QSA has several compliance requirements of partners, such as child protection, gender equality, anti-fraud and counter-terrorism, which are not always in keeping with local partners' priorities. The other obstacle is that as QSA has the funds, there is an inherent power imbalance. Whilst QSA staff work hard to minimise that power imbalance, it is always there.

Local partners must have organisational systems (some form of management structure, financial management procedures) and project management skills to design and implement locally appropriate projects. QSA also works with our partners to assist them in building their capacity so that they feel more confident and competent.

Localisation has always been part of how ANGOs operate. However, with COVID-19 travel restrictions and border closures, localisation and locally-led development have become increasingly necessary. As travel restrictions ease and borders reopen, it will be interesting to see if the localisation effort continues or if risk aversion sees a slowing or reversal of the trend.

*Visting people living with disabilities to assess their needs, offer support and encourage project participation
Kandal Province, Cambodia
CREDIT: KCD*



First Nations communities Friends' School, Hobart

First Nations Communities

QSA continues its involvement on the Quaker Yearly Meeting First Nations Peoples' Concerns Committee, which significantly adds to knowledge and understanding of, and advocacy for issues including the preservation of sacred sites and discussions about sovereignty.

Two significant, complex applications for funding came to QSA (a total of \$95,000) during the year, and discussions and planning are still underway at the end of this financial year. One of these projects is quite unusual and very interesting. It plans extensive dialogue with many community groups and First Nations elders to develop sustainable long-term evidence-based criteria, to inform clear, culturally informed, and appropriate problem identification. This research will apply to various settings within First Nations place and country. We look forward to being part of this fascinating journey.

In addition, QSA continued its support for the Madjitol Moorna Inc. choir based in Carmel, Western Australia. The \$7,500 provided enabled the choir to continue when funding from tickets was impossible. The choir continues to help spread the Noongar language across the Perth metropolitan area and into the state's southwest. The songs in language are being shared in many schools and featured in the Denmark WA Festival of Voice.

QSA also contributed \$5,000 to support the Warlpiri and Anmatyerre people from Yuendumu as they observe the murder trial of Kumanjari Walker by video link to Alice Springs courthouse. The funds are held as the trial is now deferred until early 2022.



The Friends' School, Hobart

QSA provides modest funding to support several exciting social justice, human rights and environmental projects at the Quaker school. This funding was described by the school as "... a valuable and impactful aspect of our students' education."



Students of the Friends' School following presentation of the Students Against Racism Workshop
CREDIT: Friends' School

Refugees and asylum seekers

Refugees and Asylum Seekers

Like many other development agencies and individuals, QSA is concerned about the plight of millions of refugees and asylum seekers of all ages fleeing persecution and harassment. The newly emerging climate change refugees and the extreme life difficulties faced by minority groups and peace activists in Afghanistan are particularly concerning. Due to its size and expertise, QSA has limited capacity to support people in Afghanistan, so instead, QSA has approved financial support to better-placed organisations that will provide tangible support for refugees and asylum seekers. These organisations include:

- Refugee Council of Australia (10,000)
- Settlement Services International (\$10,000)
- Asylum Seekers Centre (10,000)

For QSA, membership of the Asia Pacific Refugee Rights Network has enabled localised information to be shared, augmenting that from individual members of QSA and selected Friends.

A key focus for these organisations has been the distribution to refugee families of food parcels and food vouchers, especially during COVID-19 lockdowns. They've also provided phone cards for families to maintain contact with family and friends and allowances so students could continue their studies when they lost jobs during lockdowns.

At the end of the last financial year, QSA gave Caritas PNG, working with the Catholic Bishops Conference of Papua New Guinea and the Solomon Islands, \$10,000 to support their work. For 125 refugees/asylum seekers still in PNG, this provided clothing, shopping vouchers, phone cards and a few basic phones. It also funded general advocacy and support to men waiting for medevac results and travel, supported those waiting on visas for the USA and Canada when international borders closed and funded face masks distributed to the six Port Moresby locations housing refugees.



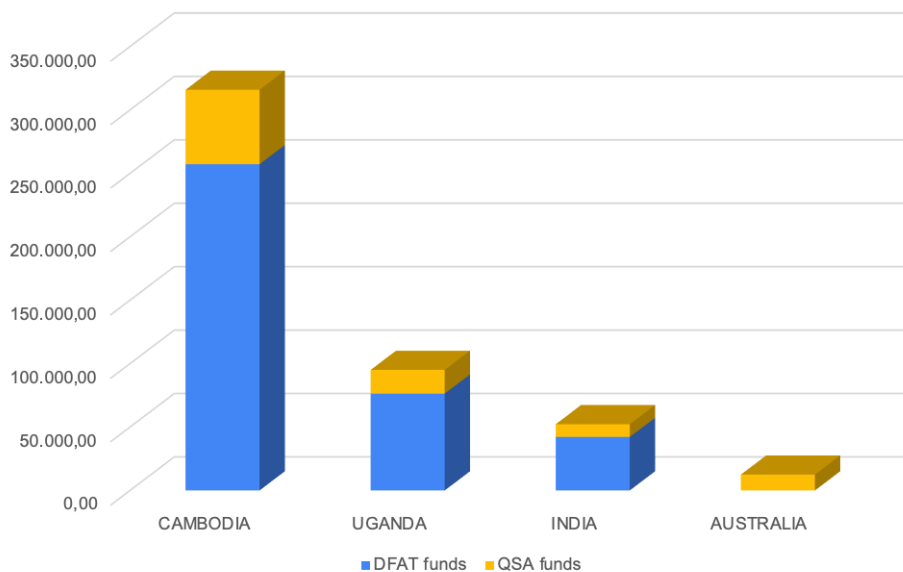
In their report to QSA, Caritas PNG noted they provided awareness-raising activities to students regarding refugees and their issues and ongoing advocacy work with the PNG Government. They also make weekly visits, especially to the more vulnerable refugees and asylum seekers, listening to them, offering advice, counselling and encouragement. In addition, they've attended to some of their queries and recognised and addressed mental health issues, notably when relocation processes were halted indefinitely due to COVID-19.

QSA could not have achieved this alone, as it does not have people in the various regions with the skills required. Therefore, it makes more sense to support those that can give this much-needed support via other organisations.

*Sangee thanked the Asylum Seekers Centre community for supporting her and other people seeking asylum with food by sharing a recipe for vegetable kurma. Check it out: <https://loom.ly/ujD421g>
CREDIT: Asylum Seeker Centre*

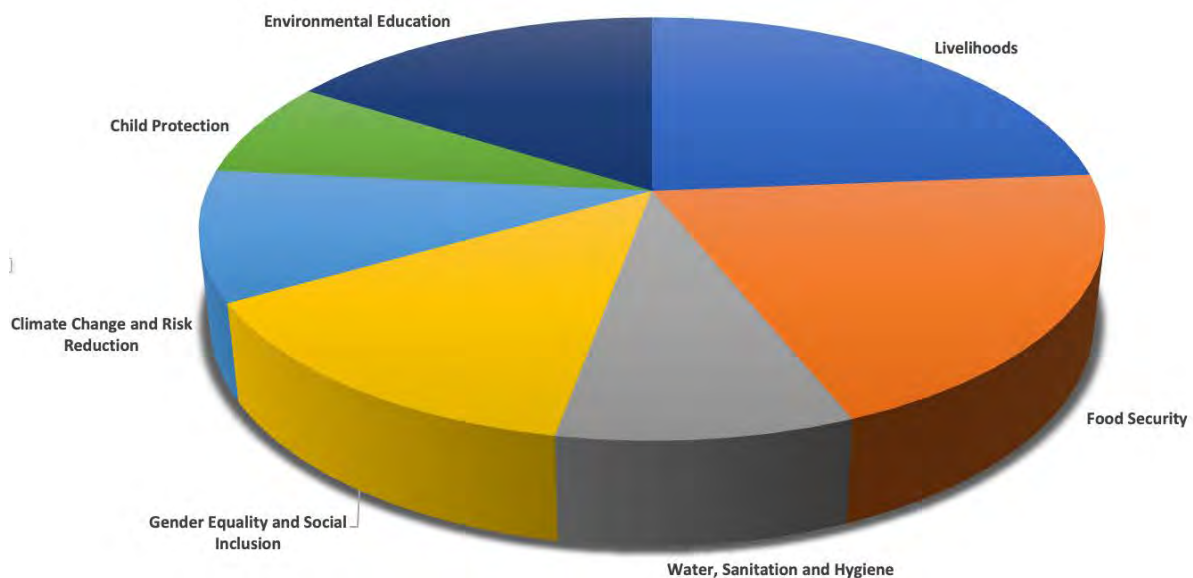
Program statistics

Project expenditure by country



The above graph shows the proportion of total project costs contributed by DFAT via the ANCP program. DFAT funded 81.5% of QSA's international project costs and 75% of QSA's total project budget this year. This is an increase compared with previous years and is due to a reduction in QSA's project activities due to COVID restrictions.

International project participants by activity



The above image shows the proportion of international project participants by type of activity. It shows QSA's areas of focus and the spread of participants across activities designed to achieve specific development outcomes. Activities related to COVID health awareness and the distribution of protective materials were excluded from this graph as almost all participants were involved.

Due diligence

Feedback and complaints

Due Diligence

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

QSA undertakes regular monitoring and assessments in line with its policies, ensuring that all decisions and transactions are conducted fairly, honestly, and transparently. In addition, annual audits of all projects provide sound financial management, and QSA continues to strengthen its systems and manage its residual risks.

During 2020/21, QSA completed a re-accreditation to maintain its full status under the Department of Foreign Affairs Australian NGO Cooperation Program. The process provides DFAT and the Australian public with confidence that the Australian Government is funding professional, well-managed, community-based organisations that deliver quality development outcomes. The re-accreditation involved a rigorous independent assessment of QSA's organisational structure, systems and philosophies, including policies, project management and financial procedures.

Feedback and complaints

Via its policy on Grievance Handling, Complaints, and Dispute Resolution, QSA strives to take into account the rights of all concerned using open communication, in a manner consistent with collaborative work practices and following Quaker teachings and ideals to resolve complaints, grievances and disputes.

As a member of the Australian Council for International Development (ACFID), QSA agrees to be bound by the association's independent, accessible, fair and confidential Code complaints handling process (more information below).



*A woman tending her chickens
in Uganda
CREDIT: St Jude Family Project*

Code of Conduct

The Australian Council for International Development (ACFID) Code of Conduct establishes standards of good practice in governance, program effectiveness, fundraising, and financial reporting to enhance its members' transparency and accountability.

QSA is an ACFID member and has been a signatory to the ACFID Code of Conduct since 1996. Following its principles and values, the QSA Management Committee is committed to achieving the highest standard in every area of its work. It recognises that handling complaints well is a critical way of learning what is needed to improve our work. More information can be obtained from QSA or directly from ACFID.

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 requirements, 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 significant 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.

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

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 direct complaint, contact the ACFID Code of Conduct Committee:

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

*Sewing clothing for sale in the handicrafts shop in Pursat, Cambodia
CREDIT: BRHS*



Memberships and accreditation



ACFID
MEMBER

Australian Council for International Development

QSA is a member of ACFID, the peak body uniting Australian non-government aid and international development organisations to strengthen their collective impact on poverty. ACFID sets the standard for good practice in the sector. QSA has been a member of ACFID, and its predecessor ACFOA, since the 1970s.

**Australian
Aid**



Australian NGO Cooperation Program (ANCP)

QSA maintains full accreditation with the Australian Government's Department of Foreign Affairs and Trade and works with DFAT's ANCP to reduce poverty in developing countries.

Our policies, philosophies and practices are in keeping with rigorous professional standards. We are recognised as a non-government organisation in the international and development sector, delivering results against our objectives, offering value for money, and engaging with strong partners 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.



church
agencies
network

Church Agencies Network (CAN)

QSA is a member of the Church Agencies Network (CAN) that provides opportunities for collaboration at many levels, including advocacy, staff training and mentoring. CAN comprises church-based aid and development agency members of ACFID and the National Council of Churches in Australia. The members are Act for Peace, Adventist Development and Relief Agency (ADRA), Anglican Board of Mission (ABM), Anglican Overseas Aid (AOA), Australian Lutheran World Service (ALWS), ACCI Relief (the newest member, is the aid and development arm of the Australian Christian Churches Movement), Caritas Australia, Global Mission Partners (GMP), QSA, Salvation Army International Development (SAID), Transform Aid (formerly Baptist World Aid), and Uniting World.



Australian Charities & Not-for-profits Commission (ACNC)

QSA maintains its status under the national regulator of charities, as a registered not-for-profit entity with a charitable purpose for the public benefit.



Refugee Council
of Australia

Refugee Council of Australia

QSA is an active member.

Asia Pacific
Refugee Rights
Network

Asia Pacific Refugee Rights Network

QSA is an active member.

Company members

Following is a list of Members of the Company of QSA (serving 1 October 2020 to 30 September 2021) in various locations, creating a network with Quakers around the country. A Management Committee (members noted by *) governs the QSA organisation and is located in Sydney.

Rhoda DORRELL, QLD – Member

A long-standing supporter of QSA and its work, Rhoda has actively supported refugees to settle in her area, teaching primary aged children about Aboriginal heritage and supporting local Indigenous communities.

Garry DUNCAN*, NSW – Member, Convenor, Management Committee

An experienced high school geography teacher and business studies teacher in New Zealand and Australia and year adviser, Garry has a keen interest in student welfare and restorative justice processes. He has served on the Friends' School Board of Governors for three years.

John DUNDAS*, NSW – Member

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

Miriam GOODWIN*, NSW – Member (Retired February 2021)

With over 12 years of experience in public relations focussing on the technology sector, Miriam has worked in communications, business growth, and government relations services for more than 35 years.

Lesli GRANT, WA – Member

Lesli's interest in development stems from a belief in social justice and the personal knowledge that everyone has skills they could develop to benefit their family, community, and country. She supports work restoring livelihoods and empowering people to fend for themselves.

Anne HERBERT, VIC – Member (Retired February 2021)

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

Mary Jane HOGAN*, NSW – Member (Commenced 17 March 2021)

Mary Jane is a retired teacher of English to adult migrants and international students with a strong adherence to social justice matters. She worked for 15 years as a freelance consultant in language assessment, managing test writing teams and delivering teacher professional development workshops.

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's committed to supporting QSA and its projects.

Rae LITTING, NSW – Member

Rae has an understanding of cross-cultural issues from professional and lived experience. She has published QSA material in the Australian Friend and served on numerous Quaker Committees, including QSA Management Committee from 1999 to 2002.

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

Michael has experience in workplace health and safety (WH&S) management across various workplaces including manufacturing, transport and government. He's a member of the Safety Institute of Australia and has tertiary qualifications in business, human resources, WH&S, training and assessment.

Alex NICHOLSON, ACT – Member (Retired February 2021)

Alex, a retired public servant, worked for 15 years with Aboriginal and Torres Strait communities throughout Eastern and South Australia. Has also worked extensively in the Pacific, including six years in Fiji with the Pacific Islands Forum and two 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 and has post-graduate qualifications in Cross-Cultural Psychology.

Dan ONG*, NSW – Member, Treasurer, Management Committee (Joined 6 March 2021)

Dan is an experienced risk professional in the financial services industry and a decision-maker in all areas of risk management. In addition, he has strong leadership and mentoring capability.

Company members Office Team

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

Jackie has a Masters of Social Science (International Development) and experience in administering community centres, 12 years serving on the collective of women's health centres and 15 years experience as a medical herbalist. A part-time employee with QSA until 2004, she has worked full-time as QSA's Executive Administrator since 2004.

Pia REIERSON*, NSW – Member

Pia has extensive experience with humanitarian and development work (since 1992) and expertise from a range of management and board work.

Martin REUSCH*, NSW – Member

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

Chris SARGEANT*, NSW – Member, resigned December 2020

Chris is a retired teacher who specialised in working with high school students with learning and physical difficulties. She served as a drop-in centre volunteer, was involved in pastoral care matters and assisted in English as a second language training and support.

Ann ZUBRICK, Ex-officio Member – Presiding Clerk of the Religious Society of Friends (Quakers) in Australia

Jacqueline SCHULTZE, Ex-officio Member – Secretary of the Religious Society of Friends (Quakers) in Australia

Tasmania Member - This role was vacant as of September 2020 (Member resigned July 5th 2020)

Young Friends Member - This role was vacant in September 2021.

QSA Office Team



Jackie Perkins
Executive Administrator
Projects Manager - Australia



John Dundas
Finance (volunteer)
Treasurer



Ai Leen Quah
Projects Manager
- Uganda & India



Fleur Bayley
Projects Manager
- Cambodia



Alis Middleton
Finance (part time)

Financial summary

Funding received from the Department of Foreign Affairs for QSA's international projects was down this year due to a reduction in Government funding for the ANCP program. In addition, COVID-19 restrictions led to slightly reduced QSA expenditure on international projects and also resulted in a drop in participant numbers. As a result, some funding was rolled over to support the postponed project activities in the next project year.

Fortunately, QSA maintained its level of donations while COVID-19 adversely impacted many other NGOs and charities. Understandably, funding from Quaker Regional Meetings was down as they were unable to meet in person and unable to conduct fund-raising events due to COVID-19 restrictions. However, we're pleased to report that direct donations from individuals have remained almost unchanged during the past year.

We're grateful to continue receiving funding from The Quaker Shop in Adelaide. This year saw a slight increase in the funds for QSA. In addition, generous bequests received during the year will enable QSA to plan significant future activities.

A complete set of audited QSA accounts follows.



Thank you

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

We also thank the wonderful partners with whom we work. They are passionate and dedicated to meeting the needs of their local communities.

If you would like more information about our work or if you would like to make a donation, please contact the QSA office.



Living Gifts

So many ways to make a difference

2021-2022
AVAILABLE NOW

QSA's project partners have identified these gifts as the most meaningful to improve the quality of life for the communities with whom they work. These gifts help communities in Cambodia, Uganda and India, and are an economically and environmentally appropriate and sustainable way of gifting.

Select a gift and purchase from our online shop.

www.qsa.org.au/living-gifts



Quaker Service Australia Ltd

www.qsa.org.au

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www.facebook.com/quakerserviceaustralia

www.linkedin.com/company/quakerserviceaustralia

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QUAKER SERVICE AUSTRALIA LIMITED
ABN 35 989 797 918

FINANCIAL REPORT
FOR THE YEAR ENDED 30 SEPTEMBER 2021

QUAKER SERVICE AUSTRALIA LIMITED
ABN 35 989 797 918

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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 2021.

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)

Miriam Goodwin (appointed 04/06/2016, retired 14/02/2021)

Pia Reiersen (appointed 16/02/2020)

Martin Reusch (appointed 05/09/2020)

Christine Sergeant (appointed 01/12/2018, resigned 12/12/2020)

Dan Ong (appointed 06/03/2021)

Mary Jane Hogan (appointed 17/03/2021)

Ex officio:

AYM Presiding Clerk

Ann Zubrick appointed 14/07/2019

AYM Secretary

Jacqueline Schultze appointed 01/07/2016

The regional meeting Quaker Service Australia Linkages Committee representatives are:

	<u>Representatives</u> (who are also members of the Company)
Canberra regional meeting	Alex Nicolson (appointed 01/09/2017, retired 14/02/2021) Vacant
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	Vacant
Victoria regional meeting	Anne Herbert (appointed 22/01/2017, retired 14/02/2021) vacant
West Australia regional meeting	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 surplus amounted to \$64,958 (2020: deficit \$44,647).

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.

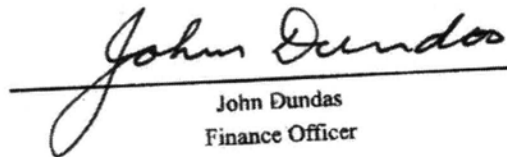
Auditors Independence Declaration

The lead auditor's independence declaration for the year ended 30 September 2021 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



Garry Duncan
Convenor



John Dundas
Finance Officer

Dated this ... ^{5th} ... day of February 2022

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 2021, 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: 5 February 2022

QUAKER SERVICE AUSTRALIA LIMITED

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

	Notes	2021	2020
		\$	\$
REVENUE			
Donations and gifts			
- Monetary		351,901	383,620
- Non-monetary		-	-
Bequests and Legacies		102,485	86,678
Grants			
- DFAT (Australian Aid)		429,974	372,014
Investment income - Interest from financial institutions		4,438	7,737
Other income		<u>12,000</u>	<u>64,028</u>
Total Revenue		<u>900,798</u>	<u>914,077</u>
EXPENSES			
International Aid and Development Programs Expenditure			
International programs:			
- Funds to international programs		(502,724)	(540,325)
- Program support costs		(48,680)	(96,199)
Less overheads allocated to projects		<u>40,372</u>	<u>42,659</u>
Total International Aid and Development Programs Expenditure		<u>(511,032)</u>	<u>(593,865)</u>
Community Education		-	-
Fundraising costs:			
- Public		(51)	(18)
- Government, multilateral and private		-	-
Accountability and administration	2	(45,097)	(80,997)
Depreciation and amortisation expenses		(26,173)	-
Domestic programs expenditure (incl. monetary and non-monetary)		(12,500)	(60,290)
Employee benefits expenses		<u>(240,987)</u>	<u>(223,554)</u>
Total expenses		<u>(835,840)</u>	<u>(958,724)</u>
Excess/(shortfall) of revenue over expenditure		<u>64,958</u>	<u>(44,647)</u>
Other comprehensive income			
Other comprehensive income		-	-
Total comprehensive income for the year		<u>64,958</u>	<u>(44,647)</u>

The accompanying notes form part of these financial statements

QUAKER SERVICE AUSTRALIA LIMITED

**STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2021**

	Notes	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,022,111	943,902
Other financial assets	4	<u>274,230</u>	<u>271,621</u>
TOTAL CURRENT ASSETS		<u>1,296,341</u>	<u>1,215,523</u>
NON-CURRENT ASSETS			
Plant and equipment	5	59,505	-
Other assets	6	<u>11,000</u>	<u>11,000</u>
TOTAL NON-CURRENT ASSETS		<u>70,505</u>	<u>11,000</u>
TOTAL ASSETS		<u>1,366,846</u>	<u>1,226,523</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	125,006	110,245
Contract liabilities		222,579	233,215
Provisions	8	87,282	77,484
Lease liabilities	9	<u>43,584</u>	<u>-</u>
TOTAL CURRENT LIABILITIES		<u>478,451</u>	<u>420,944</u>
NON-CURRENT LIABILITIES			
Provisions	8	11,005	7,298
Lease liabilities	9	<u>14,151</u>	<u>-</u>
TOTAL NON-CURRENT LIABILITIES		<u>25,156</u>	<u>7,298</u>
TOTAL LIABILITIES		<u>503,607</u>	<u>428,242</u>
NET ASSETS		<u>863,239</u>	<u>798,281</u>
EQUITY			
Reserves	10	212,287	198,782
Retained earnings		<u>650,952</u>	<u>599,499</u>
TOTAL EQUITY		<u>863,239</u>	<u>798,281</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 2021

	Notes	Retained Earnings \$	Reserves \$	Total \$
2021				
Balance at 1 October 2020		599,499	198,782	798,281
Excess of revenue over expenses		64,958	-	64,958
Other amounts transferred (to) or from reserves		(13,505)	13,505	-
Balance at 30 September 2021		<u>650,952</u>	<u>212,287</u>	<u>863,239</u>
Balance at 1 October 2019		680,603	162,325	842,928
Shortfall of revenue over expenses		(44,647)	-	(44,647)
Other amounts transferred (to) or from reserves		(36,457)	36,457	-
Balance at 30 September 2020		<u>599,499</u>	<u>198,782</u>	<u>798,281</u>

The accompanying notes form part of these financial statements

QUAKER SERVICE AUSTRALIA LIMITED
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Notes	2021 \$	2020 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Bequests		114,485	150,706
Grants - DFAT (Australian Aid)		416,729	429,729
Donations received		351,901	383,620
Payments to suppliers and employees		(779,703)	(990,693)
Interest received		4,438	2,492
Interest paid on leases		<u>(1,698)</u>	<u>-</u>
Net cash flows from/(used in) operating activities		<u>106,152</u>	<u>(24,146)</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Net cash flows from investing activities		<u>-</u>	<u>-</u>
CASH FLOW FROM FINANCING ACTIVITIES			
Repayment of leases (principal)		<u>(27,943)</u>	<u>-</u>
Net cash flows used in financing activities		<u>(27,943)</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents		78,209	(24,146)
Cash and cash equivalents at beginning of year		<u>943,902</u>	<u>968,048</u>
Cash and cash equivalents at end of year		<u>1,022,111</u>	<u>943,902</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>1,022,111</u>	<u>943,902</u>
		<u>1,022,111</u>	<u>943,902</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 2021

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.

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 2021 were authorised for issue onth February 2022 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.

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.

QUAKER SERVICE AUSTRALIA LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

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.

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.

QUAKER SERVICE AUSTRALIA LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

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 Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the entity expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The entity has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the entity's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

1.11 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.

QUAKER SERVICE AUSTRALIA LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

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.

1.12 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.

1.13 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 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.

1.14 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.

1.15 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.

1.16 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 \$9,773. 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 \$1,040. There is no Community Education amount shown under Disbursements in the Statement of Profit or Loss and Other Comprehensive Income (page 6) because we were unable to physically visit other states because of COVID-19 restrictions. The total amount for Community Education this year is therefore \$1,040.

QUAKER SERVICE AUSTRALIA LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

2 Accountability and administration

	2021	2020
	\$	\$
Audit fees	8,200	7,000
Bank and credit card fees	531	685
Computer expenses	805	805
General expenses	221	7,034
Insurance expenses	4,644	6,022
Office expenses	2,959	2,956
Rent expense	14,821	44,462
Subscriptions	9,243	9,451
Telephone expenses	1,225	1,257
Travelling expenses	-	947
Workers compensation	753	378
Interest expenses	1,698	-
	45,097	80,997

3 Cash and cash equivalents

Cash and cash equivalents consist of the following:

Cash on hand	76	76
Cash at bank	1,022,035	943,826
	1,022,111	968,048

4 Other financial assets

At fair value through profit or loss:

Tasmanian Perpetual Trustee - long-term fund	274,320	271,621
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The effective return on the asset was 2.29% (2020: 1.97%) and it is redeemable with 7 business days' notice.

5 Plant and equipment

Right of use of assets	85,678	-
Less: accumulated depreciation	(26,173)	-
	59,505	-
IT Equipment, furniture & Fixtures	6,236	6,236
Less: accumulated depreciation	(6,236)	(6,236)
	-	-
	59,505	-

QUAKER SERVICE AUSTRALIA LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021

Movement in carrying value

	IT Equipment \$	Furniture and Fixtures \$	Right of use of assets \$	Total \$
Current year				
Balance at the beginning of the year	-	-	-	-
Additions	-	-	85,678	85,678
Disposals	-	-	-	-
Depreciation	-	-	(26,173)	(26,173)
Carrying amount at the end of year	-	-	59,505	59,505

6 Other assets

NON-CURRENT

Security deposit	<u>11,000</u>	<u>11,000</u>
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7 Trade and other payables

CURRENT

Support money held	-	(1,110)
Project funding payable	<u>125,006</u>	<u>111,355</u>
	<u>125,006</u>	<u>110,245</u>

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

8 Employee benefits

CURRENT

Annual and long-service leave	<u>87,282</u>	<u>77,484</u>
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NON-CURRENT

Long-service leave	<u>11,005</u>	<u>7,298</u>
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9 Lease liabilities

CURRENT

Lease liabilities	<u>43,584</u>	<u>-</u>
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NON-CURRENT

Lease liabilities	<u>14,151</u>	<u>-</u>
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QUAKER SERVICE AUSTRALIA LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021

10 Reserves

The company holds a reserve fund of \$212,287 (2020: \$198,782) 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.

11 Funds to international programs

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

12 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:

	2021	2020
	\$	\$
Total remuneration paid & payable to key management personnel.	-	-

13 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 (2020: \$ nil).

14 Commitments

Project commitments

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

Payable within 12 months	249,834	236,841
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Project liabilities and expenses are recognised when the service provider has met the milestone requirements.

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

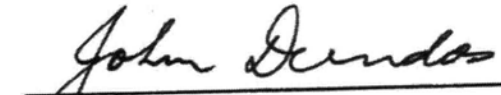
The Management Committee of Quaker Service Australia Limited declare that, in their opinion:

- (a) the financial statements and notes as set out on pages 6 to 16, 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 2021 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.



Garry Duncan
Convenor



John Dundas
Finance Officer

Dated this 5th day of February 2022

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 2021, 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 2021 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 2021, 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. This description forms part of our auditor's report.

Nexia

Nexia Sydney Audit Pty Ltd

Stephen Fisher

Stephen Fisher
Director
Dated: 5 February 2022
Sydney