



Australian Government

Australian Volunteers

FOR INTERNATIONAL
DEVELOPMENT

\$37.4M

Government & civil society



Education



Health



Social infrastructure & services



Service industries



Agriculture



Environment protection



Australian Volunteers Program July 2017 – June 2018

The Australian Volunteers Program matches skilled Australians with organisations in developing countries to help these organisations to deliver on their own objectives. Over the past 12 months, 1002 Australian volunteers have worked with 695 partner organisations in 26 countries.

The Australian Volunteers Program builds on more than 60 years' of Australian Government investment in international volunteering, replacing the Australian Volunteers for International Development (AVID) program which ended on 31 December 2017. The new program retains the core elements of AVID with the aim of enhancing the program's reach, visibility, impact and value for money.

The first six months focused on scaling up operations and preparing for the transition of volunteers and partners from AVID. The second six months included a focus on mobilising the first cohort of over 200 new volunteers, and developing the essential strategic foundations for the next five years of the program.

Over the next five years, the Australian Volunteers Program aims to achieve the following outcomes:

- » Partner organisations are supported by Australia to achieve their own development objectives
- » Australian volunteers gain professionally and personally
- » The public in Australia better appreciate the value of volunteering

Since the commencement of the Australian Volunteers Program¹, 99% of partner organisations reported that they are satisfied with the program. They also reported being effectively supported by volunteers to build staff skills, strengthen systems, and build networks and relationships. In addition to supporting their partner organisations, volunteers reported gaining personal and professional skills, and 96% of volunteers were satisfied with support provided by the program.

While all volunteer assignments include objectives relating to the cross-cutting issues of gender equality, inclusion of people with disabilities, inclusion of marginalised groups, and child protection and safeguarding², some assignments have these issues as their primary focus. For the period January to June 2018:

- » 22% of assignments focused on the empowerment of women and girls
- » 15% focused on working with marginalised groups
- » 14% focused on working with people with disabilities
- » 4% focused on child protection and safeguarding

To ensure strategic alignment with the Australian Government's aid priorities, the program developed 22 Country Program Plans to identify priority sectors and partner organisations in each country (22 plans covering 26 countries³).

The program also developed a comprehensive Monitoring, Evaluation and Learning Framework (MELF). As part of the MELF, the program commissioned two research projects: one on the diversity and inclusion of volunteers and the other on Australians' perceptions of international volunteering. This research provides evidence and baselines and will help guide our efforts in diversity and inclusion, and public diplomacy.

The Australian Volunteers Program is an Australian Government initiative. The program is managed by AVI, in consortium with Cardno Emerging Markets Pty Ltd and the Whitelum Group. It is a five-year program with an estimated total budget of AUD\$190 million.

1. From 1 January – 30 June 2018.

2. All non-government partner organisations are required to have a DFAT compliant child protection policy.

3. North Pacific covers 3 countries (Palau, Republic Marshall Islands, FSM); Southern Africa covers 3 countries (South Africa, eSwatini and Lesotho).

The Australian Volunteers Program is guided by principles that ensure we:



Value volunteering



Support locally-led capacity development



Build strong relationships and partnerships



Evolve best practice and embrace innovation



Enhance diversity and inclusion



Ensure accountability and value learning

INDONESIA COUNTRY REPORT

JANUARY – JUNE 2018

Overview of volunteers

97

Number of assignments¹

91

Number of volunteers

31

Commenced July – December 2017

37

Commenced January – June 2018

About the Indonesia program

Indonesia has the largest number of volunteers across the 26 countries participating in the Australian Volunteers Program. Between January and June 2018, 91 Australian volunteers (49 female, 40 male, and one identified as other) were based in various location in Indonesia.

The program provides volunteer support to 75 partner organisations including non-government organisations, educational institution and government organisations. Three common roles for volunteers are in media, communication, PR and fundraising; education and training; and business, marketing and tourism.

What our partners in Indonesia are telling us²

An important aim of the Australian Volunteers Program is to support our partners in Indonesia to build their capacity to achieve their objectives. On average, 92%³ of the partners who submitted end of assignment reports tell us they are satisfied with the program. A total of 67% of volunteers supported their partners to achieve their development objectives.

Responding partners tell us Australian volunteers have supported them to improve staff skills and knowledge (91%), organisational strategy and planning (75%), deliver programs and services (67%) and influence development outcomes in government and civil society, education, social infrastructure and services, health, and general environmental protection.

Partners report their capacity improvement⁴ at individual level (25%), organisational level (56%), and structural level (20%). Partners report improvements in staff capacity (92%) as the results of volunteers' assignment contribution to supporting their staff.

Partners report volunteers are strengthening organisational management and governance practices, improving planning processes, and assisting partners to secure funding for projects. Partners also report that volunteers have helped to improve strategic relationship through networks and partnerships with their stakeholders including the international and national agencies, private sector, civil society and government.



Volunteer Bridget Keenan (Program Development Officer) with member of the village community Hanifah Wulandari during the 'Let's weigh the rubbish' campaign to better manage household waste, Yogyakarta, Indonesia.

1. Some volunteers undertook more than one assignment during the reporting period.

2. Based on ten partner end of assignment reports submitted during the period January – June 2018. These represent 11% of partner reports expected in this period. The program recognises that partners have limited capacity to submit timely reports and continues to address low report return rates through various approaches, including completing reports with partners.

3. Partners and volunteers satisfaction ratings: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied, 5 = fully satisfied.

4. Based on ten partner end of assignment reports submitted during the period January – June 2018.

'Bali was on emergency response situation due to Mount Agung and our resources are stretched thin, and that's where Paula's support was crucial, especially in connecting IDEP to various networks, represent IDEP in network meeting whenever our team were not able to present, and help coordinating and managing some workshops and activities related to emergency response. The impact of her support is that IDEP now engage with more emergency response organisations at local level.'

– IDEP Foundation for volunteer named Paula Dickson (September 2017-March 2018)

What our volunteers in Indonesia tell us⁵

Australian volunteers provide a public face to the bilateral relationship, strengthening people-to-people linkages between the two countries. Australian volunteers also aim to build their personal and professional skills through challenging and rewarding assignments.

From January to June 2018, of the volunteers who submitted end of assignment reports, a total of 72% reported being satisfied with the program support during their assignment. Responding volunteers also reported they have achieved 69% of their assignment objectives.

'I can now say that the staff are more confident in producing a high-quality project design/proposal in English, and understand how that relates to successful project implementation. They are able to express greater critical thinking about the content of a proposal or report and have greater insight into the range of analyses that can be undertaken to highlight the results of a project.'

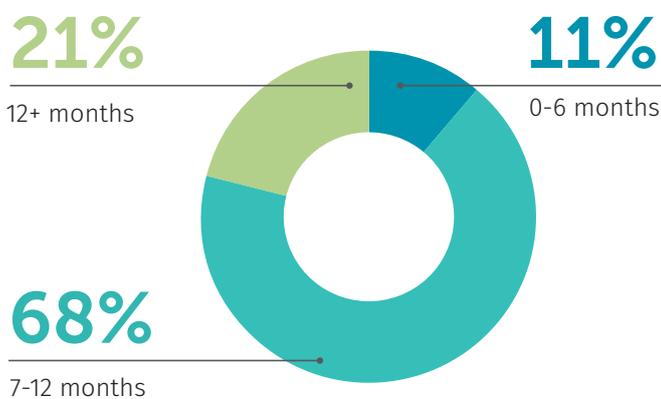
– Madeleine Randell (May 2017 – June 2018)

Reflecting on a period of transition

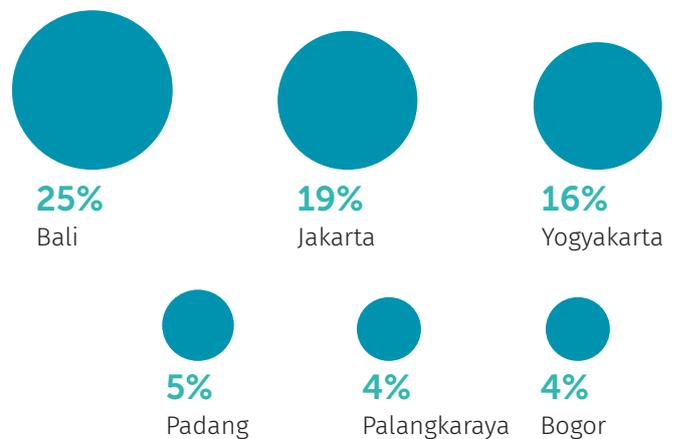
In April 2018, the Australian Volunteers Program conducted a survey to assess the experience of volunteers and partners during the transition process. Volunteers and partners were satisfied with the in-country staff support and communications during transition.

Snapshot of volunteers, activities and feedback

Duration of assignments

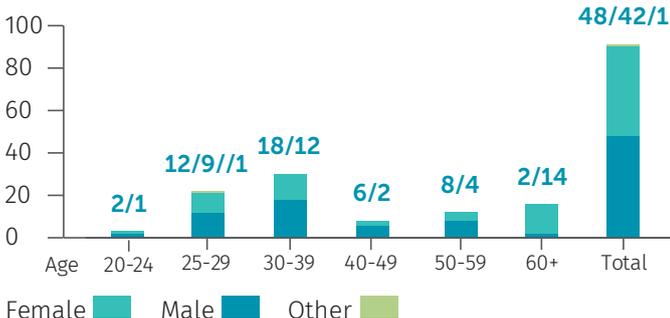


Location of assignments (top 6 of 23)



Gender and age

Women 54% Men 45% Other 1%



Most common professions of volunteers



5. Based on 18 volunteer end of assignment reports submitted during the period January – June 2018. These represent 20% of volunteer reports expected in this period.

Furthermore, volunteers and partners identified areas for improvement:

- » Timely and consistent communication from the Melbourne office.
- » Meeting and training of new staff across regions and countries to ensure wider sharing of ideas, peer support and best practice.

Setting the future direction

In June 2018, the Indonesia Country Program Plan for Volunteering 2018 – 2021 was developed in collaboration with the DFAT Post. The Country Program Plan reinforces ongoing alignment with the strategic direction set in Australia's Aid Investment Plan. Over the next three years the Australian Volunteers Program in Indonesia will focus on:

- » Effective economic institutions and infrastructure
- » Healthy society
- » Human development for productivity
- » Supporting sport for development
- » Effective governance; and knowledge sector

Assignments in Indonesia will continue to support cross-cutting issues and development priorities in gender equality to empower women to participate in the economy, leadership roles and education, in ways that are sensitive to the Indonesian context. Disability inclusion will also be supported through increasing the responsiveness and inclusiveness of social, education and health services for people with disabilities and their families.

The program will continue to consider roles in organisations that support climate and disaster resilience, as well as ensuring all assignments consider opportunities to reduce climate related effects and increase resilience.

The Australian Volunteers Program in Indonesia will continue to work with a range of partner organisations that are committed to effecting positive change in their communities.

Snapshot of volunteers, activities and feedback continued

Assignments directly contributing to cross-cutting objectives (based on 6 volunteer responses)



Most common development sectors



Sustainable Development Goals most commonly addressed



Volunteer feedback (based on 18 volunteer responses)

Program satisfaction

69%

volunteers were satisfied with the achievement of their assignment objectives

72%

volunteers were satisfied with the level of support from the program

Networks and relationships

72%

of volunteers reported maintaining or establishing new partnerships for PO

56%

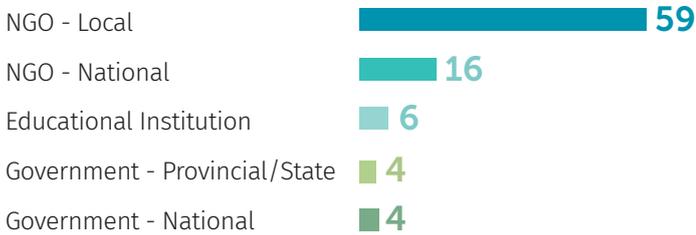
of volunteers expressed intention of maintaining relationships with PO

100%

of volunteers reported creating valuable personal relationships

Overview of partner organisations

77 different partner organisations: most common types of partner organisations



Partner organisation feedback (based on 10 PO responses)

Volunteers have helped build capacity at the following levels:

25%
Individual level

56%
Organisational level

20%
Structural level

92%

POs report satisfaction with the program

Volunteers say

Personal experience meets professional development in Indonesia

This is my second assignment in Indonesia to work for Action Against Hunger also known as Action Contre La Faim International (ACFI) Indonesia, a French International NGO that works in around 50 countries, mainly in the field of WASH (Water/Sanitation), Health and Nutrition. I was part of the nutrition team as we worked in six sub-districts.

The nutrition program is a pilot initiative and the goal is to handover the program to the government by April 2018 and have it embedded in the health system. We face many challenges including trained health staff being transferred from clinics and replaced with untrained staff. At grassroot level, the program engaged with an existing system, known as 'Posyandu'. Posyandu is effectively a monthly malnutrition screening day run by community volunteers usually held at a family home at the sub-village level. Health workers occasionally attend the screening day, typically when vitamin/immunisations months occur.

I feel very grateful for the relationships I have been able to create, and the respect and impact these relationships can have. Until now, I have only worked in the African continent and never expected to love Kupang. I moved here expecting professional development given the resources and size of the organisation.

However, moving here, I fell in love with the people and culture. I also have worked with the best team I've ever had the pleasure of working with. We respect our work and each other, and because of that, we walk away with our heads held high. I hope to emulate this team wherever I work in the future.

Cara Stephenson

Cara Stephenson holds a Master's of Public Health from University of Melbourne. She has been working as monitoring and evaluation expert for more than four years. She also has a background in grant proposal writing and research.

UNDERSTANDING THE DATA

Overview of data

Data for the Australian Volunteers Program's annual global and country reports is collected in line with the Monitoring, Evaluation and Learning Framework (MELF). The data was compiled, cleaned and analysed, with every effort made to ensure the accuracy of data presented.

The sources of the data are:

- » End of assignment reports completed by volunteers
- » End of assignment reports completed by partner organisations
- » 2018 transition survey completed by volunteers and partners who novated from the Australian Volunteers for International Development (AVID) program

As with any data set, care needs to be taken in how the data is interpreted. To assist with the interpretation, program staff reflected on information also collected through stories of change and reflection workshops with program and Department of Foreign Affairs and Trade (DFAT) staff.

Data insights and clarifications

Small sample size

The sample size of data for each country is often too small to draw firm conclusions. This is due to the relatively small number of volunteers and partner organisations in some countries, and the low completion rate of the reports and survey. The program is working to increase the response rate and, in particular, is working closely with partner organisations as they often have limited capacity to submit timely reports.

Variation in assignment and volunteer numbers

In some country reports, there is a difference between the number of volunteers and the number of assignments, which is due to some volunteers carrying out multiple assignments during the reporting period. For example, if a volunteer finished one assignment and started another in the same country during the same reporting period, this will be recorded as two assignments for one volunteer.

Variation between sectors, Sustainable Development Goals, and cross-cutting themes

The country reports present data relating to partner organisations types, the technical background of volunteers, assignment sectors, the Sustainable Development Goals (SDGs) most closely aligned with assignments, and cross-cutting themes. In some reports, this data can appear to be at odds due to the different sources of this data.

For example, program staff enter the assignment sectors when developing an assignment, while volunteers are currently asked to report on which SDGs their assignment contributes to. The program is working to improve the coding of assignments for future reports.

Development sectors doesn't add up to 100%

The list of common development sectors is only the top five or six sectors due to space limitations so this data does not always add up to 100%.

Volunteer satisfaction ratings

Satisfaction ratings were given by volunteers and partners on a scale of 1 – Very Dissatisfied to 5 – Fully Satisfied. A rating of 3 or above was taken as 'Satisfied'. Future reports will provide further disaggregation.

Different levels of building capacity

Partner organisations were asked to identify the level at which the volunteer contributed to building capacity: the individual level of staff capacity; the organisational level (systems and processes) and the structural level (networks or policy). Results given show the overall distribution of responses across all three levels.

What we learnt in 2018

The first year of the program presented some data challenges with data being migrated, new monitoring tools being developed, and new management information systems coming online. The program is committed to continuous learning and improving and that extends to our data collection and analysis. We are working on improving data quality, relevance and clarity in future years' reports.

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The Australian Volunteers Program
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