About the Mongolia program
Between January and June 2018, 14 Australian volunteers (11 females, three males) were based in Mongolia. The most common roles for the volunteers were in community and social development, media and fundraising, disaster and emergency management, finance and economics, and business and marketing. The volunteers worked with government organisations, non-government organisations, research institutes and international agencies.

What our partners in Mongolia are telling us
The partners who submitted end of assignment reports tell us they are satisfied with the work of Australian volunteers and that they have developed their capacity to:

» Communicate and advocate for equitable and sustainable development
» Improve public health information and services.
» Engage youth in decision-making for more transparent governance
» Research and publish on economic issues in Mongolia
» Reducing the likelihood and severity of disasters and their impact
» Include women and girls, people with disabilities and marginalised groups in their programs

Volunteers have improved partners’ organisational systems and processes and have also helped build networks and partnerships.

‘The [Mongolian Gender Equality Centre’s] partnership with the National Cancer Council was a result of the volunteer’s work. She facilitated the participation of the director in a training conference on social communication held at the end of 2017 in Budapest, Hungary. This was a unique opportunity for networking and to learn the tools available for communication which will increase the future impact for Gender Equality Centre. [The volunteer] has connected our organisation with training providers of sexual violence prevention in Australia. The providers have sent us example materials and modules upon which we can create valuable resources for parents and educators in Mongolia to help prevent sexual violence against children.’
– Mongolian Gender Equality Centre, Ulaanbaatar

Responding partners’ feedback has been largely positive. However, it was suggested to improve communication between partners and the program.

Overview of volunteers

<table>
<thead>
<tr>
<th>14</th>
<th>14</th>
<th>4</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of assignments1</td>
<td>Number of volunteers</td>
<td>Commenced July – December 2017</td>
<td>Commenced January – June 2018</td>
</tr>
</tbody>
</table>

1. The Australian Volunteer Program global gender split is 66% female and 34% male.
2. Based on ten partner end of assignment reports submitted during the period January – June 2018. These represent 100% of partner reports expected in this period.
3. Partners and volunteers satisfaction ratings: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied, 5 = fully satisfied.

Australian volunteer Caitlin Stone working with colleagues at the National Centre Against Violence in Ulaanbaatar, Mongolia.
What our volunteers in Mongolia tell us

The satisfied volunteers who submitted end of assignment reports tell us they appreciate the overall support they have received from the program.

‘My relationship with the program was positive, and generally offered ample support when needed.’
– Male volunteer, Ulaanbaatar

Seventy per cent of responding volunteers say they have had positive experiences with their assignments and have fully or partially achieved their assignment objectives. The most immediate changes are often experienced by the volunteers themselves through personal and professional growth.

‘[I] developed a better understanding of trafficking and migration issues as well as strongly contributed to the ongoing operation of the IOM office in Mongolia and helped developed interesting new programming that will keep IOM Mongolia relevant and increase impact over the next two to three years.’
– Male volunteer, Ulaanbaatar

Common areas volunteers say they have developed are their adaptability, written and spoken communication, respect for diversity, interpersonal awareness, personal effectiveness, and leading change.

Common challenges volunteers face are language skills, health/living issues, conflicting expectations of the assignment and poorly defined assignment plans.

Snapshot of volunteers, activities and feedback

Duration of assignments

0-6 months: 21%
12+ months: 7%
7-12 months: 72%

Location of assignments

100% Ulaanbaatar

Gender and age

Men 79% Men 21%

Most common professions of volunteers

- Community/Social Development: 6
- Media/Comms/Public Relations/Fundraising: 3
- Disaster and Emergency: 2
- Finance/Economics: 1
- Business/Marketing/Tourism/Art and Design: 1
- Health: 1

3. Partners and volunteers satisfaction ratings: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied, 5 = fully satisfied.
4. Based on ten volunteer end of assignment reports submitted during the period January – June 2018. These represent 100% of volunteer reports expected in this period.
Reflecting on a period of transition
On 1 December 2017, 12 volunteers (nine females) in Mongolia transitioned to the next chapter of the Australian Volunteers Program.

‘The program has done a great job of supporting volunteers since the transition.’
– Female volunteer, Ulaanbaatar

Based on a survey of volunteers during the transition, however, there is also room for improvement. Volunteers identified issues with the responsiveness of program staff to any concerns raised; management of visas and extensions; online learning and resources; and support for completing monitoring forms. The program is working to respond to the feedback received.

Setting the future direction
The program will closely align with the DFAT country priorities for Mongolia while retaining the flexibility to respond to emerging priorities. The Australian Volunteers Program will develop assignments that address: building human resource capacity and supporting a well-managed economy; human rights; health; gender; and economic growth.

Snapshot of volunteers, activities and feedback

Assignments directly contributing to cross-cutting objectives (based on 10 volunteer responses)

<table>
<thead>
<tr>
<th>Objective</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusion of marginalised people</td>
<td>6</td>
</tr>
<tr>
<td>Gender equality</td>
<td>5</td>
</tr>
<tr>
<td>Protection of children</td>
<td>4</td>
</tr>
<tr>
<td>Inclusion of people with disabilities</td>
<td>2</td>
</tr>
</tbody>
</table>

Most common development sectors

- Social Infrastructure and Services: 36%
- Government and Civil Society: 29%
- Emergency Response: 14%
- Health: 7%
- Education: 7%
- Business and Other Services: 7%

Sustainable Development Goals most commonly addressed

- Reduced Inequalities
- Decent Work and Economic Growth
- Gender Equality
- Industry, Innovation and Infrastructure
- Responsible Consumption and Production

Volunteer feedback (based on 10 volunteer responses)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program satisfaction</td>
<td>70%</td>
</tr>
<tr>
<td>of volunteers were satisfied with the achievement of their assignment objectives</td>
<td></td>
</tr>
<tr>
<td>Networks and relationships</td>
<td>80%</td>
</tr>
<tr>
<td>of volunteers reported maintaining or establishing new partnerships for PO</td>
<td></td>
</tr>
<tr>
<td>Relationships</td>
<td>70%</td>
</tr>
<tr>
<td>of volunteers expressed intention of maintaining relationships with PO</td>
<td></td>
</tr>
<tr>
<td>Relationships</td>
<td>60%</td>
</tr>
<tr>
<td>of volunteers reported creating valuable personal relationships</td>
<td></td>
</tr>
</tbody>
</table>
Overview of partner organisations

12 different partner organisations: most common types of partner organisations

<table>
<thead>
<tr>
<th>Organisation Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGO - National</td>
<td>5</td>
</tr>
<tr>
<td>NGO - Local</td>
<td>2</td>
</tr>
<tr>
<td>International Agency</td>
<td>2</td>
</tr>
<tr>
<td>Research Institute - Other</td>
<td>1</td>
</tr>
<tr>
<td>NGO - International</td>
<td>1</td>
</tr>
<tr>
<td>Government - Local</td>
<td>1</td>
</tr>
</tbody>
</table>

Partner organisation feedback (based on 10 PO responses)

Volunteers have helped build capacity at the following levels:

- Individual level: 35%
- Organisational level: 35%
- Structural level: 30%
- POs report satisfaction with the program: 80%

Volunteers say

Australian volunteer helps people with disabilities to live independently

Universal Progress Independent Living Centre (ILC) was established in 2010 in Mongolia to support persons living with severe disabilities to live independently. The organisation has 13 staff, 11 of whom are living with disabilities. The organisation has over 120 members with disabilities. Along with providing personal assistance and support, ILC also works to raise awareness of the UN Convention on the Rights of Persons with Disabilities and advocate to the Government on the implementation of legislation to protect people with disabilities.

As a volunteer with ILC, Anouska Debbie Storey provided support for a pilot project that sought to demonstrate the effectiveness of the ILC’s personal assistance service, and its significance to people with disabilities who want to live independently without any family care.

The project showed the public and the authorities how people with disabilities can live independently. As part of this work, Anouska made a video about the project to further communicate its importance and success. She also managed the translation of ‘Wheelmap’ into Mongolian - an international open platform for people to track and view the wheelchair accessibility of venues around the world.

Anouska provided training on communication tools, funding applications, and worked to share the organisation’s vision through social media and networking with other organisations.

One of the things that Anouska found personally most rewarding was working directly with her counterpart, Battulga, to develop his skills and capacity. She encouraged him to apply for and attend two separate international training opportunities. As her partner organisation commented: ‘These international trainings were very efficient and valuable for her counterpart and have helped him advance in his career.’

Anouska Debbie Storey

Anouska, an Australian has 20 years’ experience of working with people living with disabilities and a degree in Community Development and Honours in Public Policy and Management. She became a volunteer with the ILC in Mongolia as an Advocacy Officer.

After her experience in Mongolia, Anouska decided to pursue a new assignment with the Australian Volunteers Program working with Pusat Layanan Autis Kota Padang, an Autism organisation in Sumatra, Indonesia.
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

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.