



compelled by  
**LOVE**  
to help people thrive

**2016-17 ANNUAL REPORT**

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Eden Valley Academy, Thailand  
Photo by Reuben Ennor

## WHAT WE BELIEVE

**We believe** in a world where every person has the opportunity to thrive.

**We believe** that amazing things happen when people work together in truth and love to build a better future that they may never personally benefit from.

**We believe** every person on this earth was created in the image of God to do amazing things.

By working together with the church across the globe, we help people to be the hands and feet of Jesus, to take collaborative, creative action for a better world. We journey with others in submission to Christ to restore life, beauty and goodness so that we may bring glory to God.

## WHO WE ARE

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. ADRA Australia works as part of the global ADRA network, which extends into more than 120 countries.

**We exist** to restore relationships so that people thrive in a world not only created but also living in God's image.

**We work** to inspire and collaborate with others to responsibly facilitate transformational development and relief projects overseas and in Australia.

## OUR VALUES

### Core Values

- Ingenuity** - we find creative solutions for complex problems
- Resourcefulness** - we leverage resources to get the job done
- Responsibility** - we always give our best in service
- Integrity** - we don't compromise our values

### Relational Values

- Kindness** - we treat everyone with kindness and love
- Inclusion** - we actively recognise the contributions of all
- Collaboration** - we work together with others who share our values
- Service** - we choose to act beyond our own self-interest for the greater good

### Aspirational Values

- Tenacity** - we stick together when facing challenges
- Focus** - we apply our energy and resources where it matters most

## OUR VISION AND MISSION

**Our Vision** A world without poverty – An Agency of Excellence – A church making a difference.

**Our Mission** Working with people in poverty and distress to create just and positive change through empowering partnerships and responsible action.

## CEO AND CHAIR STATEMENT

I recently had the opportunity to chat with a long-term ADRA Australia volunteer. Nancy plays a key leadership role at ADRA's Blacktown Community Centre, managing the reception team and answering phone calls. Like many volunteers I've spoken with over the years, she started volunteering there at the request of a friend. She just intended to stay for a little while, but now, many years later, she is still there making an enormous difference in her community.

I asked about the kind of experiences she has had as a volunteer answering phones in a place where people are coming for emergency assistance and counselling. She had quite a few stories to tell, but one especially stuck with me. She picked up the phone one afternoon and the young woman on the other end started the conversation by stating that she had nothing to live for and that she was planning to take her own life. Nancy did her best to change the woman's mind, but after just a few minutes of conversation, the woman hung up.

Nancy felt pretty miserable even though she knew she couldn't have done much more, but she kept praying for the woman anyway. About a week later Nancy was on duty again when she heard a voice she recognised. It was the young woman from the phone call and she'd come in for a counselling session. Greeting her, Nancy found herself with an even bigger smile on her face than usual. ADRA Australia is blessed every year by

thousands of volunteers like Nancy who make our work possible.

Former Secretary-General of the United Nations, Ban Ki-moon, stated that: "Volunteering fosters creativity, draws strength from our passions and connects us to those who need us most. Volunteerism is a global phenomenon that transcends boundaries, religions and cultural divides. Volunteers embody the fundamental values of commitment, inclusiveness, civic engagement and a sense of solidarity..." When I think about volunteering I recall the words of Jesus as he described his radical and different type of Kingdom to his disciples. A Kingdom where: "Anyone who wants to be first must be the very last, and the servant of all." (Mark 9:35)

In this year's annual report, you'll see statistics and read summaries of ADRA Australia's work. Much of it relies on the dedication and contribution of volunteers. For ADRA Australia, volunteering is valuable as both a means and an end in the creation of healthy, vibrant societies and the achievement of sustainable human wellbeing. Our volunteers are people from Australia and overseas who, regardless of their own blessings or challenges in life, are choosing to dedicate some of their time to serving others. That kind of generosity is a reflection of God's true character – and that's what ADRA Australia is all about.

**"ANYONE WHO WANTS TO BE FIRST MUST BE THE VERY LAST, AND THE SERVANT OF ALL." (MARK 9:35)**

Mark Webster  
CEO – ADRA Australia



## HISTORY

ADRA began as a department of the Seventh-day Adventist Church. As a church with approximately 60,000 Australian members, Adventists are committed to demonstrating the love of God in real and practical ways. We see the needs and opportunities present in today's world and believe that the church, with its strong networks, ability to mobilise volunteers and other resources, its commitment to justice and drive to love and care for people who are suffering, is in a prime position to bring about positive social change. We are driven to work with our creator to restore His ideal of a world without poverty.



## OPERATING CONTEXT

Today, our world is more interconnected than ever before. Smartphones and the internet connect people across continents, while global barriers for trade continue to fall. New innovations increase the speed and spread of technology development. Yet despite these advances, the disconnect between the obscenely rich and the disadvantaged poor continues to rise and the wealth divide grows. A handful of the world's wealthiest individuals have more wealth than half the global population, or 3.8 billion people.

In Australia, the prevailing economic conditions continue to be good, with uninterrupted economic growth continuing into a 26th year – a global record. But while Australia as a nation continues to enjoy among the world's best living conditions, our generosity as a nation has continued its downward spiral.

The past year has seen a further drop in the Australian government's foreign aid funding, which has affected the ability of many agencies in the development NGO sector to continue life-changing development programs. Across the sector, many agencies have concurrently seen a decrease in private income from fundraising.

The 2017 NAB Charitable Giving Index, which studies and highlights trends across the sector, showed a drop in charitable giving by 1 per cent on the previous year. Accounting for inflation, the fall in real dollars was more than 3 per cent. Based on these numbers, ADRA's results compare favourably (see page 24-28).

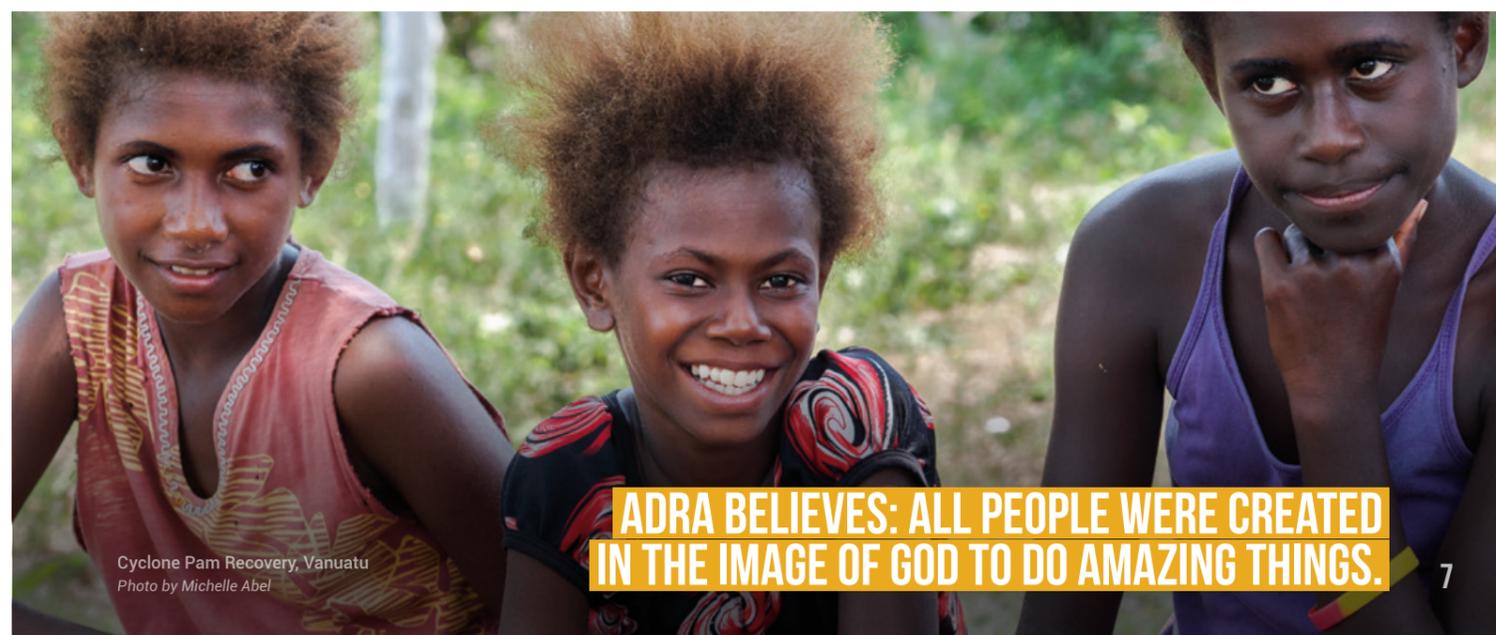
From a programmatic perspective, 2016-17 saw ADRA reach a landmark milestone. In June, the Church Agencies Network Disaster Operations (CANDO),

a consortium of church-based humanitarian agencies of which ADRA is a lead member, was awarded a contract with the Australian Department of Foreign Affairs and Trade (DFAT). CANDO was named as one of the six consortiums in the Australian Humanitarian Partnership (AHP), DFAT's mechanism for contributing emergency disaster funding and capacity building in the Pacific. This marked a momentous step for ADRA, which has not previously been part of AHP partnerships, and it is a strong endorsement of ADRA's capabilities in disaster preparedness and response.

This year marked the first for the Sustainable Development Goals (SDGs). A global framework to drive international action to end poverty, protect the planet and ensure all people enjoy peace and prosperity. ADRA Australia is working align our projects to the SDGs.

While the vast majority of scientists agree that humans are warming the planet, the world remains slow to adapt and mitigate the causes of climate change. And while Australia will be impacted, it's countries like Kiribati which will really suffer: as sea levels rise, Kiribati's 33 reef islands and atolls could see it become the first country eliminated due to climate change. ADRA's programs focusing on disaster risk reduction and climate change adaptation will only become more crucial as more extreme and intense disasters affect more and more people in vulnerable locations.

As the world lurches from one crisis to another, and as climate change poses an ever greater threat particularly to poorer countries, ADRA continues to firmly believe that all people were created in the image of God to do amazing things.



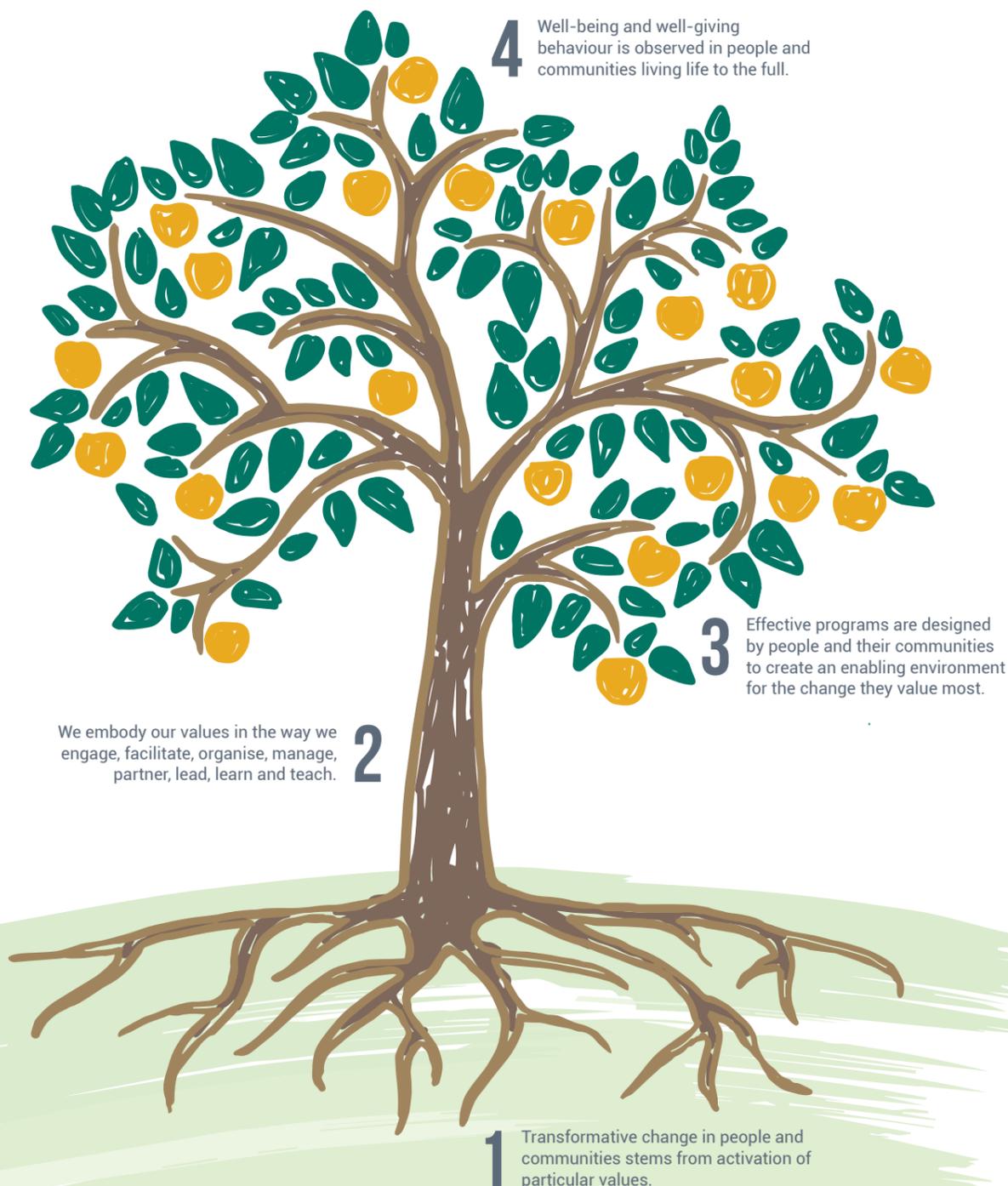
Cyclone Pam Recovery, Vanuatu  
Photo by Michelle Abel

**ADRA BELIEVES: ALL PEOPLE WERE CREATED IN THE IMAGE OF GOD TO DO AMAZING THINGS.**

# HOW WE WORK

## WELLBEING AND WELL-GIVING

A life lived to the full is evidenced by an active concern for, and service towards others. A life lived to the full is one where our abundance – to whatever extent that may be – of health, knowledge, resources, relationships, and spirituality, is exercised through generosity. Generosity that enables others to experience their own abundance, and to act likewise. A life lived to the full is a life lived for others. It is through giving that we receive. Through sacrifice we gain. Through surrender we triumph. It is our impassioned aspiration to see all people experience fullness through remarkable generosity. ADRA Australia exists to give life to this message; to mobilise the generosity of others in time, abilities, and resources and apply this in service to those who need it most, in order that they too may experience an abundance of life and so also to give generously in service of others.



# STRATEGY

## INSPIRING AND EMPOWERING PEOPLE

Visit an ADRA Australia supported activity pretty much anywhere in the world and you will find volunteers at work. Teachers running evening adult literacy classes in a village, op shop volunteers sorting clothes and furniture, or a cardiac nurse leading surgical training for a local hospital team. ADRA Australia's strategy states upfront that: "The success of our efforts to create change; the perception and trust of our brand; the effectiveness and impact of our programs; and the management and growth of our resources all stem from the actions of our employees, volunteers, supporters and partners." It goes on to highlight our efforts "to empower, to inspire and to engage these people as agents for change." This year, the contributions of volunteers to ADRA Australia's work are a standout achievement against our strategic goals. Our volunteers engage in the work of ADRA Australia both domestically and overseas in a range of different ways from implementing program activities to fundraising, or serving on our board. Former UN Secretary-General Ban Ki-moon is quoted as saying that: "Volunteering fosters creativity, draws strength from our passions and connects us to those who need us most [and] is a global phenomenon that transcends boundaries, religions and cultural divides." Promoting and enabling volunteerism is a key element of ADRA Australia's strategy and we are increasingly investing in staffing and systems that allow us to support and track the contributions of our volunteers. In fact, it is conservatively estimated that in the coming year over 50 per cent of our program expenditure will be attributable to the in-kind contributions of volunteers or to funds that have been raised by volunteers. Volunteering is valuable as both a means and an end in the creation of healthy vibrant societies and the achievement of sustainable human wellbeing.

## PROGRESS TOWARDS STRATEGIC GOALS

### Impact and Measurement

**Goal Statement:** ADRA Australia will demonstrate, through robust measures across our program, significant and lasting impact on the lives and relationships of people living in poverty and distress.

**Indicator Statement:** ADRA Australia has developed and adopted a values-based approach to achieving and measuring impact.



### Influence and Identity

**Goal Statement:** ADRA Australia will establish a strong identity as an effective and collaborative change agent that is trusted because it delivers consistent results and demonstrates integrity.

**Indicator Statement:** ADRA Australia's Net Promoter Score for current supporters is 58 compared with an industry average of 29.



### Collaboration and Partnership

**Goal Statement:** ADRA Australia will expand its collaboration with existing and new church, corporate, academic, government and not-for-profit partners, building active, trust-based partnerships.

**Indicator Statement:** ADRA Australia has significantly strengthened or expanded corporate, church, academic and not-for-profit partnerships in the past year.



### Finance and Income

**Goal Statement:** ADRA Australia will invest to diversify and grow its sources of income while improving financial management to increase resources available for programming.

**Indicator Statement:** ADRA Australia raised \$10,191,948 in monetary income from diverse sources, excluding government funding, in the past year.



### Employees and Volunteers

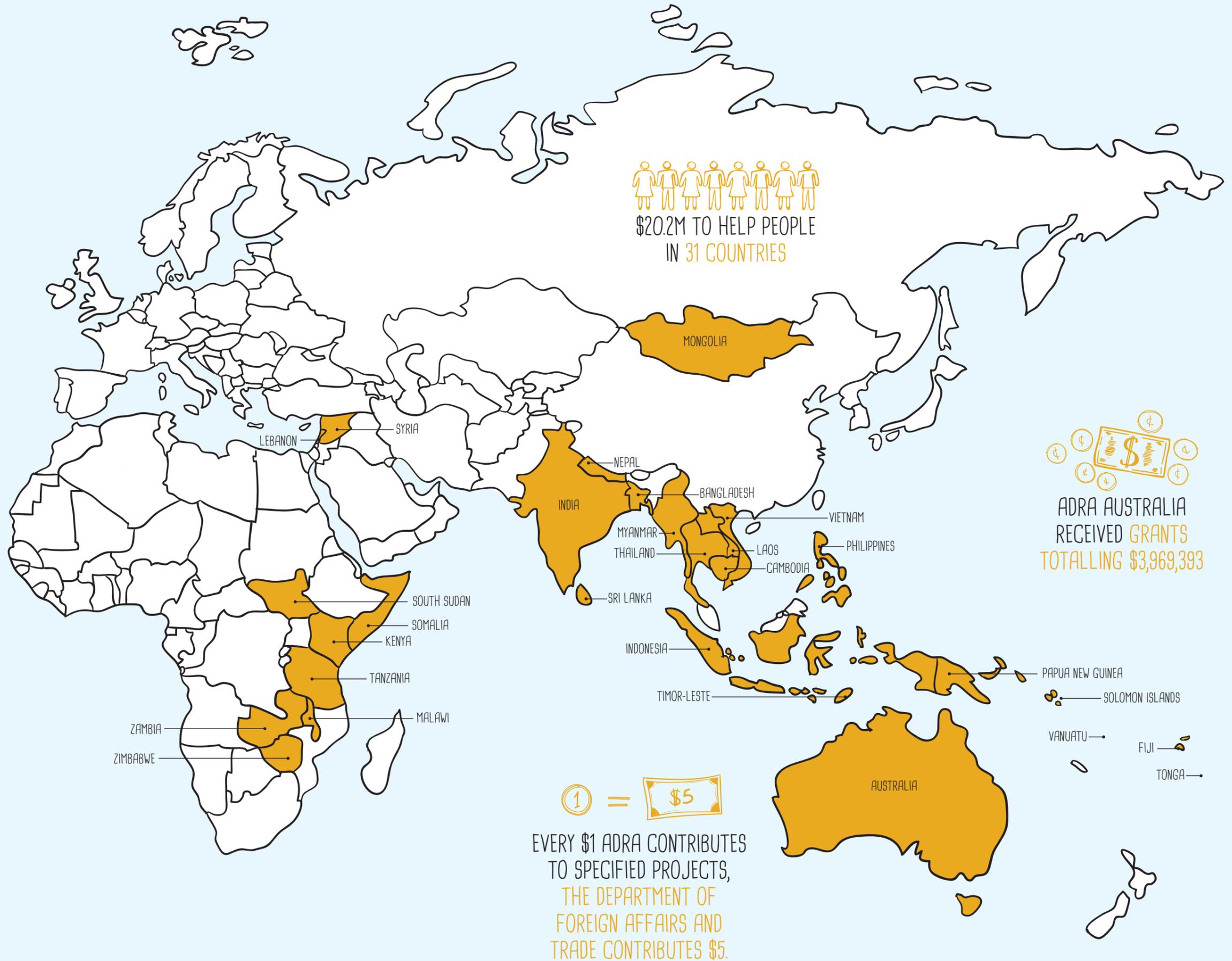
**Goal Statement:** ADRA Australia will empower and inspire its employees and volunteers to be agents for change by providing opportunities for engagement that utilize and grow their unique strengths.

**Indicator Statement:** The contributions of volunteerism to ADRA Australia's work over the past year are valued at \$7,057,905.



## WHERE WE WORK

- In 2016-17, ADRA Australia directly invested \$20.2m to help people in 31 countries (including Australia)
- ADRA Australia received grants totalling \$3,594,653 from the Department of Foreign Affairs and Trade (DFAT). This accounted for 16.9 per cent of our total agency income this financial year.
- The Australian Non-Government Organisation Cooperation Program (ANCP) is an annual funding program for Australian NGOs accredited by the DFAT aid program. The program is flexible in country and sectors, giving ADRA responsibility for project management including project design, implementation and evaluation. Full financial accountability for funds provided is required.
- The ANCP annual allocation is proportional to the amount of funds that ADRA sends overseas in the past year. For every \$1 ADRA contributes to specified projects, DFAT contributes \$5.
- ADRA Australia undertakes a rigorous accreditation and audit under ANCP every five years. We endeavor to meet annual reporting requirements to protect and maintain this critical source of income support for our projects.



# INTERNATIONAL

## LINH'S STORY

Linh lives in a remote village with her husband and two children in the Cao Bang Province, one of Vietnam's poorest areas. To earn enough money, her husband left to find seasonal work. Money was tight, food was scarce and her children couldn't go to school. Linh felt frustrated without the resources to help her family and community. When ADRA came to her village, Linh and her husband eagerly joined the project, which was partly funded through the Australian Non-Government Organisation Cooperation Program (ANCP). "ADRA provided 20 families with loans to build proper latrines because there was a lot of open defecation and diarrhoea occurring in my village," Linh says.

Linh and other families also received loans for livestock and ducks to generate more income for their families. Now, Linh can save some money for her children's education and she works hard to help the whole community.

**"IN RECENT YEARS I HAVE REGAINED CONFIDENCE AND MOTIVATION FOR LIFE SO I FEEL BETTER NOW."**



Sustainable Livelihoods Program, Vietnam (ANCP funded project)  
Photo by Reuben Ennor

250

farmers in rural Zambia are growing and drying bananas for local markets, increasing household income levels and improving diets.

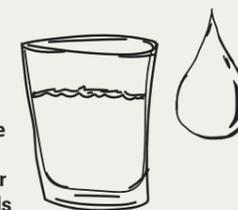


### AFRICA **BENEFICIARIES: 17,995**

In Malawi, Zambia and Zimbabwe, ADRA continues to build up inclusive local community organisations to prioritise their own development needs, manage savings and loans groups, and implement market oriented agri-businesses that work with local markets. Communities and farmers are learning to mitigate the risks of climate change on their communities, farms and enterprises. They are learning to regenerate and enhance their local environmental resources and avoid the misuse of these precious resources. At the household level, men and women are learning key skills, enabling them to manage finances effectively, plan and implement their own income generating activities, and practise good nutritional and hygiene practices with their children.

300

households in Cambodia now have safe drinking water after adopting water purification methods



### ASIA **BENEFICIARIES: 33,883**

ADRA Australia's work in Asia is focused in Cambodia, Myanmar, Nepal and Vietnam with the purpose of providing opportunities for men and women to actively participate within the development process of their communities. Ongoing participation in ADRA's projects has helped families gain access to clean drinking water, participate in savings and loans groups, plan and manage their own income generation activities, undertake sustainable farming ventures, and learn effective health, nutrition and hygiene practices. Emerging social and environmental challenges in Asia are also being addressed with ADRA's projects introducing communities to new techniques and equipment that address the negative impacts of climate change and environmental degradation.

350

adults can now read after passing literacy courses in Malaita Province, Solomon Islands



### PACIFIC **BENEFICIARIES: 12,101**

ADRA Australia works with program partners in Timor Leste, Papua New Guinea, Solomon Islands and Vanuatu to implement projects ranging from cocoa farming and youth livelihoods, to governance and water supply. In Timor Leste, people of Viqueque have better access to clean water, improved hygiene, and sanitation. In PNG, the multi-million dollar Australian government-funded Church Partnership Program reached phase two and is focusing on local leadership. In Solomon Islands, ADRA's successful Soul Cocoa project is praised for improving cocoa bean quality and linking local farmers to international markets. In Vanuatu, youth education continues to ease the burden of teenage pregnancies in and around Port Vila.

# AUSTRALIA

## SUZANNA'S STORY

It was a knock at the door that changed Suzanna's life. After struggling with depression, anxiety and a fear of going outside for much of her life, that knock was the catalyst for Suzanna to visit the ADRA Community Centre in Macquarie Fields.

Now, she's begun to heal and volunteers at the centre to help others.

"After feeling worthless for so long, being here at ADRA has given me a sense of value within myself as a human being," she says.

**"I CAN SHARE A PART OF ME WITH PEOPLE HERE THAT I HAD THROWN AWAY FOR A VERY LONG TIME."**



Macquarie Fields Community Centre, Sydney  
Photo by Wes Tolhurst

## LOCAL CHURCH PARTNERSHIPS

90

ADRA projects operate out of local Adventist churches in Australia.



90 churches around Australia already partner with ADRA to provide support services and encouragement to the community. Our vision is to see even more connection between Adventist churches and their communities by providing churches with opportunities and support. Ferntree Gully Adventist church in Victoria is supporting their community through an emergency relief project; Mount Druitt Adventist church in Sydney reaches their community through a community pantry; and a number of churches around South Queensland engage with the homeless population in Brisbane through the Vital Connections meals program. We encourage every church to work to address local needs and build stronger community connection.

## MAJOR PROJECTS

More than

293,000

contributed by volunteers in Australia



HOURS



As a response to the growing need to support domestic violence victims, ADRA is proud to have strong partnerships with several women's refuges. The refuges provide emergency accommodation for people suffering from domestic violence and homelessness. They move survivors towards a thriving and resilient life by empowering them with life skills for independence and self-esteem. ADRA also has thriving community centres in some of the most vulnerable areas in Australia. In Blacktown (western Sydney), the centre continues to help with housing support, psychological services and food parcels. Other centres are located in Macquarie Fields (southwestern Sydney), Warburton (Victoria) and Logan (south of Brisbane).

## OP SHOPS

ADRA operates

30 OP SHOPS

around Australia



ADRA Australia operates 30 Op Shops from Townsville to Hobart, Whyalla to Busselton. Staffed by hundreds of dedicated volunteers, this year the shops generated almost a million dollars in revenue. Their vision is to see their community directly benefit from the money that they help to generate. In the past financial year alone, the South Australian Op Shops funded 54 local programs. The ADRA Op Shop in Logan (Queensland) helps fund up to 500 food parcels each week. ADRA's Op Shops have even assisted a number of people gain part-time or full-time employment in towns like Whyalla (South Australia) where job opportunities are scarce.

# INTERNATIONAL DISASTERS



Cyclone Pam Recovery, Vanuatu  
Photo by Michelle Abel

IN 2016-17, ADRA AUSTRALIA CONTRIBUTED FUNDS TO THE FOLLOWING ADRA NETWORK RESPONSES:



# AUSTRALIAN DISASTERS



Cyclone Debbie Recovery, Australia  
Photo by Charlene Luzuk



Hurricanes, flooding, drought and ongoing conflict were some of the key causes of emergencies across the globe last year. By working through our partners in the global ADRA network, we have been able to respond quickly and effectively by providing life-saving assistance and protection to populations in need with food, water, sanitation facilities and temporary shelter.

Due to ongoing needs and extra support, ADRA Australia has been able to extend relief efforts into an early recovery intervention in Fiji in response to Cyclone Winston. This project focuses on livelihood restoration as well as preparing communities for any future disasters. In response to the severe food shortages in East Africa, ADRA was able to assist vulnerable families in Somalia, South Sudan and Kenya. ADRA Australia continues to support refugee children in Lebanon that remain affected by the ongoing Syrian conflict.

ADRA Australia is proud to be a member of the Church Agencies Network – Disaster Operations (CAN DO) consortium. CAN DO was formed in 2015 to better coordinate and strengthen our global humanitarian, disaster risk reduction and management and resilience building work. Currently, CAN DO is focusing on the Pacific and the Australian government's Department of Foreign Affairs and Trade (DFAT) Disaster Ready program, that looks to improve disaster preparedness across the Pacific.



East Africa Food Crisis  
Photo by Margit Warn

When disasters strike, ADRA is there. ADRA Australia's role in responding to disasters in Australia varies by state. Our role in disasters in NSW is through a formalised agreement with the state government to provide people with accommodation at local motels. In other states, disaster response arrangements are more informal, with ADRA teaming up with Seventh-day Adventist church members to respond to local communities. In NSW, local evacuation centres are activated, where evacuees can gather and receive temporary accommodation, a hot meal, counselling and other services. ADRA continues to remain a valued partner of the NSW government as the accommodation provider.

As Cyclone Debbie struck near Airlie Beach in Queensland in March, it caused extreme damage and destruction. A Category 4 storm, Debbie was one of the worst cyclones to strike the Australian coastline since Cyclone Yasi in 2011. But within hours, local volunteers

were busy responding to the needs, and teams of volunteers spent days removing fallen debris. A local flight training school even provided a light aircraft and pilot at a discounted rate to help deliver water to residents stranded due to flooded roads.

While the cyclone hit north Queensland, significant devastation also occurred 1200km away from the cyclone impact zone. Extreme rainfall associated with the tropical low after the cyclone moved inland caused severe flooding in northern NSW and southern Queensland.

ADRA volunteer teams were activated in multiple regions throughout the Northern Rivers region. Evacuation Centre staff at Kingscliff not only housed almost 200 people in need, they also took on the responsibility of catering for 150 people staying in the centre, as well as providing a transport service to motels for accommodated evacuees. At the peak of the crisis, the team even received a visit from NSW Premier Gladys Berejiklian.

# EVALUATIONS

## NESLYN'S STORY

Neslyn is a young mum in Vanuatu. As she steps forward with sassy confidence, she recalls the days after Cyclone Pam when entire families got sick with diarrhoea and skin sores from the water supply. But when ADRA arrived three weeks after Cyclone Pam, each family received an assistance package including a water filter, and the sickness affecting them went away. Other items in the aid package were food, tools for fixing their homes, and a spade and bush knife for restoring their gardens.

"The food from ADRA came just in time," she says. Then she points to a pile of giant purple sweet potato on the ground.

"This is the first harvest of sweet potato that we planted after Cyclone Pam!" Neslyn says. "When our gardens were finally ready to give us some harvest, we still had some rice left from ADRA, so it was the right amount of food!"

**"THIS IS THE FIRST HARVEST OF SWEET POTATO THAT WE PLANTED AFTER CYCLONE PAM!"**



Cyclone Pam Recovery, Vanuatu  
Photo & Story by Michelle Abel

Monitoring and evaluation is integrated into project design and planning to ensure continuous improvement in program delivery. Learnings from one project evaluation will be used to inform ways of working for new and ongoing projects. Two final term and one mid-term evaluations were conducted in the 2017 financial year along with a meta-evaluation for the Department of Foreign Affairs and Trade (DFAT) Australian NGO Cooperation Program (ANCP) projects. A selection of these are detailed below:

### AFRICA **TSOGOLO LABWINO PROJECT III, MALAWI**



The TLPIII project is being implemented in Salima district in central Malawi. It seeks to achieve three key outcomes: improved institutional governance, improved household food security using climate smart agriculture, and improved household skills to sustain wellbeing with local resources. The evaluation found that harvest volumes decreased from the preceding period due to external factors, however lead farmers are playing a key role in building the capacity of other farmers and there has been a huge leap in application of conservation technologies. 94% of households have access to clean and safe water and close to two thirds of households interviewed were applying the correct hygiene practice at the point of water consumption.

### PACIFIC **WASH FOR CLU, TIMOR LESTE**



WASH for Craras, Luca & Uma Quic was a three-year ADRA Australia funded project. It is evident that access to clean water has improved dramatically in two of the three project sites (Craras and Luca). There is evidence of improved access to sanitation facilities however estimated toilet construction is approximately 100 of 350 planned latrines. Community mobilisation using a Community Led Total Sanitation approach was limited. Clinic records revealed a decrease in diarrhoea cases (up to 20%) coinciding with ADRA's 'triggering' meetings. While environmental factors may have been responsible for the modest decline, clinic staff concurred that it is more likely that hygiene education was responsible.

### ALL REGIONS **ANCP META-EVALUATION**

Projects activate intrinsic values



The purpose of this evaluation was to inform the revision of the agency's *Theory of Change* and its overall high level results measurement. The evaluation noted several recommendations to improve effectiveness. Some of these include: conducting annual reviews on alignment with the standards across all projects, and improving the level of understanding in the organisation of the role of project goals and how to state and measure them effectively. It is suggested that activities be intentionally designed to activate intrinsic values in order to achieve the desired impact of the agency. Further work is recommended to validate this in practice.

# ADRA CONNECTIONS

## HANNAH'S STORY

Hannah works for Sanitarium Health & Wellbeing, based in Berkeley Vale (NSW). She was the leader of a Sanitarium trip to Vietnam where the team visited ADRA's Water for Life project, helping to build water tanks and a hand washing station, conducting sanitation workshops and running kids' clubs.

"I enjoyed learning about and understanding the concept of giving a hand up, not a handout, and looking at the sustainable ways that ADRA sets up projects to improve the quality of life in poor communities."

"My advice is to step out of your comfort zone! Communicate with the locals, get involved, seek to understand what the project is all about and the bigger picture!"

**"I ENJOYED LEARNING ABOUT AND UNDERSTANDING THE CONCEPT OF GIVING A HAND UP, NOT A HANDOUT..."**



ADRA Connections Trip, Cambodia  
Photo by Natalie Nawaikalou

The ADRA Connections program continued to grow again this year, with a 17 per cent increase in the number of participants and a 20 per cent increase in the amount of money fundraised. In total, 172 participants from 12 groups fundraised \$261,249 to support a range of ADRA projects. From rebuilding cyclone-ravaged classrooms to constructing hygienic latrines, ADRA's enthusiastic Connections volunteers had life-changing experiences and built meaningful relationships with communities.

### TEAM TRIPS

In the last financial year



which contributed to a range of ADRA projects

ADRA Connections team trips are an ideal way for groups of volunteers to travel together and be involved in ADRA's work. This type of trip is the most popular choice, with schools, universities, church groups, work colleagues and friends partnering with us to help those in need and make a lasting impact. ADRA empowers team leaders with essential resources and personal support, to ensure the trip is an enriching and rewarding experience. In 2016-17 there were seven team trips to Vanuatu, Nepal, Cambodia and Vietnam.

### INDIVIDUALS & FAMILIES TRIPS

A total of



fundraised \$261,249 in direct project support

Individual trips are a unique way for individuals who are passionate about being involved in ADRA's project work, but do not have a team to volunteer with. Participants join with like-minded people from all over Australia to help empower communities in poverty, make new friendships and create lasting change. Family trips are a perfect way for families to introduce their children to community development and educate them about complex themes like poverty and disadvantage while learning how to make a life-changing difference.

### TAILORED TRIPS

Almost



contributed by ADRA Connections volunteers

ADRA Connections tailored trips are purpose-built for corporate groups and others with specific needs. The trips are designed in collaboration with ADRA partner offices to address specific project needs which may include larger-scale projects, alternative trip durations and consideration of participants' particular skill sets. ADRA collaborates to ensure personal growth and team-building opportunities within each unique scope, resulting in your team flourishing and united in new and exciting ways. This year ADRA facilitated three tailored trips for Sanitarium Health & Wellbeing.



## OPEN HEART INTERNATIONAL

On August 26, Open Heart International officially merged with ADRA Australia, while retaining its public brand and unique identity. This year alone, 417 patients received life-changing surgery, bringing the total since Open Heart International began working to 6562 patients. Some of the medical areas covered by Open Heart international are listed on the following page.

Open Heart International has active projects in Bolivia, Fiji, India, Myanmar, Nepal, Papua New Guinea, Philippines, Tanzania and Tonga.

### SUCCESS STORY

It is any parent's worst nightmare to have their child admitted to hospital at any age, let alone with factors of pneumonia and cardiac failure presenting themselves. This nightmare was a reality for Elisapeci and Kulinio. Kulinio Junior at the age of 5 months was admitted to hospital in April with surgery urgently needed for his survival and well-being. Luckily enough the Open Heart International screening team were visiting Fiji to prepare patients for a surgical visit in June.

A few short months later Kulinio received life changing surgery and became Fiji's 800th patient with Open Heart International. With tears of happiness, the family expressed how they felt everything just fell into place. They are so thankful to both the local and Open Heart International volunteers for the life changing surgery their son received and now has the opportunity to live a full life.

Colonial War Memorial Hospital Suva, Fiji  
Photo by Melanie Windus



272 INDIVIDUAL  
VOLUNTEER DEPLOYMENTS  
THIS YEAR



12 MEDICAL PROJECT VISITS  
THIS YEAR,  
179 IN TOTAL



417 PATIENTS THIS YEAR  
AND 6562 PATIENTS IN  
TOTAL HAVE RECEIVED  
LIFE-CHANGING SURGERY

### OPHTHALMOLOGY

The World Health Organisation identifies cataract surgery as one of the most cost-effective public health interventions. Cataracts are the leading cause of age-related blindness across half the world and one of the biggest hurdles is the unequal access to prevention and eye care services.

### CARDIAC

Every year, about 8 in 1,000 babies is born with a heart defect, irrespective of country of birth and socioeconomic status. But Asian and African countries have some of the highest rates of child and adult heart disease, including congenital and rheumatic heart disease.

### WOMEN'S HEALTH

An estimated 1.36 million women in Nepal are affected by uterine prolapse. This major reproductive health issue has several causes, including child marriage. In rural Nepal, women often experience improper delivery techniques and resume heavy physical work too soon after childbirth.

### BURNS

Burns are the second-most common injury in rural Nepal. Severely burnt victims develop contractures from inadequate post-burn care. Permanent impairment is common, and with limited social security available, no work equals no food.

## VOLUNTEERS

In 2016-17, thousands of people chose to commit valuable time and volunteer for ADRA Australia. The range of activities undertaken by these amazing volunteers extended from fundraising for ADRA Connections trips, to church events, school-based fundraising and advocacy, and corporate awareness-raising. Open Heart International volunteers accounted for about half of the volunteer hours donated to ADRA. Meanwhile, other volunteers selflessly gave their time to assist with ADRA's disaster response activities in Australia and run dozens of Op Shops around the country.

During the year, ADRA supporters were invited to financially contribute to a variety of appeals through direct mail, digital, peer to peer initiatives and in person. Many passionate ADRA advocates embraced the call to be compelled by love to door-knock during the ADRA Appeal.

Collectively, our volunteers contributed:



**39,737 HOURS OF VOLUNTARY WORK**  
in supporting international program delivery



**297,664 HOURS OF VOLUNTARY WORK**  
in national program service delivery



**AN ESTIMATED \$7.1 MILLION**  
of in-kind support to ADRA



Eight Mile Plains Emergency Relief, QLD  
Photo by Charmaine Patel

## RISK MANAGEMENT

ADRA Australia places a high value on risk management which begins at the board of directors and flow outwards through the organisation. Priority is placed on those risks which especially pertain to the staff, volunteers and beneficiaries of ADRA Australia's programs. A second key area of risk management relates to financial resources and is designed to manage the risk of fraud or other financial misconduct in relation to the funds that have been entrusted to ADRA Australia.

ADRA Australia manages risk through, prevention, preparedness, response, recovery and rehearsal. Risks and management steps are defined through a set of matrices, reported on and reviewed at least every year. The areas of risk specifically addressed through these processes are: Corporate risks; Financial risks; Programmatic risks; and Marketing risks.

## MANAGEMENT AND STAFF

ADRA Australia invests in people. The success of our efforts to create change, the perception and trust of our brand, the effectiveness and impact of our programs and the management and growth of our resources all stem from the actions of our employees, volunteers, supporters and partners. We strive to empower, to inspire and to engage these people as agents for change.

ADRA is an Equal Employment Opportunity (EEO) employer and recruits staff through competitive selection to ensure we have the very best people available in every role. Staff have access to generous training and conference attendance allowances to ensure they remain up to speed with industry developments.

### DURING 2016-17

ADRA had a total of 47 staff (39 full-time, 8 part-time)

Staff numbers as at 30 June 2017

24	PROGRAMS	5	FINANCE
3	PRACTICE	4	CORPORATE SERVICES
9	MARKETING	2	OPEN HEART INTERNATIONAL

In 2016/17 we spent \$80,294 on staff training (including our internship program) and \$3.42m on staff salaries (including on-costs).

### EXECUTIVE COMMITTEE

The Executive Committee (EXCOM) includes the CEO, the three departmental Directors and Open Heart International's General Manager. EXCOM met 14 times, including 2 meetings held electronically.

EXCOM meets regularly to record decisions that are made as allowable under the delegation of authorities and to discuss strategy, to approve new projects and initiatives, to monitor and report risks and to manage compliances including safety.

### CURRENT MEMBERS



Chief Executive Officer  
**Mark Webster**  
Mark brings significant leadership and development practice skills from over 16 years of experience.



Chief Financial Officer  
**Melville Simonsz**  
Melville is a Certified Practising Accountant with 30 years' experience in the not-for-profit sector in Australia.



Marketing Director  
**Janelle Muller**  
Janelle has served in community and development roles for 16 years, after 8 years in finance and business development.



Programs Director  
**Murray Millar**  
Murray has over 30 years' experience in development and humanitarian roles with ADRA and World Vision.



General Manager, Open Heart International  
**Michael Were**  
Michael has worked for Open Heart International for 8 years after 13 years working in the insurance industry.

## GOVERNANCE

ADRA Australia's board is accountable to the local ADRA constituency for the achievement of the purpose outlined in the company Constitution, that being to reduce poverty by serving people and communities in need, by the provision of humanitarian, development and relief aid and assistance in Australia and overseas, without regard to ethnic, political, racial or religious association or qualification.

The board oversees the direction of the organisation and monitors performance against the strategic plan. It has overall responsibility for the management of risks and compliance with legislation. It determines operating policy, approves plans and activities and appoints or approves the appointment of key personnel for the ADRA Australia office.

ADRA Australia's board met five times in 2016-17. The number of board meetings attended by each board member is listed below. (Note: some members joined during the year so could not attend all five meetings.)



**Jorge Muñoz-Larrondo** Chair  
President of the Seventh-day Adventist Church (Australian Union Conference) Ltd.  
Jorge has served as a minister and administrator for over 24 years, most recently as President of the South Queensland Conference.  
5 out of 5 meetings attended



**Michael Worker** Deputy Chair  
Secretary, Seventh-day Adventist Church (Australian Union Conference) Ltd.  
Michael has over 22 years of experience as a Pastor and Administrator with more than 11 years of administrative and governance experience  
1 out of 1 meeting attended



**Mark Webster** Company Secretary  
Chief Executive Officer, ADRA Australia  
Mark brings significant leadership and development practice skills to ADRA Australia from over sixteen years of international development experience.  
5 out of 5 meetings attended



**Peter Cameron**  
Chief Financial Officer, Seventh-day Adventist Church (Australian Union Conference) Ltd.  
Peter has worked in finance in Sanitarium and the Seventh-day Adventist Church as accountant and CFO over the past 35 years, the last 14 years at the AUC.  
1 out of 1 meeting attended



**Julie Praestii**  
Corporate Communications Manager, Sanitarium Health & Wellbeing Company  
Julie worked for ADRA in South America for a decade and has 26 years of experience in corporate communications and public relations.  
3 out of 5 meetings attended



**Lorraine Anthony**  
Human Resources Manager, Adventist Schools Victoria  
Lorraine has worked in the corporate and not-for-profit sector across IT, public health and education both in the UK and Australia.  
3 out of 3 meetings attended



**John Bagnall**  
Retired Judge  
John worked for more than 35 years as a solicitor before presiding as a judge in the Compensation Court of New South Wales for six years.  
5 out of 5 meetings attended



**Dr Paul Crawford**  
Executive Director of Aid-IT Solutions  
Paul is a monitoring and evaluation specialist with experience in 50 countries. He received the Humanitarian Overseas Service Medal after the Rwanda crisis.  
2 out of 5 meetings attended



**Kelly Jackman**  
Personal Assistant to the Director of Aboriginal & Torres Strait Islander Ministries, Seventh-day Adventist Church (Australian Union Conference) Ltd.  
Kelly has experience in Indigenous health initiatives as well as administration experience in both the private and public sectors.  
4 out of 5 meetings attended



**Christina Hawkins**  
Discipleship Ministries Team Member – Stewardship – Seventh-day Adventist Church (South Pacific Division)  
Christina is passionate about seeing church members seek God's will in their lives. She has served on ADRA International's board.  
1 out of 5 meetings attended



**Craig Price**  
Executive Manager, Data Science, Suncorp Chief Data Office  
Craig has over 20 years' experience as an actuary and advanced analytics professional, currently working for the Suncorp Group.  
5 out of 5 meetings attended

### THESE PEOPLE FINISHED SERVING ON THE BOARD DURING 2016-17

Ken Vogel (4 Meetings attended), Francois Keet (2) and Michael Peach (0)

THANK YOU FOR YOUR SERVICE!

## SUBCOMMITTEES OF THE BOARD

A set of Board Subcommittees meet between one and five times per year to review plans and advise on key actions relevant to the individual departments, these include:

**FINANCE** - 3 meetings plus a joint finance and marketing committee meeting

**MARKETING** - 1 meeting plus a joint finance and marketing committee meeting

**PROGRAM** - 0 meetings held

**PEOPLE** - 2 meetings held

## RELATED PARTIES AND TRANSACTIONS

There are no related parties other than members of the Board of Directors and employees. No internal loans were made to the members of the governing body. Clear policies and processes are in place for managing such transactions and full disclosure is made in the financial statements. All advances provided to employees are made on the understanding that they will be repaid through regular payroll deductions. Outstanding balances resulting from such transactions are disclosed in the full Financial Statements, Note 11: receivable from employees \$1936 and Note 17: payable to employees \$16,142.



They Are Not Alone, Papua New Guinea  
Photo by Wes Tolhurst

# FINANCIAL SUMMARY

ADRA Australia ended the 2016-17 financial year in a strong position as reflected in the balance sheet and financial statements presented in this annual report.

## REVENUE

ADRA Australia's overall revenue increased by \$2.8 million (16%) in 2016-17 to \$21.2 million when compared to \$18.3 million in 2015-16. Total expenditure increased by \$2.4 million (14%) in 2016-17 to \$20.2 million when compared to \$17.7 million in 2015-16. The \$990,917 surplus in 2016-17 represents a significant bequest and other project specific donations received in the financial year, that will be expended on projects in future years.

Details of the Income Statement are as follows:

- Donations and gifts – on 26 August 2016 ADRA Australia merged with Open Heart International (OHI) resulting in a new revenue stream of \$2,026,920 (10%) in 2016-17. Cash donations from regular appeals and emergency relief appeals declined by \$835,565 (4%). There were fewer emergency appeals in 2016-17.
- Legacies and bequests declined by \$162,501. However, ADRA received a significant bequest in 2016-17 that contributed to the 2016-17 net operating surplus.
- Non-monetary income from donated goods and services increased by \$4.1 million due to the OHI merger and improved systems to capture contributed volunteer time by National Program volunteers.
- Grants from the Department of Foreign Affairs and Trade (DFAT) declined by \$2.4million due to projects completed in 2015-16 and one project receiving two years of funding as a lump sum in 2015-16.

## EXPENDITURE

International Program – funds to international projects declined by \$1.9 million in 2016-17 due to the completion of three DFAT projects and two major disaster recovery projects in 2015-16.

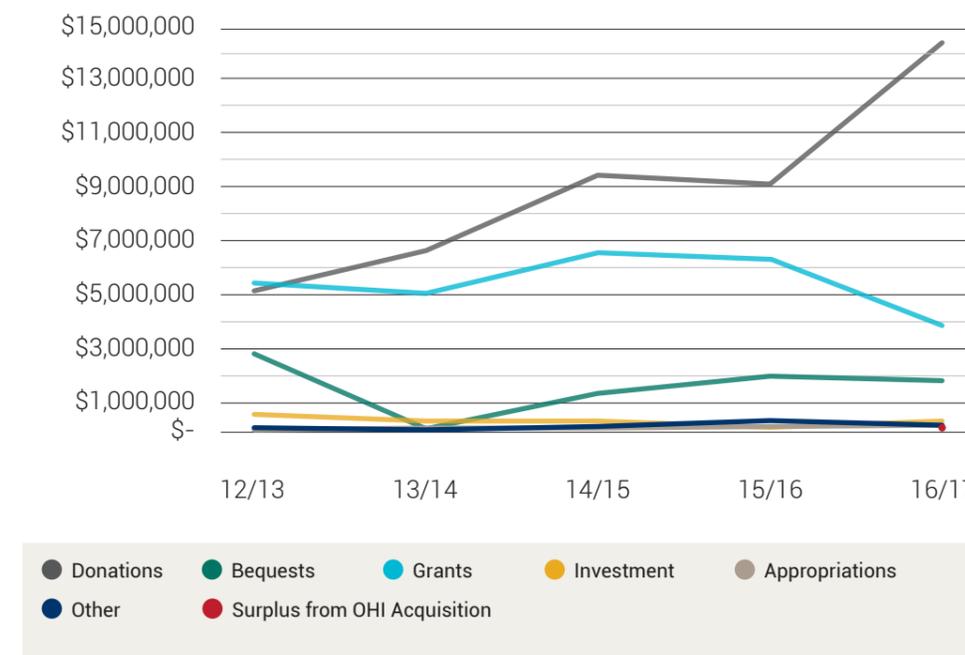
Program support costs increased by \$213,752 due to the merger with Open Heart International and associated project staff costs. Community education costs increased by \$128,897 due to additional investment of staff for public awareness campaigns in Australia.

Fundraising costs have remained consistent in 2016-17 in line with significant investments in marketing staff and other fundraising resources commenced in 2015-16. Accountability and administration costs increased by \$104,572 due to the inclusion of \$69,680 for Open Heart International equipment depreciation and ADRA Australia intangible assets (new website and project management software) amortization, which are new expense items. Excluding these new items of expenditure, accountability and administration costs have remained steady in line with inflation.

Non-monetary expenditure (International program) increased by \$1.4 million due to the Open Heart International merger. Domestic programs expenditure increased by \$2.5 million due to the increase in the value of non-monetary contributed services by volunteer staff.

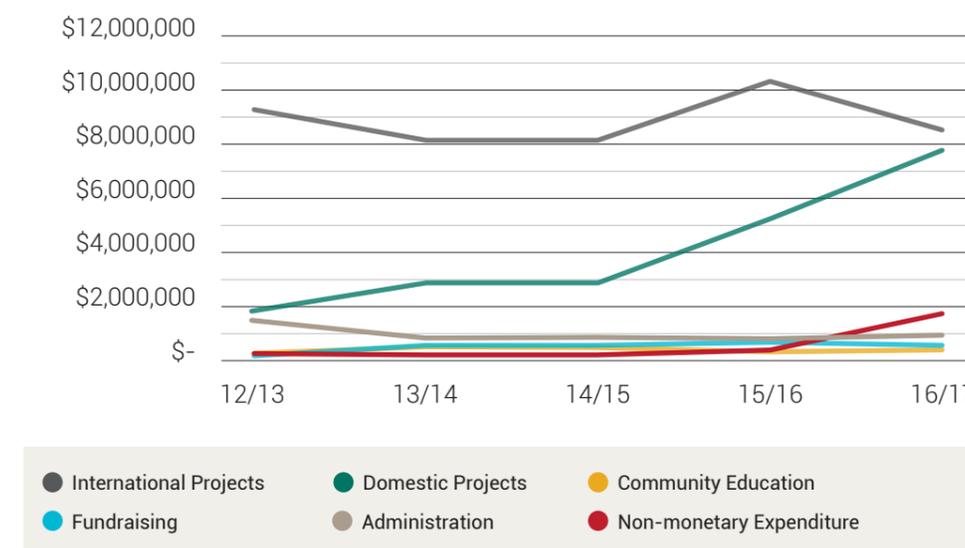
## REVENUE BY SOURCE

Five-year trend



## EXPENDITURE BY ALLOCATION

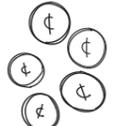
Five-year trend



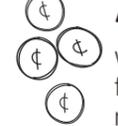
## FOR EVERY DOLLAR SPENT THIS FINANCIAL YEAR



**88 CENTS**  
went to projects in Australia and overseas



**5 CENTS**  
went to administration and accountability



**4 CENTS**  
went to fundraising for more resources



**3 CENTS**  
went to community education

Note: The ratios are expense items expressed as a percentage of total expenditure reported in the audited Comprehensive Income Statement

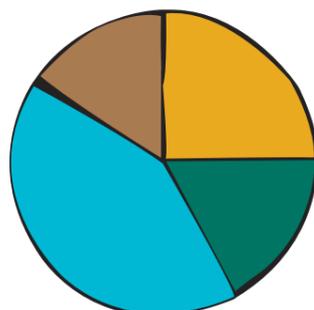
## FINANCIAL HIGHLIGHTS

FOR THE YEAR ENDED 30 JUNE 2017

### WHERE WE'VE HELPED

Total Program Expenditure	Amount	Percentage
● Africa Asia projects	4,570,292	24%
● Pacific projects	3,357,708	18%
● Australia projects	7,845,456	42%
● Common projects (all regions)	2,916,707	16%
<b>TOTAL PROGRAM EXPENDITURE</b>	<b>18,690,163</b>	<b>100%</b>

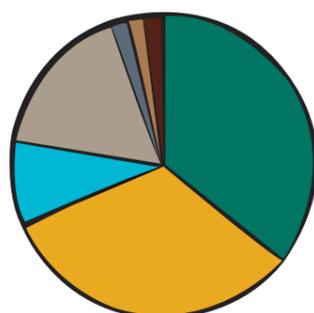
Note: The ratios are program expenses expressed as a percentage of total expenditure less fundraising, accountability and administration costs as reported on the audited Comprehensive Income Statement



### HOW WE ARE SUPPORTED

Total Revenue	Amount	Percentage
● Donations & gifts from Australian Public	7,518,055	35%
● Donations & gifts from Australian Public -Gifts-in-kind	7,057,905	33%
● Bequests and Legacies	1,905,366	9%
● Grants - DFAT Australian Aid Program	3,594,653	17%
● Grants - Other Australian	374,740	2%
● Investment Income	378,459	2%
● Other Income - Australian	390,068	2%
<b>TOTAL REVENUE</b>	<b>21,219,245</b>	<b>100%</b>

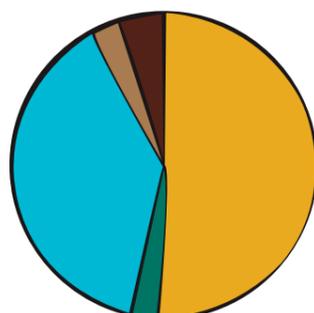
Note: The ratios are revenue items expressed as a percentage of total revenue reported in the audited Comprehensive Income Statement



### USE OF FUNDS

Total Expenditure	Amount	Percentage
● Overseas Projects	10,329,867	51%
● Community Education	514,841	3%
● Domestic Projects	7,845,456	39%
● Fundraising Costs (overseas projects)	589,891	3%
● Accountability and Administration (overseas projects)	948,274	5%
<b>TOTAL EXPENDITURE</b>	<b>20,228,328</b>	<b>100%</b>

Note: The ratios are expense items expressed as a percentage of total expenditure reported in the audited Comprehensive Income Statement



## INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2017

REVENUE	30 June 2017	30 June 2016
Donations and gifts		
Monetary	7,518,055	6,326,700
Non-monetary - International	1,786,175	331,163
Non-monetary - National	5,271,730	2,532,317
Bequests and Legacies	1,905,366	2,067,867
Grants		
DFAT	3,594,653	6,077,632
Other Australian	374,740	337,028
Appropriations received	108,165	105,015
Surplus arising from Open Heart International acquisition	88,601	-
Other income	193,301	171,718
Investment income	378,459	412,630
<b>TOTAL REVENUE</b>	<b>21,219,245</b>	<b>18,362,070</b>

EXPENDITURE	30 June 2017	30 June 2016
International projects		
Funds to overseas projects	7,174,498	9,166,817
Program support costs	1,369,193	1,155,441
Community education	514,841	385,944
Fundraising costs		
Public	555,891	554,553
Government, multilateral and private	34,000	73,870
Accountability and Administration	948,274	843,703
Non-monetary Expenditure	1,786,175	331,163
<b>Total International Aid and Development Program Expenditure</b>	<b>12,382,872</b>	<b>12,511,491</b>
Domestic Programs Expenditure	7,845,456	5,272,440

<b>TOTAL EXPENDITURE</b>	<b>20,228,328</b>	<b>17,783,931</b>
<b>EXCESS or (DEFICIT) OF REVENUE OVER EXPENDITURE</b>	<b>990,917</b>	<b>578,139</b>

These financial statements have been prepared in accordance with the presentation and disclosure requirements set out in the ACFID Code of Conduct. For further information on the Code, please refer to the ACFID website [www.acfid.asn.au](http://www.acfid.asn.au). To request a copy of the full audited financial report for the year end 30 June 2017, please write to the Chief Financial Officer, ADRA Australia, PO Box 129, Wahroonga, NSW 2076 or email [adra.info@adra.org.au](mailto:adra.info@adra.org.au)

**BALANCE SHEET**

AS AT 30 JUNE 2017

	2017	2016
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash and cash equivalents	16,590,444	15,697,465
Trade and other receivables	278,599	203,972
Inventories	146,864	6,956
Financial assets	43,184	22,941
Other current assets	193,450	147,917
<b>Total Current Assets</b>	<b>17,252,541</b>	<b>16,079,251</b>
Non-Current Assets		
Financial assets	46,538	121,678
Property, plant and equipment	127,784	42,946
Intangible assets	672,423	452,049
<b>Total Non-Current Assets</b>	<b>846,745</b>	<b>616,673</b>
<b>TOTAL ASSETS</b>	<b>18,099,286</b>	<b>16,695,924</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and other payables	657,144	394,289
Short-term provisions	571,338	438,330
<b>Total Current Liabilities</b>	<b>1,228,482</b>	<b>832,619</b>
Non-Current Liabilities		
Long-term provisions	144,488	127,906
<b>Total Non-Current Liabilities</b>	<b>144,488</b>	<b>127,906</b>
<b>TOTAL LIABILITIES</b>	<b>1,372,970</b>	<b>960,525</b>
<b>NET ASSETS</b>	<b>16,726,316</b>	<b>15,735,399</b>
<b>EQUITY</b>		
Reserves	6,775,428	6,473,923
Funds available for future use	9,950,888	9,261,476
<b>TOTAL EQUITY</b>	<b>16,726,316</b>	<b>15,735,399</b>

**STATEMENT OF CHANGES IN EQUITY**

AS AT 30 JUNE 2017

	Retained Earnings	Reserves	Total
Balance as at 1 July 2016	9,261,476	6,473,923	15,735,399
Total comprehensive surplus for the year	990,917	-	990,917
Transfers to and from reserves	(301,505)	301,505	-
<b>BALANCE AS AT 30 JUNE 2017</b>	<b>9,950,888</b>	<b>6,775,428</b>	<b>16,726,316</b>

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E info.nsw@au.gt.com  
W www.granthornton.com.au
**Independent Auditor's Report to the Members of Adventist  
Development Relief Agency Australia Trust**  
**Report on the audit of the summary financial report**
**Opinion**

In our opinion, the accompanying financial summary, which comprises the balance sheet as at 30 June 2017 and the income statement for the year ended 30 June 2017, derived from the audited financial report of Adventist Development Relief Agency Australia Trust for the year ended 30 June 2017 is consistent, in all material respects, with the audited financial report.

The summary financial summary does not contain all the disclosures required by the Australian Charities Not for Profit Act 2012. Reading the summary financial summary, therefore, is not a substitute for reading the audited financial report.

**Basis for Opinion**

The accompanying financial summary, which comprises the summary balance sheet as at 30 June 2017 and the income statement are derived from the audited financial report of Adventist Development Relief Agency Australia Trust for the year ended 30 June 2017. We expressed an unmodified audit report on the financial report in our report dated 8 November 2017.

**Responsibilities of the Directors' for the Financial Report**

The Directors of the Trustee Company are responsible for the preparation of the summary financial report.

**Auditor's Responsibilities for the Audit of the Financial Report**

Our responsibility is to express an opinion on the summary financial summary based on our procedures which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.


Grant Thornton Audit Pty Ltd  
Chartered Accountants

A G Rigele  
Partner - Audit & Assurance

Sydney, 15 November 2017

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## CORPORATE INFORMATION

Adventist Development and Relief Agency (ADRA) Australia Limited.  
ABN 85 109 435 618  
146 Fox Valley Road Wahroonga NSW 2076

### Incorporation and Charitable Status:

- Public company limited by guarantee under the Corporations Act.
- Registered charity with the Australian Charities and Not-for-Profits Commission.

### Tax concessions and fundraising

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

- A Deductible Gift Recipient (DGR)
- An Income Tax Exempt Charity (holding tax concessions and exemptions relating to income, goods and services, and fringe benefits taxes).
- Operates an Overseas Aid Fund and Necessitous Persons Fund, endorsed as DGRs.
- Fundraises throughout Australia and registered under fundraising legislation as required.

### Accreditations

Fully accredited with the Australian Government's Department of Foreign Affairs and Trade (formerly AusAID). The stringent accreditation process provides the Australian Government and Australian public with the confidence that ADRA is a professional, well-managed, community-based organisation capable of delivering successful development outcomes. ADRA Australia is a member of Australian Council for International Development (ACFID) and is committed to full adherence to the ACFID Code of Conduct ([acfid.asn.au/code-of-conduct](http://acfid.asn.au/code-of-conduct)) and a signatory to the Fundraising Institute of Australia (FIA) code of conduct.

### Feedback and Complaints

Feedback on this report and our work more generally can be sent to [adra.info@adra.org.au](mailto:adra.info@adra.org.au). All feedback will be acknowledged and responses given. Complaints relating to a breach of the ACFID Code of Conduct can be made to our Complaints Officer by emailing [complaints.officer@adra.org.au](mailto:complaints.officer@adra.org.au)

### About this Annual Report

This report covers our work and performance during the 2016-17 financial year. It has been prepared in response to specific legal requirements and the ACFID Code of Conduct. Reference has also been made to the Global Reporting Initiative's Sustainability Reporting Guidelines and the Institute of Chartered Accountants Enhancing Not-for-Profit Annual and Financial Reports Framework (2011). This Annual Report is just one of the ways we strive to meet our accountability obligations to all our stakeholders, including our partners and supporters. We believe transparency and accountability is a crucial part of what we do – and vital to achieving our mission in a sustainable manner.

**BY HOLDING OURSELVES  
ACCOUNTABLE WE DEMONSTRATE  
THAT WE ARE WORTHY OF HIGH  
LEVELS OF TRUST.**





ADRA Australia 146 Fox Valley Road (PO Box 129) Wahroonga NSW 2076  
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1800 242 372 [www.adra.org.au](http://www.adra.org.au) [adra.info@adra.org.au](mailto:adra.info@adra.org.au)