



2019
Annual Report



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Message

from the Chairman

John Hammond

The Asian Aid Organisation has undergone an uplifting transformation this year with the appointment of a new and experienced CEO, management team and a stronger framework and structure put in place. This has not just resulted in a happy and productive team but has also seen previous staff returning to the team.

This increased accountability has also had a positive impact on the work we do, the impact we make and how our supporter's monies are spent both here in Australia and also in the countries in which we work.

In an environment of decreased Federal Government funding to Aid organisations, we are deeply thankful to our donors' and sponsors' continued support. As Ellen White has said, 'Every act, every deed of justice and mercy and benevolence makes heavenly music in Heaven,' (*The Review and Herald*, August 16, 1881) and we are eternally grateful that you entrust us to continue with this important work on your behalf.

We have completed phase one (3 years) of two slum projects in India and an 'Empowering Women and Children' project in Nepal. Our water project in Bangladesh is about to commence stage two which will be providing water from the school to the village. This allows the school to create financial stability and sustainability, and to build a strong relationship within the local community.

Our schools, although seemingly humble by western standards, provide an irreplaceable start to the lives of thousands of students who benefit through the support and sponsorship of Asian Aid. Our supporter's money goes a long way in providing the essential basics of education and many of our boys and girls have gone on to greatness as a result.

Being a Faith Based Organisation is an important pillar in why we undertake the work we do and through the blessings of God, and with your support, we aim to continue to help those children who are most vulnerable by empowering their families and communities across Nepal, India and Bangladesh.

JB Hammond





Organisational Overview

Who We Are

OUR VISION

All children and their communities are empowered, protected and have full access to their rights.

OUR MISSION

Asian Aid gives hope by fostering permanent positive change in the lives of disadvantaged children and their communities.

OUR VALUES

At Asian Aid, we:

Believe in Jesus: in His love for others, in His compassion for the poor and in His example of giving.

Believe in people: helping all who need it regardless of their religion, ethnicity, culture or gender, and empowering the poor.

Believe in the rights of the most vulnerable, such as children and women.

Believe in good stewardship: being transparent, accountable, honest and cost-effective in all our dealings.

Believe in accountability and professionalism: being responsible to God, to the people we help, to our supporters, to the Australian Government and to the Seventh-day Adventist Church.

Believe in service: opposing poverty and social injustice, condemning all that impoverishes children and denies their potential, and committing to sharing resources with the poor.



Year in Review India

We currently have four programs running with two partners across India, with education still a major focus.

Our *Direct Child Sponsorship* program, run by HHWS, continues to support over 2000 children in 190 schools and institutions across India. This year saw 222 students graduate from 12th grade and 134 complete their tertiary studies.

HHWS also implements the *Child Focused School Development* program in rural India, focusing on promoting education to the community. This year information sessions were conducted to raise awareness of child rights and government schemes to promote education for females. Many of the community members were not aware of the government scholarships that are available for their daughters. Sustainable livelihood opportunities were also made available for the vulnerable women of the community. These women have been given access to tailoring classes and are now on their way to pursuing a viable career.

Our second Indian partner, Oasis India, has been running two projects (*Empower and Protect Children in Chennai* and *Empowering Women and Children in Bangalore*) aimed at improving child well-being through promoting school completion,

providing vocational training and protection from exploitation.

Children who had previously dropped out of school were encouraged to return or join vocational training. These children were taught the value of education and received counselling to determine and understand the reasons for leaving school, ensuring they don't fall behind in class or drop out again. This year, 13 students returned to school as a result of this program. Students were also encouraged to discuss the issues faced in their community and empowered to share their ideas on how to bring about change. Issues such as child labour, child marriage, impacts of drug and alcohol abuse, bonded labour, sex slavery and human trafficking were all highlighted and children chose to raise community awareness of these issues through street theatres and rallies.

These projects also provided opportunity for young women and mothers to access vocational training. They were given the skills needed to start their own tailoring and jewellery making businesses and contribute to their family's income. By learning these skills, these women can now proudly pay for their own children's education.



2374 STUDENTS SPONSORED

EPCC - 122

EWCB - 60

DCS - 2097

CFSD - 95



13 STUDENT DROP-OUTS RE-ENROLLED IN EDUCATIONAL CLASSES



12 CHILDREN JOINED A MENTORING PROGRAM



267 STUDENTS GRADUATED FROM 10TH GRADE



127 WOMEN COMPLETED TAILORING COURSES



222
STUDENTS GRADUATED FROM 12TH GRADE

134
STUDENTS GRADUATED FROM TERTIARY STUDIES

74 STUDENTS GRADUATED FROM ENGLISH AND COMPUTER VOCATIONAL TRAINING PROGRAMS

Impact Story

JEEVANJYOTHI, 15

Jeevanjyothi grew up in a small village in Southern India. She never knew her father, he died when she was just a few months old. After he died, she and her mother moved in with her grandparents. When her grandfather died, all the responsibility of earning an income for the family fell on Jeevanjyothi's mother. Her work in a juice factory gave the family a small income, but they were still lucky if they could get two meals a day.

This is not uncommon for this village. Most of the members of this community are daily labourers and earn just enough to provide for their basic needs. Because of this, education is not a priority. Their children are sent to work or stay home to care for younger siblings.

When Jeevanjyothi received sponsorship, her life changed. She now understands the value of education and has grown in self-confidence. She has recently completed the 10th grade and hopes that one day she will become a nurse and be able to help her mother.





Impact Story

BHARAT, 13

"I remember the day my parents took my brother and me out of school to work in the field in another town for two months because they were so much in need of money. I had to work long hours in the hot sun to earn a meagre wage and it was a back breaking job. Those two months of my life were the most difficult and I never want to go back to it. After much counselling with social workers, my parents agreed to let us come back to school. I joined the new child club and am happy to see the changes in my school. We now have activities that make us think and inspire us. I am now motivated to make sure that all my friends and neighbours do not have to go through what I did, and each one will finish their education."





Year in Review Bangladesh

2018-19 was the second year of the BCSS *Child Focused School Development* program in Bangladesh. Run across three schools, this program aims to improve education opportunities for children, improve health and hygiene behaviour in the community and provide parents with access to income generating programs. 500 fruit trees were distributed to the communities surrounding each school for income earning plantations, 60 parents received ducklings and chicks to raise as part of the livelihood training program and 40 new bench seats made for the schools. Schools also received educational packs with whiteboards and teaching materials, while 7 teachers were trained in child-friendly teaching methods, classroom management strategies and child rights and protection.

BCSS also continued to support 1100 students through the *Direct Child Sponsorship* program, seeing 41 successfully complete the 12th grade and 9 graduate from tertiary studies.

Stage one of the *Water for Health and Economic Development* project in northern Bangladesh is almost complete (scheduled for completion October 2019), bringing clean drinking water to approximately 660 students and teachers, and 2000 litres per day to the surrounding community.



1138

STUDENTS
SPONSORED
DCS - 1102
CFSD - 36



1 SCHOOL GARDEN
DEVELOPED AND
AGRICULTURAL TRAINING
CONDUCTED IN THE SCHOOL



33
SCHOOLS

7 TEACHERS
RECEIVED
TRAINING

40 NEW BENCHES
WERE MADE FOR
CLASSROOMS

41
STUDENTS
GRADUATED
FROM 12TH
GRADE

9
STUDENTS
GRADUATED
FROM TERTIARY
STUDIES

500 FRUIT TREES
DISTRIBUTED TO
COMMUNITY FOR INCOME
EARNING PLANTATION



60 PARENTS RECEIVED
DUCKLINGS AND
CHICKS TO RAISE AS PART OF
THE LIVELIHOOD TRAINING

111 STUDENTS AND
THEIR PARENTS
TRAINED IN
FIRST AID

Impact Story

BITHY, 8

Bithy is eight years old and lives in a small riverside village of Southern Bangladesh. Her father is a fisherman and sells his fish at the markets, while her mother stays home to maintain the small parcel of land beside their house that they have cultivated. Her two brothers go to school and her parents wish that she would also go to school and one day become a nurse.

But Bithy does not enjoy going to school. She often skips school, running and hiding when it's time to go to class.

That was until she heard about the Child Club that had started as part of the CFSD project at her school. Children in this club were taking part in planning school activities like picnics or drama programs and learning more about their rights as a child. Bithy thought this sounded fun and decided to join the group.

Being part of the Child Club has now made her excited to go to school. She has become the secretary of the group and attends school regularly, even topping her class during her last exams.





Stop Child Marriage: Day Observation

বাল্যবিবাহকে না বলুন



তারিখ: ৩০সেপ্টেম্বর-২০১৮

আয়োজনে: ধারাবাশাইল এস.ডি.এ. মিশন স্কুল।



“সমাজে নারী পুরুষ একমত পোষন করি
বাল্যবিবাহকে বন্ধ করি”

- প্রধান অতিথি : মোঃ কামরুল ফারুক, অফিসার ইনচার্জ, কোটালীপাড়া থানা, কুমিল্লা।
- বিশেষ অতিথিবৃন্দ : উত্তম কুমার বাউড়ে, চেয়ারম্যান, কান্দি ইউনিয়ন পরিষদ।
- : মি. মানিক বল, সেক্রেটারী, এস.ডি.এম গেটপাড়া, গোপালপাড়া।



Year in Review Nepal

This year renewed our focus on women's health issues in Nepal. *Our Women, Girls and Child Rights* program, implemented by CAED, aims to ensure girls and women in rural Nepal are empowered to enjoy their reproductive rights and live healthy and dignified lives. 500 children were empowered as Child Representatives and included as part of regular discussions about issues affecting adolescents and females in their community such as child marriage, reproductive health issues and the consequences of chauupadi (menstrual isolation) practices. They were taught about their rights and the importance of attending school, even as females during menstruation. As a result of these discussions, we have seen an increase in the number of girls regularly attending school.

This program also mobilised Model Couple Campaigners to visit communities and raise awareness of health and hygiene issues, particularly in relation to pregnant and post-natal mothers. These couples went door-to-door educating families about the causes of Uterine

Prolapse and teaching prevention techniques, as well as encouraging communities to end menstrual isolation practices.

COSAN and 3AN have continued to support children through our Direct Child Sponsorship program in Nepal, with over 500 children across three schools receiving education assistance.

Forget Me Not have been exploring opportunities with COSAN and undertaking training within their current school and home, so that if a child wanted to be reunited with their families we could ensure that their families were supported through this integration. At this stage, eight children have been identified and are at various stages of reintegration.





1016

STUDENTS
SPONSORED

CFD - 498

DCS (3AN) - 174

DCS (COSAN) - 344



82% OF GIRLS IN GRADE
7 HAVE ATTENDED
SCHOOL FOR AT LEAST THREE
QUARTERS OF THE SCHOOL
YEAR - INCREASED BY 3%
SINCE LAST YEAR



7 STUDENTS GRADUATED
FROM 12TH GRADE

53% OF MEN VISITED
BY MODEL
COUPLES ARE DEMONSTRATING
REDUCED DOMESTIC LABOUR
FOR THEIR PREGNANT OR
POST-DELIVERY WIVES





Impact Story

DHAN, 16

When you see Dhan, 16, all you notice is a quiet, calm girl, who loves hanging out with her friends like any other teenager.

Begin talking to her and you can see the courage in her eyes. When she joined the child club in her village started by our partner CAED three years ago, she began going to school regularly. "Each year as a change agent has seen some growth in me," she says. "I learnt about menstrual hygiene, cleanliness, uterine prolapse, and so much more."

The year started like any other, when Dhan returned to school after the holidays, did homework, and played with other girls nearby. But a few days later she noticed that one of the girls in her class had not returned to school. Everyone in the school came to know that the girl was going to get married – she is 15 and the groom is 16. Dhan and other change agents in the school had a discussion with their teachers and decided that they had to do something about this. They visited the families and tried to stop them from going ahead with the wedding.

"We went to the boy's house first. His family questioned us saying 'who said child marriage is illegal?'. Even the neighbours were saying that 16 is the legal age for marriage and by the time girls reach 20 they are too old. But we opposed them and said there are consequences of child marriage and many problems arise, such as poor health and uterine prolapse. They won't be able to finish their studies too. Still the elders argued saying they will let her do her homework at home, but we know the reality. She will spend all her time doing household chores."

After much persuasion they agreed and sent the girl back to her own house, and she is back at school too. They will get legally married after they are both 20, if they still wish.





Asian Aid

Board of Directors

The following people have each been a Responsible Person/Director of the Asian Aid Board this year:

John Hammond - Chairman

Dip Teaching, BA (Hons), PhD

John has worked for many years as a teacher, a principal and an administrator in the Adventist education system. John and his wife Sue have been supporters of Asian Aid for many years.

Date Appointed: 27 October 2011

Colin Raymond - Deputy Chairman

B.Sc, MBA

Colin has worked as a consultant to financial institutions and government. His business expertise includes business development, sales and relationship management, strategy and product planning. He is strategic, analytic and results oriented. He has had extensive experience in the field of International Development over the past two decades in both private and public sectors. He is currently Lead Financial Sector Specialist with the World Bank Group.

Date Appointed: 9 September 2018

David Heise

B.Sc, Masters in Engineering Science and Computing, PhD in Leadership

David has held a variety of positions in software development and management at Sanitarium, Hewlett-Packard, Avondale College of Higher Education and Andrews University. He is currently employed full-time as IT Internal Solutions Manager at Sanitarium. He is a passionate supporter of Asian Aid, through the child sponsorship programs and various special projects.

Date Appointed: 28 August 2016

Alan Bates

Dip Volunteer Management

Alan comes with 40 years' experience in leading, training and managing volunteers. For 21 years Alan was Volunteer Services Manager at Wesley Mission Sydney. In retirement, he now resides on the mid-north coast. He continues his 50 year association with the SDA Church Pathfinder movement, previously as District Director, 35 years in the Sydney area and now for the North NSW Conference. For nine years Alan served on the ADRA Advisory, Greater Sydney area and brings that knowledge to regional NSW. Alan graduated in the first class for the Diploma of Volunteer Management Practices, conducted by the School of Volunteer Management. He has presented papers at State, National and International Volunteer Conferences. Alan has served in the past as a board member of the state volunteer peak body 'The Centre for Volunteering' for 11 years.

Date Appointed: 19 August 2012

Kaye Zyderveld

B.Com

Kaye Zyderveld is the Chief Financial Officer (treasurer) of Seventh-day Adventist Schools and Conference in South Australia. She has a Bachelor of Commerce and has worked in the financial analysis and reporting field in the for-profit and non-profit sectors, including TAFESA, as a Senior Business Analyst. Prior appointments include lay member of church and school boards for SA Conference, Australian Union Conference and South Pacific Division. She supports the Asian Aid team through providing her forensic accounting expertise.

Date Appointed: 21 August 2011

RESIGNED OR RETIRED BOARD MEMBERS

Norman Carlsen

B.Sc (Hons) M.Ec, Grad Dip Comp Stud, PhD

Norm has worked in the Australia Public Service and private industry prior to taking up a position at Avondale College of Higher Education, where he lectured for approximately 20 years in Mathematics, Computing, Economics and Finance. Although retired, his background in commerce and academia provides useful input to the Board.

Date Appointed: 7 August 2018

David Swain

B.Legal Studies, Masters of Laws, Diploma of Criminology

David has been a lawyer for over 35 years, both in private and public practice. Previous positions included a senior lawyer, corporate manager, investigator and policy advisor for a number of NSW Government agencies for over 30 years in the Attorney General's Department, Health Care Complaints Commission and Department of Premier and Cabinet. He has also been a Justice of the Peace, Coroner, Court Registrar, Chamber Magistrate, University Law Lecturer and a legal member of the health registration board. He currently runs his own business as a legal consultant.

Date Appointed: 7 August 2018

Justin Boyd

B.Engineering (Software), Grad Dip. Ministry and Theology

Justin has previously worked as Technical Manager for Compassion Australia. He is currently both a Pastor and management consultant. His experience in the not-for-profit sector is a valuable addition to the Asian Aid Board. He provides insights around how technology can intersect with the humanity of development and highlights best practice in the not-for-profit sector.

Date Appointed: 7 August 2018

Kerryn Patrick - Company Secretary

Cert IV in Business Management

Kerryn has been an employee of Asian Aid Organisation since 1988. Her current role is Relationship Manager.

Date Appointed: 7 September 1996

Stephen Baxter

Date Appointed: 18 July 2004

Date Retired: 9 September 2018

Stephen Wong

Date Appointed: 18 August 2013

Date Resigned: 30 July 2018

Ken Long

Date Appointed: 27 August 2017

Date Resigned: 29 July 2018

Sara Bolst

Date Appointed: 27 August 2017

Date Resigned: 1 August 2018

Peter Truscott

Date Appointed: 7 March 2017,

Date Resigned : 22 March 2019

MEETINGS OF RESPONSIBLE PERSONS

During the year, thirteen meetings of Responsible Persons (including Committees of Responsible Persons) were held. Attendance by each Responsible Person during the year was as follows:

Name	Eligible to Attend	Meetings Attended
John Hammond	●●●●●●●●	●●●●●●●●
Colin Raymond	●●●●●●●●	●●●●●●○
David Heise	●●●●●●●●	●●●●●●●●
Alan Bates	●●●●●●●●	●●●●●●●●
Kaye Zyderveld	●●●●●●●●	●●●●●●●●
Peter Truscott	●●●●●●●●	●●●●●●●●
Norman Carlsen	●●●●●●●●	●●●●●●○
David Swain	●●●●●●●●	●●●●●●○
Justin Boyd	●●●●●●●●	●●●●●●○
Stephen Baxter	●●●●●	●●●●○
Stephen Wong	●●●●	●●●●
Ken Long	●●●●	●●●●
Sara Bolst	●●●●	●●○○

Summary Financial Statements

INCOME STATEMENT - ACFID format for the year ended 31 March 2019

REVENUE	2019	2018
Donations and Gifts	\$	\$
-Monetary	3,363,873	3,700,301
Bequests and Other Income	105,519	337,171
Grants	0	0
Investment Income	46,814	19,755
TOTAL REVENUE	3,516,206	4,057,227
EXPENDITURE		
International Aid and Development Programs Expenditure		
International Programs		
Funds to International Programs	2,860,801	2,517,726
Program support costs	539,720	487,876
Community Education	19,865	37,348
Fundraising Costs		
Public	130,869	183,020
Government, multilateral and private	0	0
Accountability and Administration	419,275	426,836
Non-Monetary Expenditure	0	0
TOTAL EXPENDITURE	3,970,530	3,652,806
SURPLUS/(DEFICIT)	(454,324)	404,421
TOTAL COMPREHENSIVE INCOME	(454,324)	404,421



BALANCE SHEET - ACFID format as at 31 March 2019

ASSETS	2019	2018
Current Assets	\$	\$
Cash and Cash Equivalents	409,132	824,822
Trade and Other Receivables	14,198	8,360
Other Financial Assets	1,294,940	1,270,170
Other Assets	5,242	11,335
Total Current Assets	1,723,512	2,114,687
Non-Current Assets		
Property, plant and equipment	327,938	342,968
Intangible Assets	48,875	97,010
Total Non-Current Assets	376,813	439,978
TOTAL ASSETS	2,100,325	2,554,665
LIABILITIES		
Current Liabilities		
Trade and Other Payables	29,680	50,710
Borrowings	4,603	4,680
Provisions	93,390	68,023
Total Current Liabilities	127,673	123,413
Non-Current Liabilities		
Provisions	6,152	10,428
Total Non-Current Liabilities	6,152	10,428
TOTAL LIABILITIES	133,825	133,841
NET ASSETS	1,966,500	2,420,824
EQUITY		
Reserves	0	3,100,000
Retained Earnings	1,966,500	(679,176)
TOTAL EQUITY	1,966,500	2,420,824

STATEMENT OF CHANGES IN EQUITY for the year ended 31 March 2019

	Reserves	Earnings Retained	Total
	\$	\$	\$
BALANCE AT 1 APRIL 2018	3,100,000	(679,176)	2,420,824
Adjustments of changes in equity due to adoption of new accounting standards			0
Items of other comprehensive income			0
Excess of revenue over expenses - surplus/(deficit)		(454,324)	(454,324)
Other amounts transferred (to)/from reserves	(3,100,000)	3,100,000	0
BALANCE AT 31 MARCH 2019	0	1,966,500	1,966,500

Notes to the Summary Financial Statements For the Year Ended 31 March 2019

Note 1 – Accounting Policies

The summary financial statements have been prepared from the audited financial statements of Asian Aid Organisation Limited for the year ended 31 March 2019. A copy of the full financial statements and auditor's report will be sent to any member, free of charge, upon request.

The financial statements, specific disclosures and the other information included in the summary financial statements are derived from, and are consistent with, the full financial statements of Asian Aid Organisation Limited and have been formatted to comply with the financial reporting requirements of the ACFID Code of Conduct. The

summary financial statements cannot be expected to provide as detailed an understanding of the financial performance and financial position of Asian Aid Organisation Limited as the full financial statements.

The summary financial statements have been prepared in accordance with the requirements set out in the ACFID Code of Conduct. For further information on the Code please refer to the ACFID website at www.acfid.asn.au.

The presentation currency used in the financial statements is Australian dollars.



Independent Auditor's Report



PARTNERS
Robert Magnussen B Bus FCA
Paul Fahey B Bus CA
Rodney Smith B Fin Admin FCA
Bart Lawler B Com CA
Patrick Brennan B Com CA
Allison McKinnon B Bus CA

Independent Auditor's Report

To the Members of Asian Aid Organisation Limited

Opinion

The summary financial statements which comprise the Balance Sheet – ACFID Format as at 31 March 2019, the Income Statement - ACFID Format and the Statement of Changes in Equity for the year then ended and related notes, are derived from the audited financial report of Asian Aid Organisation Limited (the "Company") for the year ended 31 March 2019.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, on the basis described in Note 1.

The summary financial statements have been formatted to comply with the financial reporting requirements of the ACFID Code of Conduct.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards - Reduced Disclosure Requirements. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 4 July 2019.

Directors' Responsibility for the Summary Financial Statements

The Directors are responsible for the preparation of the summary financial statements on the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report and comply with the financial reporting requirements of the ACFID Code of Conduct, based on our procedures, which were conducted in accordance with Australian Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements.

Independent Auditor's Report (Continued)

To the Members of Asian Aid Organisation Limited

Other Information

The Directors are responsible for the other information. The other information comprises the information included in the Company's Annual Report for the year ended 31 March 2019, but does not include the summary financial statements and our auditor's report thereon.

Our opinion on the summary financial statements does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the summary financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

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

NorthCorp Accountants



Robert Magnussen
Partner
Chartered Accountant
Registered Company Auditor

10 - 12 Short Street
Port Macquarie NSW 2444

Dated: 4 July 2019

PARTNERS

Robert Magnussen B Bus FCA
Paul Fahey B Bus CA
Rodney Smith B Fin Admin FCA
Bart Lawler B Com CA
Patrick Brennan B Com CA
Allison McKinnon B Bus CA

Auditor's Independence Declaration

Under Subdivision 60-40(1)

of the Australian Charities and Not-for-profits Commission Act 2012

To the Directors of Asian Aid Organisation Limited

I declare that, to the best of my knowledge and belief, during the year ended 31 March 2019, there have been no contraventions of:

- (i) the auditor independence requirements of Australian professional ethical pronouncements, and
- (ii) any applicable code of professional conduct in relation to the audit.

NorthCorp Accountants



Robert Magnussen
Partner

Dated: 4 July 2019

Thank You

Thank you for choosing to support Asian Aid. Your generosity, compassion and enthusiasm empowers us to help give hope to disadvantaged children, their families and communities. On behalf of the Asian Aid team, thank you.



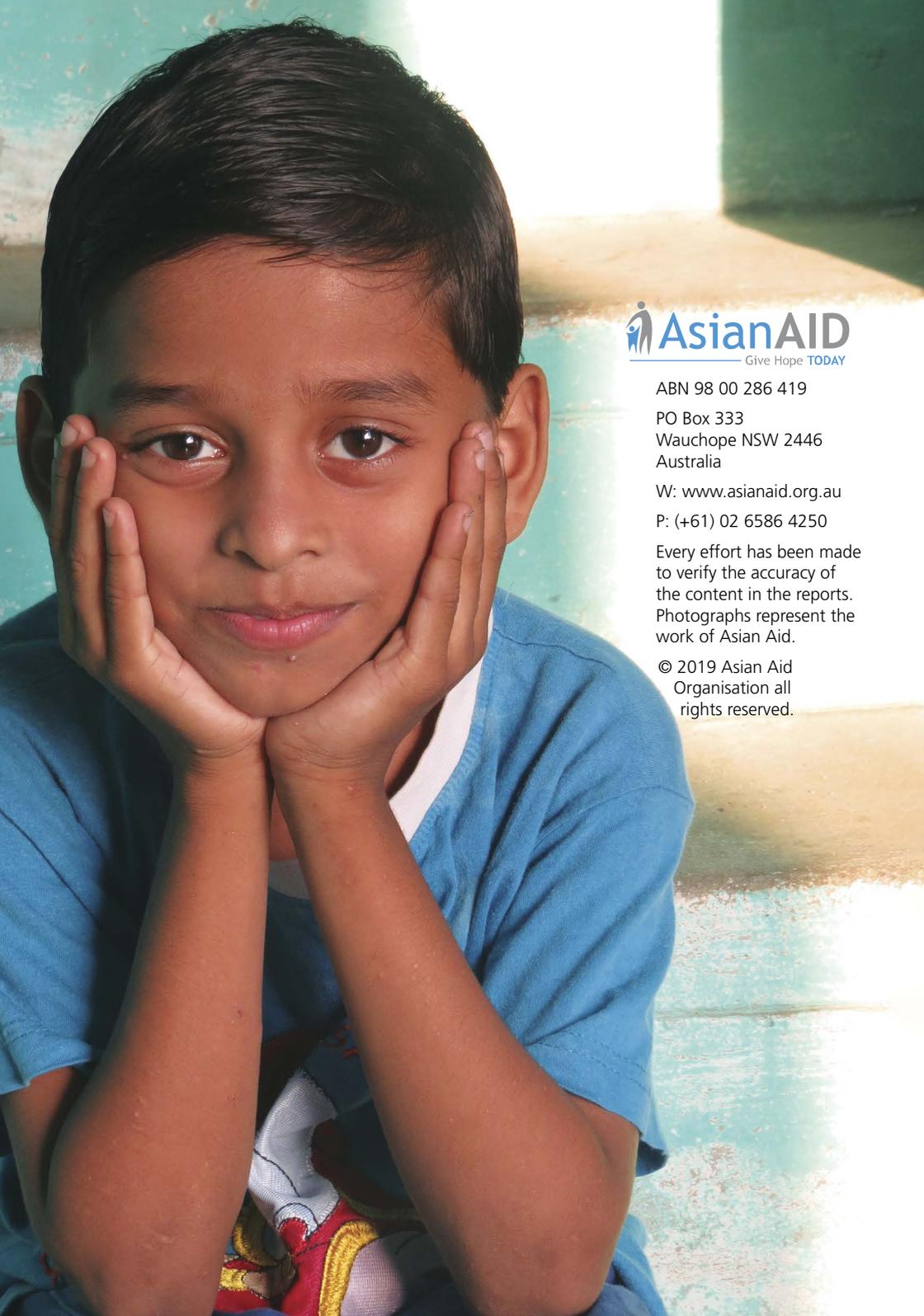
CORPORATE INFORMATION

To request a copy of the full audited financial report for the year ending 31 March 2019, please write to the Company Secretary: Kerryn Patrick, PO Box 333, Wauchope, NSW, 2446, Australia or email kerryn.patrick@asianaid.org.au.

Asian Aid Organisation values supporter feedback and has a formal process for addressing feedback and complaints. The

'Contact Us' page on www.asianaid.org.au provides an easy way for the public and friends of Asian Aid to provide comments and/or suggestions, or to lodge a complaint. Supporters can also provide feedback over the phone – call (+61) 02 6586 4250 – or by writing to us at PO Box 333, Wauchope, NSW, 2446, Australia. In each case, feedback is directed to the relevant staff or concerned department for resolution. To lodge a complaint against Asian Aid Organisation, or to request a copy of Asian Aid's Complaints Policy, contact Kerryn Patrick (Relationship Manager) at kerryn.patrick@asianaid.org.au or on (+61) 02 6586 4250





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Every effort has been made to verify the accuracy of the content in the reports. Photographs represent the work of Asian Aid.

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