

2021 REPORT

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In these times of instability and uncertainty, the support we have received from our donors, partners, board, staff and well-wishers has been extra special to us. Thank you for your generous financial help, prayer support, and hard work, that have been consistent and dependable. You have changed lives, lifted people up, and made the world a better place. We can only do what we do because of kind people like you! We appreciate you, and are thankful.





- 20. Summary Financial Statements
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REPORT HIGHLIGHTS



NEPAL

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We first met 15-year-old Diya in Scheer Memorial Hospital when she was being treated for a very serious case of meningitis. After she recovered, she was brought under our care.





INDIA

Children like 12-year-old Abdul and his family were grateful for the help they received during the lockdown. His widowed mother usually works as a housekeeper in several houses to support her two children, however due to COVID-19 she was unable to work.

BANGLADESH

In rural Bangladesh, Rifat was very excited to tell us how our WHED project was impacting his family and community. His family engages in farming and runs a small shop but these still do not provide enough income for the family.

A NOTE FROM OUR CHAIRMAN COLIN RAYMOND

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As we entered into 2020-21 we knew our work would not be 'business as usual'. During this past year there have been many challenges for everyone and this was never more so than in the developing world. he Asian Aid Organisation's Board, management and team reacted quickly and, in close consultation with our Partners, we provided additional emergency support for vulnerable children, their families and communities.

Our key objectives were to keep the children safe as schools closed and they were sent home. In the first instance, food insecurity and welfare checks were identified as the first key factors that we implemented. Secondary, was how do we return children to learning and keep them in the education system? For some schools and children, it was easy to implement online learning and to provide materials to continue to learn. However, for other children, many were unable to continue their studies due to lack of electricity or remoteness or other challenges like helping their parents work in the fields.

That is why over the course of 2021-22 we will be focussed on 'No Child Left Behind'. Additional resources will be provided for those children identified through our welfare checks as higher risk than others.

We will also be relaunching our Women's Health Program in Nepal which was delayed due to COVID-19. We have been undertaking renovations and improvements of schools we support and will continue to upgrade infrastructure to ensure the children have every advantage. We are also pleased to be expanding our Village School's Program in Bangladesh with an additional three schools that will continue to support the children who attend our Adventist Schools, the parents and communities in the surrounding area. This will continue to create sustainable outcomes for not just the child but the family as a whole. We are deeply grateful to our donors and sponsors. You continue to give hope where none was ever imagined. For every hurdle, we found a Blessing. Through your continued support of Adventist education and to our programs throughout India, Bangladesh and Nepal, you helped lift those most vulnerable into God's hands and into the light. As Psalm 82: 3-4 states, "Defend the weak and the fatherless; uphold the cause of the poor and the oppressed. Rescue the weak and the needy; deliver them from the hand of the wicked", you have faithfully given.

As Chairman, I would like to express my sincere appreciation to my fellow directors, management and team members and Partners. Together, and with your support, we have protected the most vulnerable and navigated through an event that we will be unlikely to ever experience again in our lifetime.

Children and child sponsorship is part of our DNA. We have always believed that all children and young people have a right to grow, learn and play in a safe and nurturing environment.



They also have a right to receive adequate care and protection from all forms of exploitation, neglect or abuse. At Asian Aid, 'It's all about the kids' because the Bible says children are important to the Kingdom of Heaven and should be valued.

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.



LOOKING BACK 2020-2021

Number of students sponsored: DCS: 305 CFD: 314 Number of schools: 9 Number of CFD and CFSD Projects: 1 Number of families who received food relief: 910



Providing support for vulnerable students and their families both in urban as well as rural areas has been more critical than ever.

hroughout 2020 due to extended lockdowns and restrictions on movements, our partner staff in Nepal contacted students for welfare checks by phone, and when it was safe to do so, by direct home visits. Home visits, conducted by Adventist teaching staff, Child Activists

Facilitators (CAFs) and Model Couple Campaigners (MCCs), included providing counselling and raising awareness about safe hygiene practices during COVID-19. Our Partners, in coordination with remote government health agencies, provided essential food packages and cash relief payments to ensure children and their families had access to basic supplies during lockdown.

Despite the sudden impact of COVID-19, we along with our Partners in Nepal were able to make the most of the circumstances and improve learning environments for the children.



access to learning opportunities. We further mobilized leaders in the community to talk about reproductive health rights including the dangers of chhaupadi (menstrual huts) and child marriage. As a result of these key influencers, some of the families abandoned chhaupadi huts and the adolescents and women impacted

returned to their houses again.

As part of our 'Return to Learning' campaign, our schools in Nepal used the COVID-19 lockdown period to expand and renovate so that children could return to a better learning environment. Construction of additional classrooms, extension of common areas like the library, and fresh paint brightened up the schools. In addition, some of our children's homes were

Our Partners continued working with local governments to form Child Rights Protection Committees in project areas. These committees work to protect children from exploitation, prevent child marriage and ensure children have upgraded to better accommodate the growing needs of adolescent students. Despite the sudden impact of COVID-19, we along with our Partners in Nepal were able to make the most of the circumstances and improve learning environments for the children.

STORY OF CHANGE 2021



Diya 15, Nepal

We first met 15-year-old Diya in Scheer Memorial Hospital when **she was being treated for a very serious case of meningitis**.

After she recovered, she was brought under our care.



n the beginning it was difficult for Diya to cope with her studies. Thanks to her hard work and determination, Diya is now first in her class. Indeed, Diya's life has totally changed since she joined the school.

In her village her family struggled to live peacefully with neighbours because they came from what is considered a lower caste. In school she is treated as an equal by her friends and is able to live happily and healthily. She is safe and well. Her mother, who is mentally ill, is unable to take care of her.

Diya stayed in the school during the lockdown, attending online classes from her boarding house facilitated by the Adventist school staff. One of her teachers said, "We do not know how her life would have turned out if she had stayed in her village."

Diya dreams of becoming a teacher. With her positive attitude and determination to improve, Diya is well on her way to achieving her dreams and becoming a future leader.

LOOKING BACK 2020-2021

D)

Number of students sponsored: DCS: 1597 CFD: 396

Number of schools: 68

Number of CFD and CFSD Projects: 3

Number of families who received food relief: 1924

India 2021

Just like in Nepal, financial and food relief was central to our work in India this year. Whilst it was challenging at times, we along with our Partners in India were able to refocus program activities on responding to emergency needs.

n some Adventist village school communities the school classrooms were used as distribution points for relief supplies to students and families. Our after school tuition programs, in addition to working as relief collection points, allowed opportunities for children and their families to connect with teaching staff and provided much needed social support and educational continuity. Students were kept engaged through poster competitions, craft activities and learning worksheets that were able to be completed from home. We saw significant achievements from the efforts of our Partners as they thought of new ways to deliver program outcomes. Women from our tailoring programs used skills learnt to sew face masks and distribute them throughout their local community. New initiatives such as these, delivered by our Partners, provided opportunities and positive change in the lives of children and adults across our programs. The wellbeing of students across the country was monitored through welfare checks, conducted primarily via phone calls. Welfare

checks included questions on the family's ability to return to work, the physical and mental health of household members, and the child's access to online and hard-copy learning resources. In many cases our Partner staff kept in touch with students and their families through social media platforms, like WhatsApp, posting regular updates on COVID-19, changing government restrictions and recommended hygiene practices. Students and their families were provided information on measures like sanitizing, wearing masks and maintaining social distance. In our Adventist village school communities teaching staff, where possible, conducted home visits with students and their families to ensure the family's wellbeing, and to provide hardcopy learning resources and feedback on assignments. In the height of the lockdowns, Adventist schools delivered learning materials through online platforms such as WhatsApp and Zoom. And when allowed to do so, schools commenced face-to-face learning through staggered class sessions with agreed COVID-Safe management plans in place.



Abdul 12, India

Children like 12-year-old Abdul and his family were grateful for the help they received during the lockdown. His widowed mother usually works as a housekeeper in several houses to support her two children, however due to COVID-19 she was unable to work.

STORY OF CHANGE 2021

ur sponsorship has meant that her children continued studying whilst the food relief packages ensured they did not go hungry for those

months.

During the lockdown, Abdul was careful in following all the preventive steps to stop the spread of COVID-19. He spent his time playing indoor games with his brother and neighbour, as well as attending online classes. Abdul feels he is blessed to be able to study and has learnt a lot from his teachers. Now his ambition is to be a doctor and serve the sick. This dream keeps him motivated to do his best. With the right guidance and nurturing, Adbul has gained the confidence that he has a bright future ahead. Abdul says, "I have gained good command of English, am learning to be responsible in finishing my homework and study without anyone reminding me. I have learnt to be punctual, hygienic and neat. All of these things will help me in the future."

LOOKING BACK 2020-2021

Number of students sponsored: DCS: 896 CFD: 116 Number of schools: 39 Number of CFD and CFSD Projects: 2

Number of families who received food relief: 2243



Rifat 10, Bangladesh

In rural Bangladesh, **Rifat** was very excited to tell us how our WHED project was impacting his family and community.



If is family engages in farming and runs a small shop but these still do not provide enough income for the family. Our irrigation system has created a huge opportunity for them and their community to grow crops year-round rather than having to wait for seasonal rain resulting in more than one paddy season. They have also been able to grow a range of new vegetables which sell better in the market including potatoes, egg plants and other winter vegetables.

STORY OF CHANGE 2021

Education and training have also been a big part of the WHED project with farmers being taught new skills and undergoing workshops. Training sessions have been conducted for local women to teach skills that generate a domestic income. Women and girls have also attended several seminars teaching them of their rights, to be aware of social issues and how to protect their community.

Rifat's family said they are honored and privileged to be part of the WHED project and are thankful to you, the donors, for providing that opportunity.

BANGLADESH

An enormous challenge faced by our Partner in Bangladesh was the desperate need faced by many families and communities for food relief.

he majority of the people involved in our programs work as day labourers, so with strict lockdowns in place they were unable to access work and were therefore unable to provide food

for their families. With your support our Partner was able to secure regular food supplies and safe distribution channels. Food packages provided much needed relief for struggling families. Our Partner also successfully completed financial relief transfers to those students who were too remotely located to collect food packages. Students and

Students and their families were able to use these finances to purchase food and supplies in their local communities.??

raised through the 'Family Food Fund' to feed additional families surrounding the Village Schools, creating trust and further exemplifying the values and mission of the schools.

> Besides food relief, we also managed to recommence and complete several building projects in our schools. This

remotely located to collect food packages. Students and their families were able to use these finances to purchase food and supplies in their local communities.

To pull through periods of significant scarcity, our Adventist village schools used support

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Joy is good at cutting the grass

included improvements to the Maisie Fook School involving the completion of a new security wall, electrical upgrades and the construction of a new playground, and Kellogg Memorial

Centennial renovations of the church and boarding facilities. When students were able to physically return to school they were very excited to see the significant improvements that had been made.

Despite the challenges of lockdown, Phase Two of the WHED Project continued to grow and deliver fantastic outcomes. Having access to a

reliable water supply has made an incredible difference for the school and the surrounding community. The school principal reported that due to the new irrigation system, the school harvested over 2,500 kilograms of potatoes, which served 500 children for three months in the school cafeteria. As lockdowns lifted.

When students were able to physically return to school they were very excited to see the significant improvements that had been made.



our Partner has held classes for farmers to learn how to diversify their crops and effectively use the irrigation system created for them. Local farmers have been able to earn additional income by selling their crops, leading to greater food security. As we work

towards the goal of sustainable outcomes, this project is a shining example of how, together with your support, we can make a difference to the lives of not just one child but to the lives of many children and the community as a whole.

OUR PEOPLE

Our Team

PAUL ESAU - CEO

TAMMY MOSES Programs Manager

JOANNA RYAN *Programs Manager*

SUE BOURKE *PR, Marketing and Fundraising Manager*

KERRYN PATRICK Relationships Manager

SHARON MCKAY Human Resources Manager

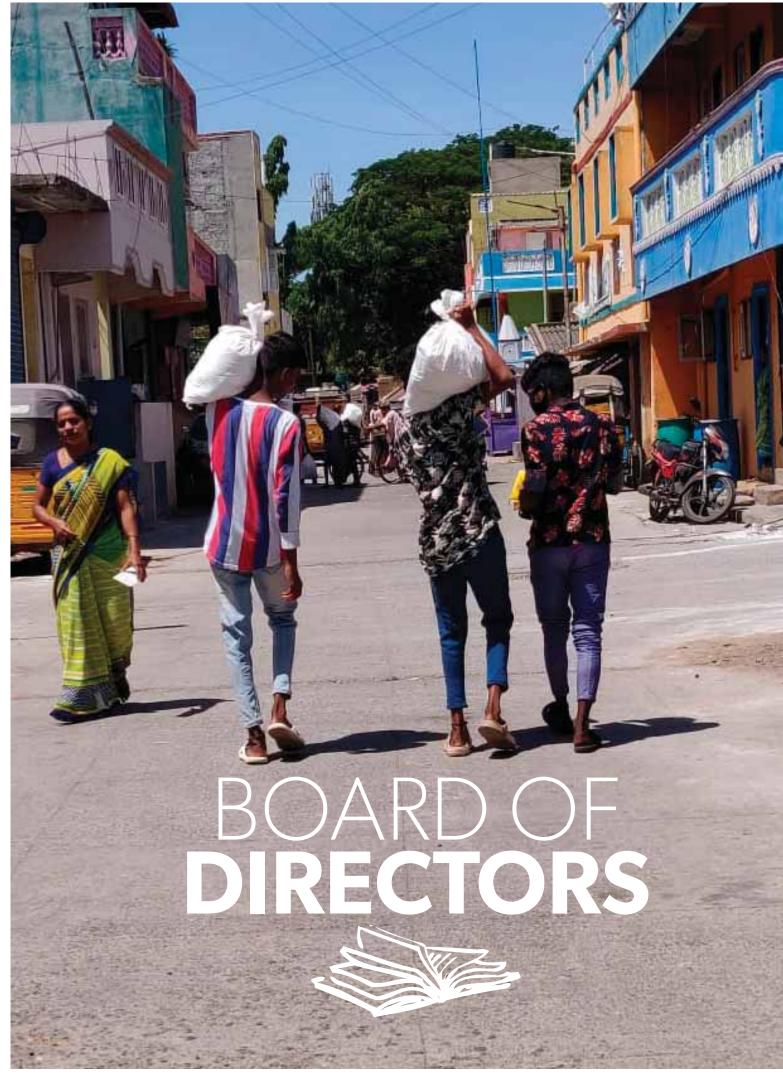
MONICA HARRISON Senior Programs Coordinator LINDA MAPSTONE Programs Finance Coordinator

PUDENS S Communications and Social Media Officer (India)

INEKA MARTIN Supporter and Events Coordinator

JACINTA FRANKS Communications Coordinator

JAMES STEVENSON
IT Analyst





COLIN RAYMOND, CHAIRMAN BSc, MBA

Date Appointed 9 September, 2018

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.



DAVID SWAIN, DEPUTY CHAIR *B Legal Studies, Master of Laws, Diploma of Criminology*

Date Appointed 7 August, 2018

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.



DAVID HEISE BSc, Masters in Engineering Science and Computing, PhD in Leadership

Date Appointed 28 August, 2016

David has held a variety of positions in IT 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.



KAYE ZYDERVELD BCom

Date Appointed 9 September, 2018

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.



ANNE NORMAN - *B Psychology* Date Appointed 28 July, 2019

Anne Norman is a registered psychologist and has worked for government and non-government organisations for the past thirty years. She has a variety of not-for-profit experience advising at a Board level. She has particular interest and expertise in child protection.



BROOKE SUTTON B Arts/Social Sciences

Date Appointed 25 November, 2019

Brooke Sutton has had extensive experience working in the disability sector and has worked closely with individuals with medical concerns, as well as worked ensuring NDIS compliance and audits. Her Bachelor of Social Work/Arts has given her the skills to work closely with medical professionals and family members to ensure the best quality care for clients. Her experience has given her strong management and interpersonal skills to bring to the Board.



HANNAH CLUA-SAUNDERS BSc, BCmn, DJuris (Hons), GradDipLP

Date Appointed 13 September, 2020

Hannah has a background in international development and law. She has managed anti-corruption, governance and community development programs for the Australian federal government and notfor-profit organisations across the Asia Pacific region. Hannah is also an experienced lawyer having worked in private practice and government roles. She has a particular interest in organisational governance and in ensuring that projects are managed and implemented in a way to maximise positive impacts and reduce corruption risks.



NADINE BRODIE Associate Diploma Childcare

Date Appointed 13 September, 2020

Nadine completed a Diploma in Childcare and then started employment with the Commonwealth Bank of Australia where she developed her skills in leadership development, facilitation and program design. More recently, she has returned to the workforce as an Organisational Development Consultant for local Government where she is responsible for uplifting the capabilities of all leaders across council by delivering innovative learning solutions that are designed to help transform and shape culture. She has a personal passion for improving lives and believes God's love should be shared to all his children around the world.



ANDREW SWAIN B Com (Accounting and Finance); Chartered Accountant Date Appointed 13 September, 2020

Andrew is a chartered accountant and senior finance leader with over ten years experience. Andrew has been responsible for high profile board, market and investor reporting, developing business strategy, delivering efficient financial management and reporting functions, and led numerous strategy reviews and M&A transactions. He is a pro-bono adviser with a demonstrated passion and desire to share God's love and compassion with others.





FINANCIAL SNAPSHOT

Our financial year covers the period from 1 April 2020 to 31 March 2021. Through the generosity of our supporters, we are pleased to report an overall net surplus of \$0.6m for the year. Our donation income grew despite the many challenges we all faced in the past year. Donation income total was \$3.1m with additional government subsidies of \$0.3m. Overall our total revenue was down compared to the prior year, primarily due to a significant bequest received in 2020. Income from bequests are an important part of our future activities and we were very privileged to have received almost \$90k. Our total expenses for this period were \$2.9m with our program spend making up \$2.4m throughout the countries we support. We are very grateful for the ongoing support and generosity of all our donors who continue to make this possible.

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FUNDING DISTRIBUTION

YEAR ENDED 31 MARCH 2021

INTERNATIONAL PROGRAMS

> FUNDRAISING COSTS 6%

PROGRAMS COSTS 18%

ACCOUNTABILITY & ADMINISTRATION

11%



SUMMARY FINANCIAL STATEMENTS

Statement of Revenue and Expenditure for the Year Ended 31 March 2021

REVENUE - AUD	2021	2020
Donations and Gifts		
Monetary	3,101,030	2,989,646
Bequests and Other Income	350,811	2,151,845
Grants	0	0
Investment Income	46,340	68,910
TOTAL REVENUE	3,498,181	5,210,401
EXPENDITURE		
International Aid and Development Programs Expenditure		
International Programs		
Funds to International Programs	1,892,069	2,009,601

	1,052,005	2,005,001
Program support costs	519,586	581,103
Community Education	1,960	16,036
Fundraising Costs		
Public	172,880	165,829
Government, multilateral and private	0	0
Accountability and Administration	313,492	349,128
Non-Monetary Expenditure	0	0
TOTAL EXPENDITURE	2,899,987	3,121,696
SURPLUS/(DEFICIT)	598,194	2,088,705
TOTAL COMPREHENSIVE INCOME	598,194	2,088,705

BALANCE SHEET - as per ACFID format as at 31 March 2021

ASSETS	2021	2020
Current Assets		
Cash and Cash Equivalents	987,405	402,692
Trade and Other Receivables	16,487	38,869
Other Financial Assets	3,437,178	3,433,289
Other Assets	11,473	5,028
Total Current Assets	4,452,543	3,879,878
Non-Current Assets		
Property, plant and equipment	362,446	321,359
Intangible Assets	4,184	9,482
Right-of-use assets	10,954	0
Total Non-Current Assets	377,584	330,842
TOTAL ASSETS	4,830,127	4,210,720

BALANCE SHEET CONTINUED

LIABILITIES

Current Liabilities		
Lease Liabilities	4,463	0
Trade & Other Payables	44,386	19,861
Borrowings	8,866	1,913
Provisions	98,023	118,371
Total Current Liabilities	155,738	140,145
Non-Current Liabilities		
Lease Liabilities	6,715	0
Provisions	14,275	15,370
Total Non-Current Liabilities	20,990	15,370
TOTAL LIABILITIES	176,728	155,515
NET ASSETS	4,653,399	4,055,205
EQUITY		
Retained Earnings	4,055,205	1,966,500
Current Year Earnings	598,194	2,088,705
General Reserves		
TOTAL EQUITY	4,653,399	4,055,205

STATEMENT OF CHANGES IN EQUITY for the year ended 31 March 2021

	Retained	Retained
	Earnings	Earnings
BALANCE AT 1 APRIL	4,055,205	1,966,500
Excess of revenue over expenses - surplus/(deficit)	598,194	2,088,705
BALANCE AT 31 MARCH	4,653,399	4,055,205

NOTES TO THE SUMMARY FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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 2021. 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.



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 Alison 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 2021, 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 2021.

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 20 May 2021.

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.



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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 2021, 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

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Alaine Ylias Lead Auditor Chartered Accountant Registered Company Auditor

10 - 12 Short Street Port Macquarie NSW 2444

Dated: 20 May 2021



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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 2021, 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

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Alaine Ylias Lead Auditor

Suites 1-3, Bourne House 10-12 Short Street Port Macquarie NSW 2444

Dated: 20 May 2021



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To request a copy of the full audited financial report for the year ending 31 March 2021, 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 **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.



ASIAN AID IS A MEMBER OF ACFID

Asian Aid is a member of the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a member, we adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity.







PO Box 333 Wauchope NSW 2446 Australia asianaid.org.au Phone (+61) 02 6586 4250