



THE SALVATION ARMY AUSTRALIA EASTERN

International Development Office (SAID)



ANNUAL REPORT 2010/11

MESSAGE FROM TERRITORIAL COMMANDER



The Salvation Army International Development Office continues to go from strength to strength and I congratulate the team for past achievements in supporting global projects.

Some exciting international development projects and sponsorship of children in many countries have been undertaken because of the generosity of our donors and to all donors I express my sincere appreciation.

We are very grateful to the Australian government for their support as well. I know from firsthand experience whilst serving in Papua New Guinea of the incredible support of AusAID. The lives of so many people and villages were transformed because of funds available.

We thank God for all that has been achieved in the year July 2010 to June 2011 and believe for even greater achievements in the coming years.

**James Condon
Commissioner**

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MESSAGE FROM DIRECTOR

The vision of The Salvation Army International Development Office is to see 'a world, restored by the love of Christ, living in dignity and filled with hope'. We want to address injustice, poverty and its roots within developing communities internationally. This is our reason for existence.

The past year has once again given our team the privilege of working to make this vision a reality and to see fruit for our labour. There is a very real sense of fulfilment when we see:

- The transformation of lives in a village in China that a bio-gas project has made
- The joy of a woman in Nepal who, having completed a tailoring course, now has the hope of a future for herself and her family
- The new direction that the giving of two chickens has made to families in Tanzania
- The change in lifestyle the supply of water to a village has made in Kenya
- The improvement in education that teacher training has made to schools in Kenya
- Trained health workers returning to work in their villages in Papua New Guinea

In addition to the above, some of the highlights of 2010/11 have been:

- Successful fund raising through our Gift Catalogue and our Easter Chicken campaign which provide needed funds to continue our work
- A greater focus by SAID in doing our part to help establish the principles of the Millennium Development Goals
- An opportunity to look at and refine our processes and resources which has resulted in a greater focus on our aims and efficiency in our work

- A growing awareness and partnering with us by members of The Salvation Army
- A continuing partnership with AusAID

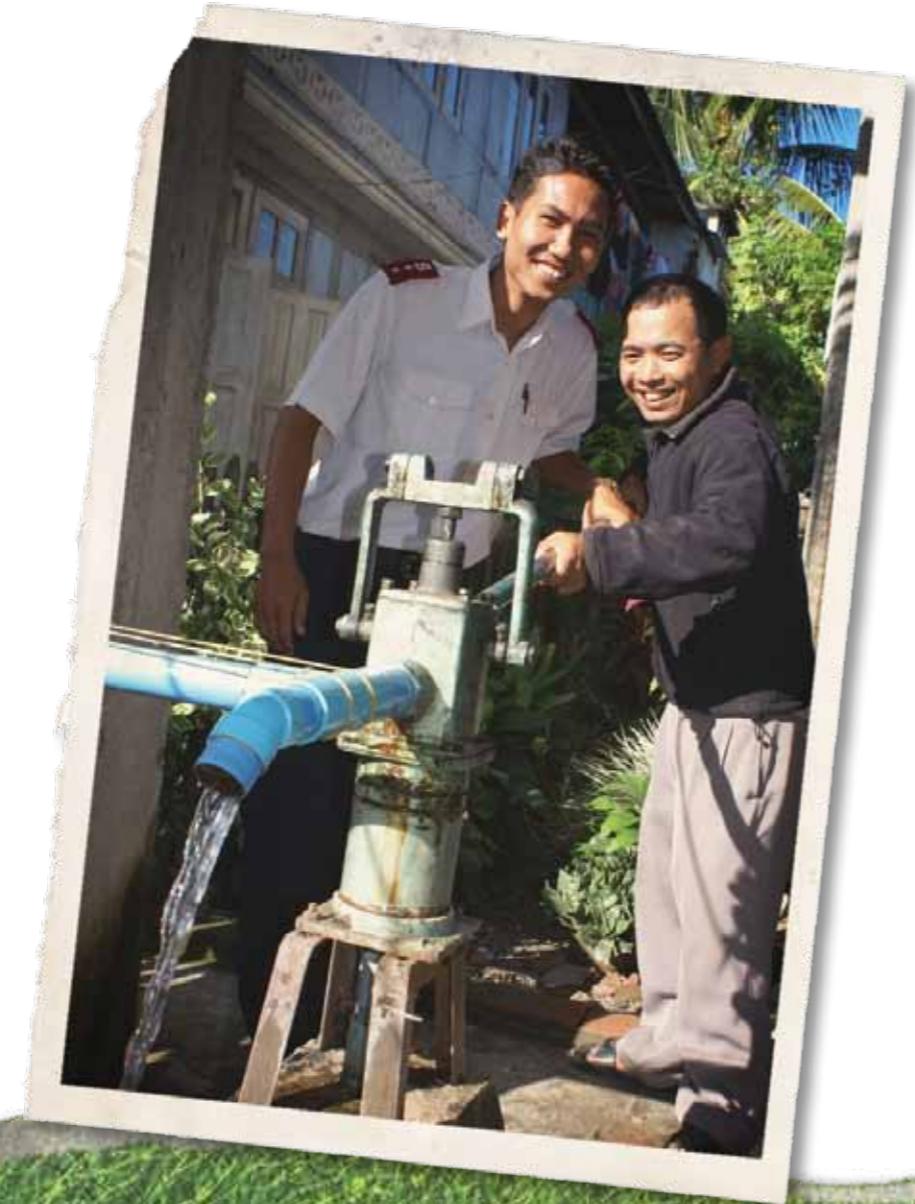
The Salvation Army International Development Office (SAID) has been truly blessed by generous and committed supporters. People both within and outside of The Salvation Army who share our vision of a world that can be restored. I wish to express my sincere thanks to all of our supporters for partnering with us in this special mission.

We are also blessed by a competent group of professionals who make up the SAID Executive Board. The board provide SAID with incredible advice and expertise and to them I express my sincere appreciation.

Then there is my dedicated and competent team who work hard day by day to see our vision of a restored world become a reality. Each of the team gives of themselves and words cannot express my gratitude to them and the privilege I feel having them as my colleagues.

To all our stakeholders it is my desire that this report will be informative and encouraging.

**Pamela Hodge
Lieutenant Colonel**



WHAT IS SAID?

The Salvation Army International Development Office (SAID) is a department of The Salvation Army Australia Eastern Territory, working within the field of international aid and development. SAID takes its values and governance from The Salvation Army which is a worldwide, faith based, not for profit organisation. Some Salvationists and members of the public may have previously known SAADO (Salvation Army Australian Development Office) which operated out of the national secretariat in Canberra. In 2009 the international development work of SAADO was incorporated into the Australia Eastern Territory with child sponsorship and mission team support. SAID now has six full time and one part time staff to manage what is an extensive work.

Mission Statement

The Salvation Army International Development Office (SAID) exists to address injustice, poverty and its roots, within developing communities internationally without discrimination. We do this by working in partnership with women, men and children to meet their physical, economic, social, emotional and spiritual needs in a culturally sensitive manner. Through this process we aim to see individuals and communities with hope and a positive future.

Vision

"A world, restored by the love of Christ, living in dignity and filled with hope"

Values

- Transformation – We see transformation as a continuing process of positive change, which we foster by responding to human need primarily through development programs. However, we understand at times this may necessitate short-term relief and assistance.

- Integrity – We endeavour to be transparent and encourage a spirit of mutual accountability in all dealings with donors, communities and individuals.
 - Compassion and dignity – We see each person as having inherent value with rights and responsibilities. Therefore we seek to invest in the potential of all people, treating them with respect, valuing them as equals and restoring their sense of self-worth.
 - Partnership – We believe that respectfully working alongside communities and other stakeholders will result in the development and implementation of relevant and effective strategies to meet identified needs.
- We believe it is important to provide a bridge between Australian people/organisations with overseas partners so that they have the opportunity to enhance each other's lives.
- Cultural sensitivity – We acknowledge and recognise that all cultures are unique and have innate worth. Therefore our programs are developed jointly with the community in the context of their culture.

SAID EXECUTIVE BOARD

SAID has the benefit of a board of international development specialists who meet ten times a year to assist SAID in the management and accountability of decision making and resource allocation. The technical expertise the board contributes to SAID has been invaluable. Below is a list of the non-staff SAID board members.

Dr Graeme Swincer – Advisor (Agriculture)
Dr Len Drury – Advisor (Rural Water & Sanitation)
Lt Colonel Merv Rowland – Advisor
Mrs Julie Archer – Advisor
Ms Sharon Walker – Advisor (Health)

China “[Drinking Water Supply Ganjiachuan, Minhe County](#)” – This project provided water for a village which was safe to drink and sufficient for their agricultural needs. It also increased the communities opportunities to market some of their goods to provide a small income.



A SNAPSHOT OF COMMUNITY DEVELOPMENT PROJECTS

The SAID office supports community development by working in partnership with communities in Asia, Africa and the Pacific to achieve sustainable outcomes. Our development work encompasses the eight Millennium Development Goals highlighted by the United Nations.

The following are some of the projects we have supported through this office during this last year.



China “[Community Driven Development Program in Xinghong Village, Yunnan Province](#)” – This project not only provided bio gas tanks and pig pens but also included training on pig raising, vegetable gardens planting and how to properly use the bio-gas tanks. It also provided the village with clean drinking water and energy saving stoves.



ERADICATE EXTREME POVERTY AND HUNGER



ACHIEVE UNIVERSAL PRIMARY EDUCATION



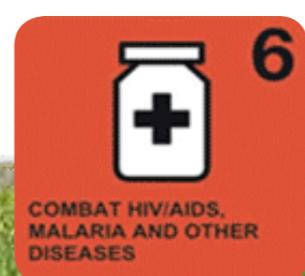
PROMOTE GENDER EQUALITY AND EMPOWER WOMEN



REDUCE CHILD MORTALITY



IMPROVE MATERNAL HEALTH



COMBAT HIV/AIDS, MALARIA AND OTHER DISEASES



ENSURE ENVIRONMENTAL SUSTAINABILITY



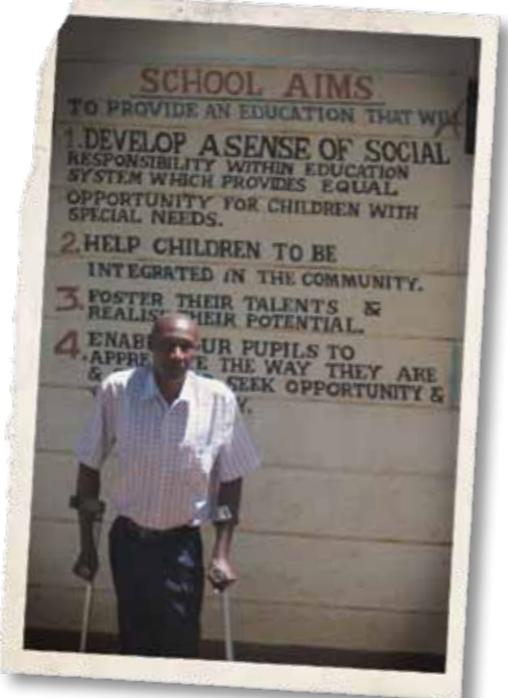
GLOBAL PARTNERSHIP FOR DEVELOPMENT

Compassion & Dignity

Ghana “**Begoro Rehabilitation Centre**” – This centre functions as a 35 bed inpatient unit providing therapy for children with disabilities such as cerebral palsy, epilepsy, bone disorders, effects of paralysis and visual impairments. The funding for this three year program will directly support costs such as staff capacity building, support for patients schooling, rehabilitation equipment, meals and surgery required.



Myanmar “**Integrated Community Development and Livelihood Improvement Programme**” – This is also a three year project with the goal of empowering poor rural families. This will be achieved by improving water access for at least 1000 families and improving income generation prospects for these families through the development of farming plots.



Kenya “**Strengthening Vocational Training and Early Childhood Centres**” – The Salvation Army in Kenya East Territory is providing training and professional development for teachers, management committee members and young people at 9 Youth Polytechnics and the 26 Early Childhood Development Centres. This aims to meet the accredited standard of education required by the Kenyan government.



Papua New Guinea “**Churches Partnership Program (CPP)**” – We are in the second phase of this program which is funded entirely by AusAID. The Salvation Army is privileged to be one of seven churches in this program. The sectors covered in this program are: Governance of Churches; Management; Human Resources; Physical Resources; Planning, Monitoring & Evaluation; Education; Health; HIV/AIDS and Community Development. Many projects focus on capacity building. Current project areas include: small business, computers, accounting, basic maintenance skills, translation, report writing, capacity building for teachers, administrators, health workers, youth workers and those in leadership positions.



The Philippines “**Lapu Lapu Computerised Machines for Skills Training**” – To decrease the number of unemployed youth and the prevalence of crime, The Salvation Army conducts the Lapu-Lapu Sewing School which trains participants in the skills needed for employment in the local garment factories. SAID funding enabled the school to purchase three additional industrial sewing machines which has allowed more of Lapu-Lapu’s youth to enter the course (up to 960 a year), gain employment and break the cycle of poverty.

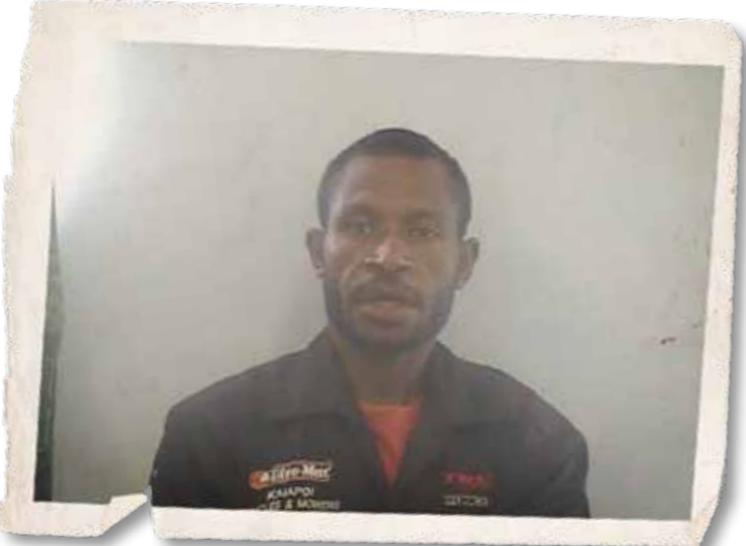


STORIES

Churches Partnership Program

Papua New Guinea

In October 2010 through Church Partnership Program (CPP) funding was provided for Basic Skills Training in welding. Thomas, a 27 year old man from the Eastern Highlands, was extremely grateful for this. He had been unemployed for some time and the income from his market gardening did not cover his family's needs. This also meant he was unable to pay for additional training to improve his job prospects. The training held by The Salvation Army provided him with the additional knowledge and skills he needed to apply for well-paid work. Thomas was one of many graduates



of the course who were able to get a job and be better equipped to support their families as a result of the training.

Muuti Water Project Extension Eastern province

Meru Central District, Kenya

Henry Mboroki and his extended family of 15 (wife Grace, nine children and five grandchildren) are members of the Kanywee area of the Muuti Women's Water Project. The Muuti project - a women's initiative, consists of an extensive network of pipelines that deliver water from the local Mariara River to over 5,000 people. Due to the growth in the number of people drawing water from the project water rationing became necessary, with members receiving water for only a few hours each week.

SAID in partnership with AUSAID have improved the water supply in Kanywee with the addition of a new larger diameter seven km main pipe line and the construction of a 135m³ water storage and distribution tank. Kanywee members now have water on tap in their homes 24 hours a day.

Henry's family are typical of the 260 Kanywee families, who pay USD \$1 a month to the project for the maintenance of the pipelines. Four local schools and a health centre are also connected to the pipe line. Before the Muuti Project, Henry's children would have to carry sometimes unclean water from a swampy area 2-3 kms away. Henry now irrigates their five acre "shamba" (farm) using a hose, growing enough food – maize, bananas, pawpaw – to feed his family



and to also sell to local markets. They also have more water for cleaning and washing. When asked what difference it makes to have water coming to his homestead every day, Henry held his hands to his stomach, smiled broadly and replied with a laugh "We will get fat!"

Supporting the Local Economy

Peter Weru is one of four full time caretakers of an eight and a half acre farm in the Kanywee area producing bananas, pawpaw and mango. The Muuti Water Project has provided the opportunity for this farm, and others like it, to thrive through irrigation. Peter's employer is an absentee landlord who has taken advantage of the piped water and installed a simple sprinkler system to irrigate the farm. Whilst the landlord is primary benefactor of the increased crop production, locals like Peter also benefit from the work that is no longer at the mercy of the sometimes fickle rain. As farm produce increases in the region



through irrigation, more employment opportunities will be created.

Wangzhu Water Project

China

The Wangzhu village in the Hebei Province of Northern China struggled with no access to safe drinking water. The water supply came from a borehole which was undrinkable, so the communities either bought drinking water or got ill. The bore water was also rationed (every one in five days) as it supplied only one third of the needs of the village.

The funding by AusAID and The Salvation Army Australia Eastern Territory provided a new borehole, electricity pumping station and the plumbing materials to connect all 170 households with a tap in their courtyard and one inside their homes. Education and training in water supply and sanitation was also provided on water conservation.

This project completed in March 2011 has meant a huge improvement in living standards for all village members. Safe drinking water has improved health and vegetable gardens now supply their families' needs. The financial situation has improved for some families and this has enabled some to install solar water heaters. The women in particular have had time freed up with water on tap in their homes, one woman cheerfully explaining 'I can now go dancing!'



"GIFTS THAT KEEP ON GIVING"

CATALOGUE

Funds made available through the "Gifts that Keep on Giving" catalogue were used to support a number of projects in the last financial year. Some of these projects were linked with other projects SAID supports. In other cases SAID identified a need through a development project it is supporting (i.e. the need for toilets in a school where SAID is upgrading facilities) and then use funds provided through the gift catalogue to meet this need. Although SAID meets needs in each of the eight UN Millennium Goal areas, five Millennium Goals are targeted in the Gifts that Keep on Giving program.



- 1
- Chickens
- Milking goats
- Seed packs
- Pigs

Chicken Income Generating Project for Women

Tanzania

Some projects require relatively little funding to have a very significant impact. The first year that SAID organised the "Gifts that Keep on Giving" Easter Campaign in 2010, it generated over \$26,000. \$11,000 of these monies went towards a chicken project in Tanzania. Chickens were purchased for women in poor households in three rural areas. The objectives of this project were to improve the production and marketing of traditional chickens in rural communities and to transform traditional ways of keeping chickens, from a family's subsistence into an income generation activity.

Local committees were formed and training sessions were held focussing on generating profit from keeping chickens, feeding and caring for chickens and preparing a business plan for the project. Beneficiaries were from poor households, older parents and guardians taking care of orphans and vulnerable children, who were already making some efforts to keep chickens. Three hundred households were identified.

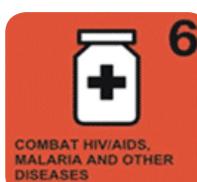
Each family received two chickens that had been vaccinated and treated by vet doctors at the inception of this project. Each family who received the initial chickens was linked with another family that was on the waiting list and who were to receive chickens from the first batch. By the end of July 2011 there were 615 households in the project.



- 2
- Educational material and blackboards
- School desks
- School uniforms
- Braille machines and Braille paper



- 3
- Vocational centre equipment and vocational training
- Literacy courses
- Scholarship fund
- Student kit for a year
- Sewing machines; Hand tool kits



- 6
- Mosquito nets
- Training of home based carers
- Health clinics



- 7
- Toilets in schools and communal areas
- Water tanks
- Bio-Gas Ovens

A widow with four of her own children and one orphan to support, through hard work and dedication is now able to pay for her children's education and provide enough for them all to eat nutritional food. Of her chickens, she bred some, sold some, provided eggs for her family, and sold some eggs to local villagers. As a result of this and other income generation she has been able to purchase two pigs that have produced eight piglets, and has purchased a cow and cultivated a vegetable garden by the river. She is now able to feed her family with protein from the chickens and eggs, meat from the pigs, milk from the cows and fruit and vegetables from the garden. She has plans to purchase some goats as well.

Many women who were provided with the two chickens in the initial distribution are now self-supporting. They are producing enough food for their families, as well as providing an income to meet the general and education needs of their children.



CHILD SPONSORSHIP AND SUPPORT

SAID's Child Sponsorship Program enables individuals and groups in Australia to improve the lives of children living within the developing world. The program administers both individual child and centre sponsorship. There are 2,377 sponsorships administered through the program, with 82% of these sponsorships for individual children. The financial support the children receive helps pay for education, uniforms, and basic medical needs. One of the important activities of the office is to promote the link between child and sponsor. Increasingly, we are seeing the value of this correspondence as relationships develop across borders.

Almost one fifth of child sponsorships now represent centre sponsorship. These sponsorships are directed to children in a Salvation Army-run facility. Currently these include schools for disabled children, crèches and orphanages. The SAID office is looking to grow the proportion of the program's centre sponsorships because of SAID's commitment to a community development focus. Sponsoring a centre ensures all children in that centre have educational opportunities, not just the lucky few sponsored. SAID currently encourages all new sponsors to support centres and existing sponsors to switch to centre sponsorships when their current child finishes school.



Another shift in the child sponsorship program is the commitment to increase the percentage of girls who are sponsored individually on the program. Currently, 52% of children on the program are girls. In many of the countries SAID works in, there is a gender bias towards educating boys. There is a strong argument, supported by research that suggests by educating girls, communities are more likely to lift themselves out of poverty. Most convincingly, a study found that by failing to educate girls to the same standard as boys the global community suffered a potential loss of as much as US \$92 billion per year¹. Girls are more likely to use their education to empower the community around them and for this reason we are exploring ways to increase the percentage of girls sponsored through our program. SAID is aiming to increase this percentage to 70% over the next five years.

1. PLAN, 2008 The economic cost of failing to educate girls



INDIVIDUAL SPONSORSHIP

My name is Mary. I am a girl who was born in December 1994, in a city called Nairobi where I lived happily with my parents and younger sister and brother. The days went by and my parents divorced. My mother left because she did not want me because of my disability. I lived with my dad and brother. However my father got ill and died. My grandmother became our bread winner. Our daily food was sand, soil and alcohol and if by good luck, mangoes.

I was given a Salvation Army sponsor and I was able to go to boarding school. It was at boarding school and there was a housemother who took care of me. I passed well with flying colours at my primary school, and then I was called to join Joyland Special Secondary School.

At this time I thank God for giving me this opportunity for schooling since there are those children who wish to learn but they are not able. I pray to God to help me teach the coming generation since I want to prove to them that "EDUCATION RELIEVES DISABILITY".



CENTRE SPONSORSHIP

provides funds to assist all the children cared for in a Centre. The following is a report from Captain Debbie Serojales Manager of Joyville Childrens home in the Philippines.

"It is a real privilege for me to share the children's lives at Joyville and to watch them grow up. Every child has their own personality, some are quiet, conscientious and focussed while others are strong, loud, mischievous and hard-headed. Yet as you get to know the child, have an understanding of their stories and what they have been through, you learn that experiences cause them to be a certain way, this is more of a coping mechanism. We have seen children 'melt' and transform as they come to know love and acceptance as well as learning the difference between right and wrong.

Some snippets of children's lives at Joyville:

Often children have new experiences here – I remember when John (name changed) arrived, he was 12 and had never been to school in his life.

He was so tall lined up with all the other tiny grade one students, but he never complained because he realised the privilege he had to receive an education. He had never worn shoes in his life, so when he walked in them for the first time it was like he was walking in lead boots!

Two of our children were left behind at the bottom of the escalator at a busy mall because they had never stood on these moving stairs before and couldn't work out how to get on. Many of our children we find sleeping on the floor because they haven't slept in a bed before and find the tiles more comfortable than a soft mattress!

What a joy it is to be with the children as they experience special things, learn how to fit into society in basic ways and develop in character and skills."

2010-2011 FINANCIAL REPORT

WHERE THE MONEY COMES FROM

Financial support for the work of SAID comes from a broad range of sources including individuals, corporate and community groups, government agencies and Salvation Army Corps and Centres. We are grateful for each and every donation, without which we would not be able to fulfil our mission to address injustice, poverty and its roots, within developing communities.

Examples of key funding sources are listed below:

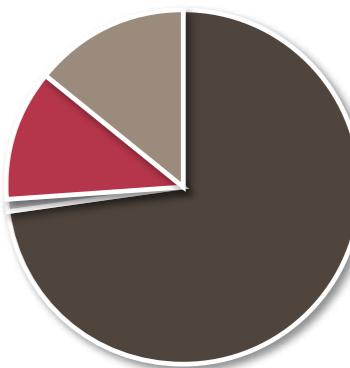
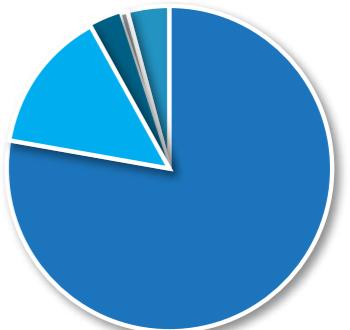
- AU900, 000 was donated by AusAID through its Church Partnership Program (CPP) to Papua New Guinea where a number of development projects have been implemented by The Salvation Army.
- Salvation Army groups have donated funds towards important development projects. These included funds from the SAGALA group tents for scouting groups in Kenya, as well as funds from Women's Ministries towards a literacy program in Malawi.
- Donations from individuals, community and corporate groups towards child and centre sponsorship. This program operates within Sub-Saharan Africa, Asia, Latin America and Oceania and provides regular funds for children's education, as well as food and healthcare.
- Fully-audited financial statements will soon be available at www.salvos.org.au/said

- Donations from individuals and groups towards items in the annual "Gifts that Keep on Giving" catalogue have significantly contributed towards development work. A range of projects in line with the Millennium Development Goals were funded as a result.
- Through its ANCP program AusAID, together with SAID has funded a vocational training project in Kenya and a water project in China. AusAID contributing \$AU150,000 and The Salvation Army \$50,000

INCOME STATEMENT

for the year ended 30 June 2011

REVENUE	2011	2010
Donations and gifts		
Monetary	\$5,839,136	\$3,853,445
Non-monetary	-	-
Bequests and legacies	-	-
Grants		
AusAID	\$1,050,000	\$1,049,725
Other Australian	-	-
Other overseas	-	-
Investment income	\$281,901	\$193,394
Other income	\$52,765	\$187,564
Revenue for International Political or Religious Proselytisation Programs	\$300,000	\$300,000
Total Revenue	\$7,523,802	\$5,584,128
EXPENDITURE		
International Aid and Development Programs Expenditure		
International programs		
Funds to international programs	\$4,001,940	\$3,507,129
Program support costs	-	-
Community education	-	-
Fundraising costs		
Public	\$64,169	\$98,818
Government, multilateral and private	-	-
Accountability and administration	\$630,012	\$475,126
Non monetary expenses	-	-
Total International Aid Development Programs Expenditure	\$4,696,121	\$4,081,073
Expenditure for International Political or Religious Proselytisation Programs	\$748,986	\$812,401
Domestic Program Expenditure	-	-
Total Expenditure	\$5,445,107	\$4,893,474
Excess / (shortfall) of revenue over expenditure	\$2,078,695	\$690,654



2010-2011 FINANCIAL REPORT

INCOME STATEMENT

for the year ended 30 June 2011

ASSETS	2011	2010
Current Assets		
Cash and cash equivalents	\$3,846,910	\$1,846,193
Trade and other receivables	-	-
Inventories	-	-
Assets held for sale	-	-
Other financial assets	\$2,167,173	\$2,085,430
TOTAL CURRENT ASSETS	\$6,014,083	\$3,931,623

LIABILITIES

Current Liabilities		
Trade and other payables	\$4,515	\$750
Borrowings	-	-
Current tax liabilities	-	-
Other financial liabilities	-	-
Provisions	-	-
Other	-	-
TOTAL CURRENT LIABILITIES	\$4,515	\$750
TOTAL LIABILITIES	\$4,515	\$750
NET ASSETS	\$6,009,568	\$3,930,873
EQUITY		
Reserves	\$6,009,568	\$3,930,873
Retained earnings	-	-
TOTAL EQUITY	\$6,009,568	\$3,930,873

STATEMENTS OF CHANGES IN EQUITY

for the year ended 30 June 2011

	RETAINED EARNINGS	RESERVES	TOTAL
Balance at 2010	-	\$3,930,873	\$3,930,873
Excess of revenue over expenses	\$2,078,695	-	\$2,078,695
Amount transferred to reserves	(\$2,078,695)	\$2,078,695	-
Balance at 2011	-	\$6,009,568	\$6,009,568

TABLE OF CASH MOVEMENTS FOR DESIGNATED PURPOSES

for the year ended 30 June 2011

Name of Program	Cash available at beginning of year \$'000	Cash raised during year \$'000	Cash disbursed during year \$'000	Cash available at end of year \$'000
Self Denial Appeal	1,490	2,203	1,262	2,431
Child Sponsorship	-	789	761	28
Disaster Appeals	-	1,871	1,701	170
AusAID	357	1,146	1,178	325
Gift Catalogue & Donations	-	1,437	543	893
TOTAL	1,846	7,445	5,445	3,847

MEET OUR DONORS AND SPONSORS

Kids see the value of Gifts that Keep on Giving

It has been great to see younger people getting behind The Salvation Army's mission to serve a suffering humanity by deciding to financially support SAID's programs. Mitchell took the unusual step of using his Birthday Party as a fundraiser. Mitchell celebrated his birthday with an indoor cricket party and had lots of fun. This year he asked his family and friends to donate a gift on his behalf from the Gifts That Keep on Giving Catalogue. His guests donated \$300 towards development projects.

The SAID office has also been blown away by the generosity of the Parramatta Corps Cadets. This group of young Salvos raised funds by making and selling bookmarks at Easter. \$350 of the funds from this initiative was given to SAID development projects through the gift catalogue. These young kids and their enthusiasm are an inspiration.



Visiting Vinoth

Bob & Yvonne Todd didn't expect to meet their sponsor child when they visited Malaysia with the Hurstville Songsters (Choir). They had received a photo of Vinoth and had sent a photo of themselves with their Christmas card. Yvonne said "every time I looked at the young boy seated in front of us he was looking at me. As soon as we finished I went down to him and asked him his name and he replied 'Vinoth' and I said 'Oh, Vinoth, I'm Mrs Todd, your sponsor' and called my husband. What a wonderful experience knowing that we were doing something worthwhile in this young man's life, and what a blessing for us! This experience put a face to our sponsorship, and made a significant impact on all of us".

FIELD VISITS, EVALUATIONS AND LESSONS LEARNT

At SAID we aim to provide quality value for money development services. We do this by working closely with our in-country partners who are on the ground supporting change. SAID reviews its work with partners regularly through progress reports, phone calls and emails. Nothing though compares to the understanding gained from face to face monitoring visits. This year SAID visited China, Papua New Guinea (PNG), Fiji, Nepal, Congo and the Philippines.

These visits provide valuable information and put into context many of the struggles and successes of the projects. Visits also provide an opportunity to give technical support and measure how the project is achieving its outcomes. A monitoring visit allows for adjustment of project objectives or the timeline for achieving the outcomes based on what has been achieved to date.

In addition SAID commissions evaluation reports of major projects. These are extremely useful and can help with the improvement of the current project and the planning of future projects. In this financial year two evaluation reports were commissioned. One was on the CPP program in PNG and one on an educational program in Kenya.



The CPP evaluation was particularly useful as it was undertaken by an external consultant. It looked at five different activities undertaken by the CPP project and analysed their outcomes against what was expected. It also looked at the finances of each activity and noted any discrepancies. The evaluation generated a number of recommendations. As a result there has been an improvement in project proposal objectives, there is a more systematic approach to management of activity filing by the CPP office in PNG and an improved monitoring system is in place. The CPP program is improving all the time and continues to receive support from the SAID office to bring the program in line with international best practice.

Financial audits of projects are also undertaken to ensure funds are used in line with what was specified in project proposals. This financial year an audit was carried out at The Salvation Army Kenya East Territory office in Nairobi. The audit looked at financial and narrative reports and involved a field visit to a Project site in Mukuyuni sub- location in Makueni District, Eastern Province of Kenya. The audit was performed in accordance with internationally recognised auditing standards. The audit found that the internal procedures and controls set up by the implementing partner for the proper management of the project during the period covered by the audit were observed and operate satisfactorily. Although the funds were acquitted satisfactorily there were some issues about co-mingling of funds and inadequate documentation. These issues have been raised with the Kenyan Territory as SAID has other projects operating in this territory. This audit has been useful to SAID more broadly as lessons learned from it can be applied to other projects and territories.

We value your feedback

The members of the SAID team and the SAID Executive Board work hard to provide a transparent, ethical and effective program. If you would like more information about a program or activity, please don't hesitate to contact SAID to get that information. If you feel dissatisfied with a decision SAID has made or with a strategy or activity SAID is undertaking, SAID values hearing your concerns and complaints. Please contact the Director of SAID by phoning 02 92669773, fax 02 92669652 or by emailing AUE. SAID@aue.salvationarmy.org

SAID has a process for managing complaints and you can be assured that SAID will respond to your concerns in a timely manner.

The Salvation Army is a signatory to the Australian Council for International Development (ACFID) Code of Conduct which requires of us high standards of corporate governance, public accountability and financial management.



The Salvation Army is also accredited by the Australian Government (AusAID) and donations over \$2.00 are tax deductible.



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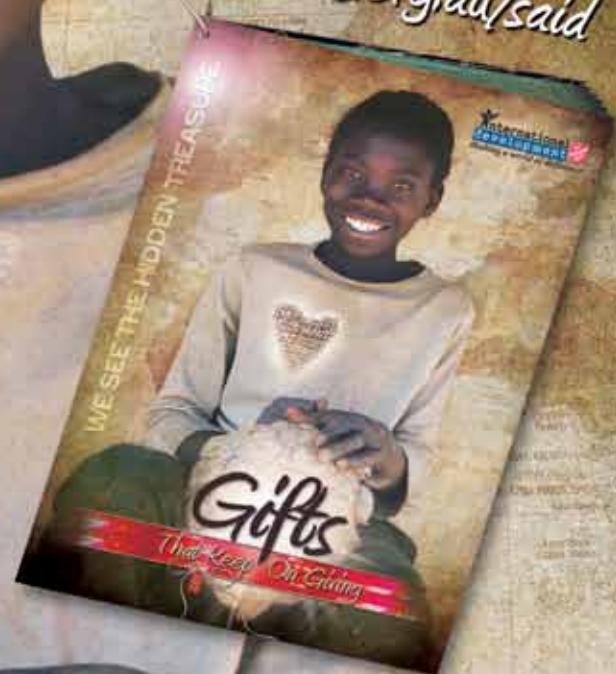
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