

Ireland

# Annual Report and Financial Statements

For the year ended  
31 March 2013







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Cover image: Ophelia, Sohom, Ghana © Dominick Walsh 2012

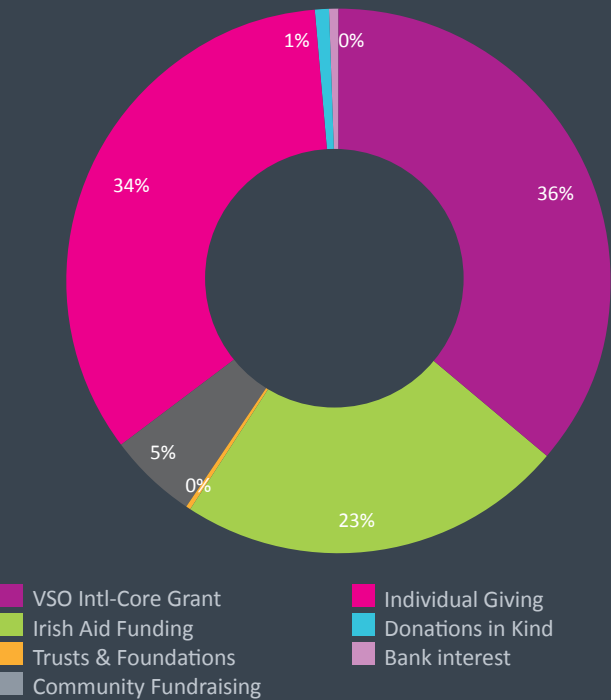


# VSO at a glance

VSO is different to most international development organisations. We fight poverty through the lasting power of volunteering. We send doctors, midwives, teachers and other skilled professionals to work with communities worldwide, sharing knowledge and expertise to save lives and create positive change. Most importantly, this change continues long after the volunteers have returned home, and local people are empowered to lift themselves out of poverty. At VSO, we believe in finding lasting, sustainable solutions, and we can only do this by working together.

VSO works with and supports partner organisations at every level of society, from government organisations at a national level to health and education facilities at a local level. In 2012/13 we supported 725 partners across our six development goal areas of education, health, HIV and AIDS, secure livelihoods, participation and governance, and disability. This was achieved through a range of interventions including international volunteers, national volunteers, youth volunteers, small grants and international study tours.

## Income 2012/13

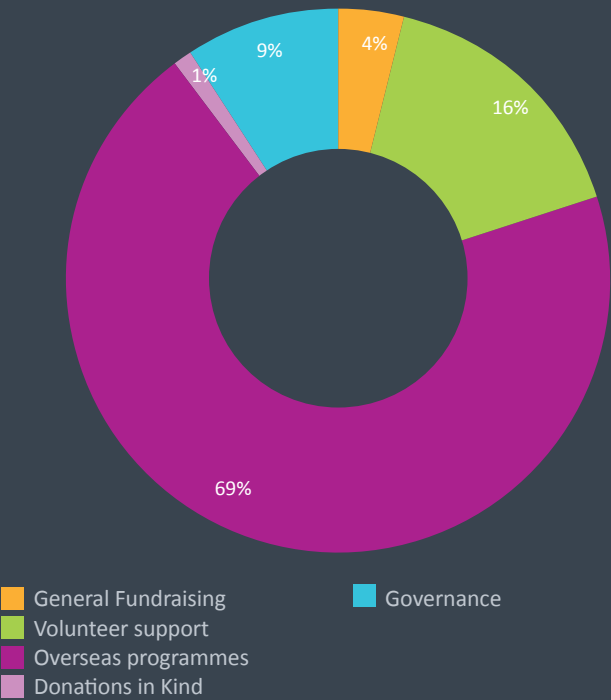


## Where we work

VSO international volunteers can be of any nationality, but applications are currently managed by one of eight recruitment bases: China, India, Indonesia, Ireland, Kenya, Netherlands, Philippines and the UK.

We have programmes in the following countries: Bangladesh, Burkina Faso, Cambodia, Cameroon, China, Ethiopia, Gambia, Ghana, India, Indonesia, Kenya, Laos, Lesotho, Malawi, Mongolia, Mozambique, Namibia, Nepal, Nigeria, Pakistan, Philippines, Papua New Guinea, Rwanda, Sierra Leone, South Africa, South Sudan, Sri Lanka, Tajikistan, Tanzania, Thailand/Myanmar, Uganda, Vanuatu, Zambia, Zimbabwe.

## Expenditure 2012/13



**Lucy and her mother Natalia.**  
Lucy, a 9-year-old disabled girl in Ghana, was supported by a VSO volunteer to attend school and participate actively in the classroom.



**"I wouldn't be around now, I'd be dead... that's the truth, I got the treatment, extra care and support from Dr Simon... now every time I see him or think of him, I take him to be my real father, as I have no parents."**  
Misi, a tuberculosis (TB) survivor from Uganda, describes the difference that VSO volunteer Dr Simon Blankley made to his life.

# Introduction by Chair

**The people of Ireland have experienced enormous challenges in their own personal circumstances in recent years, but despite our many difficulties at home, we have never lost sight of our responsibility to the world’s poorest people through our outstanding legacy of service overseas.**

Voluntary Service Overseas (VSO) works to fight global poverty through its network of skilled volunteers – international and national. We have found that a committed, focused volunteer who is well matched to her or his placement can make a unique and powerful contribution to achieving development goals. It’s a contribution that goes far beyond what money and technical assistance alone can achieve.

I am in constant admiration of the dedication and resolve shown by the men and women from all professional walks of life who volunteer through VSO every year. It is an enormous sacrifice to uproot oneself from one’s family and friends, to suspend your career or even to commence your retirement by dedicating an extended period solely and completely to helping the world’s poorest and most vulnerable people; to help combat illness and the spread of disease; to promote education and learning and to share livelihood skills in deprived communities many thousands of miles from home and from family.

I would like to pay particular tribute to the spirit and tenacity of our volunteers from the island of Ireland and to the generosity of their families for the contribution and sacrifices they have all made in the last year in our campaign to eliminate poverty across the globe.

In 2012 our Irish volunteers have worked on programmes in education, health and secure livelihoods in 11 countries across Africa, Asia and the Pacific. From the moment they arrive in their placements, they are planning their departure – they impart their skills and knowledge to local counterparts in partner organisations to ensure that by the end of their placement they have made themselves redundant – truly ‘working themselves out of a job’. This means that the impact of their work takes root in the community and lasts long after the end of their placement through those they have trained, mentored and worked alongside.

We actively promote this sustainable way of working to decision-makers at all levels, including our own government, because we are convinced it is the best approach to development. The commitment by the

Government to establish a Volunteer Corps represents an opportunity to engage a wider audience of Irish people in international volunteering and to increase the number of high-quality Irish volunteers working overseas. As we approach the end date for the achievement of the Millennium Development Goals in 2015, we are advocating for a new agreement that reflects VSO’s principles and theory of change.

Our ability to recruit and send Irish volunteers overseas depends on the generosity of our donors. We are grateful to Irish Aid, to the corporate partners, trusts and foundations that support our work, and of course to the Irish public. We are extremely thankful for the generosity of over 5,000 Irish people who donate every month by direct debit to support our work. We take our responsibility to continue to support our volunteers and programmes overseas very seriously, and by continuing to diversify our funding and to build relationships with new donors, we are ensuring the future sustainability of our work.

To all our volunteers, donors, supporters and partners, we thank you. We couldn’t do it without your support.



Iarla Mongey  
Chair

# Introduction by Executive Director

**The past year has brought new challenges and new opportunities for VSO Ireland. We have continued to recruit committed, experienced volunteers from a wide range of backgrounds to share their skills in Africa, Asia and the Pacific. This year we have increased the number of medical professionals we place overseas while maintaining the steady stream of primary, secondary and third level teachers, lecturers and education managers and volunteers with skills and experience in business, IT, agriculture and many other areas.**

We continue to take pride in the difference that our Irish volunteers are making in the lives of people in some of the world’s poorest communities. This year we have redoubled our efforts to support these volunteers at all stages of the ‘volunteer journey’. We now offer a personal debriefing service to all returned volunteers, and we have held returned volunteer days to offer our volunteers an opportunity to reflect and feed back on their experience.

The Volunteer Lifecycle Review is using this feedback to develop improved systems for recruitment, assessment, training, matching, overseas support and resettlement of our volunteers, and we look forward to the full implementation of the findings of this review in the coming year.

We have taken an active part in the consultation process of the Irish Government’s review of the White Paper on Irish Aid, a process that will focus and strengthen Ireland’s contribution to international development cooperation. We joined with other volunteer involving organisations to prepare a proposal on the Volunteer Corps, which will strengthen the Irish Government’s commitment to volunteering as a powerful means of achieving development outcomes. We are grateful to the Irish people, through Irish Aid, for their support of VSO’s Regional AIDS Initiative in Southern Africa.

This year we have seen our individual giving programme go from strength to strength, and we thank our 5000 regular givers for the continued support they have shown our volunteers. Our annual fashion lunch, Chic at the Shelbourne, has gone from strength to strength and through the recruitment of a Programme Funding Advisor we have built valuable relationships with trusts and foundations and corporate donors to increase their support to our programmes overseas.

In the last year we have strengthened and focused our monitoring and evaluation procedures to ensure that we know that all funds donated to VSO have the greatest impact possible on improving the lives of people in low income countries. We have taken steps to improve data quality in measuring the breadth and depth of our work, so the numbers that appear in this report – of people trained and reached by our volunteers – accurately reflect the amazing work these volunteers are doing.

As we enter our tenth year in Ireland, on behalf of the VSO Ireland staff I thank our overseas and returned volunteers, and those preparing to depart, for their generosity in sharing their time, skills and experience.



Malcolm Quigley  
Executive Director



# About VSO: People First

**We bring people together to fight poverty.**  
VSO is the world's leading independent international development organisation that works through volunteers. We work by bringing people together to fight poverty in 34 of the world's poorest countries. Since 2004 VSO Ireland, as part of the global VSO organisation, has enabled Irish people to create positive and long-lasting change in some of the world's poorest communities.

Change is needed now more than ever. The shameful truth is that today more than 1.1 billion people are struggling to survive on less than \$1.25 a day. Rising food and energy costs, exacerbated by climate change, are moving two billion people perilously close to the poverty line.

This level of poverty is simply not acceptable in our world. But what can we do about it?

Sending money and resources can help people in the short term, but at VSO we approach poverty differently. There is a better way to create a lasting longer-term solution – and that solution is people.

**Creating the catalyst of long-lasting change**  
VSO Ireland recruits skilled volunteers and matches them to placements in developing countries to inspire and train the world's most vulnerable and marginalised people. A volunteer acts as a catalyst, and the change they make goes far beyond their placement and lasts long after they have returned home.

We call this the Ripple Effect. One midwife can train ten local midwives who will, in turn, save the lives of a thousand children and their mothers. One teacher can help train 30 teachers who, in turn, will go on to teach 30,000 children. All this is achieved through the work of VSO volunteers – people working together towards a shared goal to combat the effects of poverty.

**Changing people's lives from the ground up**  
For over 50 years VSO has worked to support partner organisations to help others and create long-lasting change that is now felt around the world.

VSO changes lives from the ground up. Our volunteers have a specific job to do and work in cooperation with other VSO volunteers and counterparts in partner organisations towards achieving identified objectives.



Their work contributes to national programmes, and to wider national and international development goals. Locally and regionally we work to support the provision of better quality health and education services, develop economic opportunities and build peace in communities that have experienced conflict. Nationally we support and encourage equitable and pro-poor policies.

Working at all levels within a country can be complex, but our work is always grounded in our four core values:

- People are the best agents of change
- Knowledge is our most powerful tool
- Progress is only possible through working together
- By thinking globally we can change the world.

Combined, these values provide the foundation for a realistic vision and mission to guide our recruitment, fundraising and advocacy work in Ireland and our extensive development programming overseas.



We could not do this without a global network of around 800 dedicated VSO employees. Each employee has a voice, which is heard throughout the management structure via surveys and feedback options. It is fitting that, as an organisation with people at our centre, we have maintained an excellent employee engagement score relative to other comparable organisations. With the support and confidence of all our people, working together to end poverty is a reality we believe in – and you can too.

**Where we work**  
VSO works in countries where we can make the biggest difference against poverty; we are working more and more in fragile states and less developed countries. In 2012/13 we delivered innovative programmes in 34 countries across the world – in Africa, Asia, the Pacific, Latin America and the Caribbean.

VSO Ireland supported 22 partner organisations in the Southern Africa region in 2012/13 under VSO's Regional AIDS Initiative in Southern Africa (VSO-RAISA). Thanks to an Irish Aid grant, VSO volunteers in Malawi, Mozambique, Zambia, South Africa and Zimbabwe have helped to improve the lives of people living with HIV and those who care for them. A major achievement for

VSO-RAISA was the securing of a new health policy to protect the rights of community and home based carers in Zimbabwe in November 2012.

In 2012/13, 17 long term and 6 short term volunteers from Ireland worked with partners in the fields of education, health, HIV and AIDS, secure livelihoods and peace in 11 countries. In January 2013, VSO Ireland submitted a successful proposal to Irish Aid focused on Volunteering for Development in Ethiopia, Uganda, and Zambia.



## Activities, achievements and performance

### Highlights of the year



#### Making Care Work Count

As a result of Irish Aid funding secured by VSO Ireland, more than 15,000 orphans and vulnerable children accessed care and support services across Malawi, Mozambique, Zambia and Zimbabwe. Around 3,200 people living with HIV, as well as their voluntary care givers, undertook training in small business management and were supported through community saving and loan schemes to start up micro enterprises. Increased income from these enterprises enabled the voluntary care givers to care for community members while simultaneously providing for their own families.



#### Volunteer of the Year

In November 2012 Belfast doctor Jacqueline McAuley was recognised as the Volunteer Ireland Volunteer of the Year. Jacqueline worked as a VSO volunteer in Ethiopia. Her fantastic achievement demonstrates the esteem in which VSO volunteers are held within the Irish volunteer sector. Originally nominated in the International Development Volunteer section, Jacqueline's commitment and passion to build capacity while working in very challenging conditions in Ethiopia persuaded the judging panel to award her the top accolade of Volunteer of the Year. Jacqueline spent two years working in Ethiopia as a midwife instructor in a rural hospital which served a catchment area of over two million people.

#### Seminar on the Future of International Volunteering

In February 2013 VSO Ireland organised a public seminar on 'The Role of Volunteering for Development in a post-2015 World'. The seminar, which was an associated event of the Irish EU Presidency, brought together experts from volunteer-sending organisations, academia, volunteering policy and the missionary tradition to discuss the future of international volunteering. Speakers included Minister Joe Costello TD, Executive Coordinator of UN Volunteers Richard Dictus, VSO South Africa Director Bongai Mundeta and Marian Harkin MEP.



#### RTE Documentary The Story of Chocolate

VSO Ireland was delighted to secure funding from Mondelez International (Cadbury) to commission the TV documentary *The Story of Chocolate*, which was broadcast on RTÉ 1 in March 2013. Presented by Lucy Kennedy, it tells the story of chocolate from the cocoa bean to the finished bar. There are over 720,000 cocoa farmers across Ghana, with most working on farms as small as two acres. Through the Cocoa Life initiative, Cadbury works in partnership with VSO and aims to improve the livelihoods and living conditions of more than 200,000 cocoa farmers and about one million people in cocoa-farming communities by 2022. The documentary has been praised for bringing a good news story from Africa and received positive feedback from a large viewership.



#### Individual Giving Campaign

In the last year we consolidated and expanded our door to door campaign, allowing us to reach communities all over Ireland. Over the next four years, the programme aims to recruit more than 35,000 donors. Donors are connected directly with a VSO volunteer who sends them updates on their work, giving them a firsthand account of the volunteer experience and an insight into the difference that their linked volunteer is making. The individual giving programme is laying the foundations for a reliable and ongoing source of vital income to support our development programmes. The most rewarding aspect of our Individual Giving programme throughout the past year has been the messages of support and thanks our linked volunteers have received from donors.



#### Volunteer Now Partnership Northern Ireland

VSO formed a strategic alliance with Volunteer Now, Northern Ireland's leadership organisation for volunteering. The purpose of this alliance is to boost our volunteer recruitment in Northern Ireland. Consolidating our position as a volunteer sending agency for the whole of Ireland, this important partnership allows VSO to advocate for our work on a local level across Northern Ireland. Volunteer Now provides outlets for information and support with promotional opportunities such as information seminars. The partnership with Volunteer Now will strengthen the already large numbers of people from Northern Ireland who volunteer with VSO.



# Education

**Our aim**  
To strengthen formal basic education, increase the number of children completing primary education, and improve access to education for the most disadvantaged: girls, those with disabilities, ethnic minorities and children affected by HIV and AIDS.

**How we did this**  
In 16 countries we worked with 163 education partners at national, provincial and district levels. This includes government departments, schools and teacher training institutes, education networks and civil society organisations. VSO Ireland contributed to these programmes by sending eight education volunteers to work on teacher training, education management and curriculum development projects at primary, secondary and third levels.

Our work involved supporting the training of education practitioners and volunteers. In some areas, our focus is on improving the quality and management of school inspection processes. In the last year, VSO Ireland has taken a leading role in improving English language instruction in Ethiopia and Papua New Guinea.

- How this work is changing lives**
- In Ghana’s Talensi Nabdam district, there was a 10% increase from the previous year in the number of pupils passing the Basic Certificate Examinations.
  - In Ethiopia, Ghana, Malawi and Cambodia, VSO partners have all engaged at a national level in inclusive education policy development.
  - In Nigeria’s Kano State, we developed an intensive teacher training programme for indigenous national graduates from local communities. This resulted in the employment of the 22 national volunteers and, as a result, 10,000 pupils have enjoyed the benefit of improved, child-friendly teaching methods.
  - In South Sudan and Uganda, we worked with national level partners to improve the quality and management of school inspection processes.

**Campaigning to change lives**  
In 2012/13, we prioritised five countries in the development of our global education advocacy strategy: Cambodia, Kenya, Nigeria, Tanzania and Cameroon. This work focused on marginalisation and inequality in education, particularly with regard to girls and children with disabilities.

VSO volunteers supported teachers from communities in South Sudan, Rwanda, Nepal, India, Nigeria and Cambodia to have their



At a glance

**Over 2 million**

children benefited from the quality education services we have supported, including more than 20,000 disabled children.

**Over 200,000**

children have been supported to complete their primary education.

**148,000**

education practitioners have been trained.

Countries we work in

Cambodia, Cameroon, Ethiopia, Gambia, Ghana, India, Malawi, Mozambique, Nepal, Nigeria, Papua New Guinea, Rwanda, South Sudan, Tanzania, Thailand, Uganda

views heard by influential decision makers. Their views were collated and fed into UNESCO’s 2013 Education for All Global Monitoring Report.

VSO Ireland is an active member of the Irish Coalition of the Global Campaign for Education and we work with other NGOs to build support for improvements in education provision on a global scale.

**What the future holds**  
VSO Ireland will continue to source and recruit experienced Irish teachers, education managers and other education professionals to work with, train and mentor local education professionals on our programmes across Africa, Asia and the Pacific.

We will continue to engage with education networks and coalitions across the world. In particular, our research on gender inequalities in teaching and education management continues in Cameroon and Rwanda. The findings of our ongoing Right to Education policy research in Cambodia, Nepal and Thailand will be used by UNESCO to make policy recommendations.

**" Devising strategies for them to actually teach the language to primary children was a challenge but volunteering is a series of challenges that must be overcome."**

**Oliver Deneher**, Primary Teacher Trainer in Holy Trinity Teachers College, Mount Hagen, Papua New Guinea

## Training teachers in Papua New Guinea



In 2012 and 2013, Oliver Deneher volunteered as a Primary Teacher Trainer at the Holy Trinity Teachers College in Mount Hagen in Western Papua New Guinea. Oliver spent a year working with trainee and student teachers with a focus on improving English language usage in primary schools.

There are over 5000 trainee teachers in Holy Trinity Teachers College and over 800 local dialects called ‘tok ples’ are spoken. This means that the English language, as the medium of instruction, is very important.

Working in conjunction with two other Teacher Colleges, Oliver’s primary role was to improve the standard of training the students receive in terms of teaching English in primary schools. On a more strategic level, he trained lecturers to rewrite and improve national curriculum training materials.

During his time there, Oliver successfully helped to train over 700 student teachers and worked with 40 language lecturers from other teacher training colleges to support their learning.

‘The past year has been one of the most amazing of my life. The professional side of things was especially rewarding. Patience is required in abundance. I learned that facilitation does work, and capacity building is possible’ said Oliver.

‘The student teachers generally showed the huge capabilities that they have, once they are given a focus. They are also fast learners and become very independent and self-sufficient when they have confidence in their own abilities’ added Oliver.

**VSO Volunteer Oliver Deneher with students at Holy Trinity Teacher Training College, Mount Hagen, Papua New Guinea**

# Health

**Our aim**  
To improve the quality of available healthcare services and drive the implementation of healthcare policy initiatives.

**How we did this**  
VSO works with 140 health partners in over 20 countries across Africa, Asia and the Pacific to support disadvantaged people in realising their rights to physical, mental and social wellbeing and to offer good quality, essential health services.

To achieve our aim, we have supported the implementation of national policies. We have also helped to gather evidence of the challenges faced by healthcare workers and lobbied governments for changes and improvements to the sector. Our work also includes training community health workers and volunteers to ensure that the provision of health care service is in line with best practice.

- How this work is changing lives**
- In Sierra Leone, we have supported the continuing professional development of 274 health workers in government hospitals to improve the quality of maternal and child health services. This has led to reductions in maternal and child mortality levels.
  - In Tigray Province, Ethiopia, Irish volunteer Dr. Eugene Egan developed policy and procedures manuals for the anaesthesiology department ensuring that local doctors had the information needed to make the right clinical decisions.
  - At the Central Hospital in Maseru, Lesotho, our paediatrician volunteer has contributed to a 90% reduction in infant mortality by training nurses and doctors on neonatal care, and a 40% reduction in maternal mortality.
  - We have provided capacity-building support to 51 partners from across 14 countries in the areas of policy engagement, networking and national volunteering.

**Campaigning to change lives**  
Our health programmes are focused on working with training colleges and government hospitals to increase the number of trained practitioners.

**What the future holds**  
VSO Ireland is working in conjunction with Irish Aid and Ethiopian health authorities to roll out a new maternal health programme in two regions – Tigray and the Southern Nations, Nationalities and Peoples Region (SNNPR). We will be recruiting a mix of highly experienced and skilled clinical health and health management professionals to depart in early 2014.



At a glance



**Over 2 million**  
men and women in 21 countries have benefited from improved quality health services.



**61**  
policy initiatives have been undertaken by our health partners.



**21,800**  
health practitioners have received high-quality training.

Countries we work in



Bangladesh, Burkina Faso, Cambodia, Cameroon, Ethiopia, Gambia, India, Kenya, Lesotho, Malawi, Mongolia, Namibia, Nepal, Sierra Leone, South Sudan, Sri Lanka, Tanzania, Uganda, Vanuatu, Zambia

**Improving health care in Southern Africa and Ethiopia**  
In recent years, VSO Ireland has worked with Irish Aid to support VSO's Regional AIDS Initiative in Southern Africa (RAISA), which supports and advocates for people infected with or affected by HIV and AIDS. We are proud of our association with RAISA and grateful to the Irish people, through Irish Aid, for their longstanding support. Since RAISA was established in 2000, we have seen significant improvements in the prevention of HIV and AIDS, more people accessing treatment and improved support services for community volunteers who care for people living with HIV and children orphaned by AIDS. As a result of Irish Aid funding (€531,460), more than 15,000 orphans and vulnerable children accessed care and support services across Malawi, Mozambique, Zambia and Zimbabwe. Around 3,200 people living with HIV, as well as their voluntary care givers, undertook training in small business management and through community saving and loan schemes were able to start up micro enterprises.

In the coming year, VSO Ireland will move our focus to a new maternal and child health programme in Ethiopia. Every year, over 25,000 women die as a result of childbirth in Ethiopia, a country with fewer than 1400 midwives for its population of nearly 90 million, a ratio of one midwife to every 20,000 women of reproductive age.

A central part of VSO's strategy in Ethiopia is to improve maternal and neonatal health service delivery and quality of care through building the capacity of health workers. This is being delivered by teams of highly skilled doctors, nurses and midwives including Susan Davies Jones, an Irish volunteer who was based in the College of Health in Haramaya University in the north east of the country. Susan supported the training and mentoring of over 250 midwifery students and was responsible for designing and facilitating a new community midwifery programme.

" I was outcast from society and criticised in the community – people were calling me a mad woman... it was very difficult.... [now] I am very happy, I have no financial problems and the stigma has reduced... I feel that people are even jealous of me now that I am doing so well!"

Chandani, who has been helped by the Nivahana Society of Kandy, a VSO partner that provides mental health services in partnership with the Sri Lankan Ministry of Health.

## Improving Maternal Health in Ethiopia



From 2011 to 2012, Dr. Jacqueline McAuley from Belfast worked as a midwife in structor in Gondar University in the north west of Ethiopia. She worked with student midwives, practicing midwives and midwifery lecturers to develop and implement a postgraduate midwifery training programme in the university.

Jacqueline's primary role was to provide high quality training to midwives to ensure that fewer women lose their lives during childbirth. During her time in Gondar, Jacqueline trained over 400 students and 50 midwifery lecturers to ensure that when she left, the programme would continue to produce high quality midwives.

'I know that the biggest impact is yet to come from my own volunteering experience with VSO. In five or 10 years time, midwifery training and clinical practice will be unrecognisable in Ethiopia as a result of the training I have provided and that's the real difference between VSO and other development organisations'. When she returned to Ireland, Jacqueline was named as the Irish Volunteer of the Year for 2012.



# Secure livelihoods

**Our aim**  
That marginalised people have good access to quality services and secure livelihoods.

**How we did this**  
VSO works with 201 partner organisations in 24 countries in our secure livelihoods work. More than 100 partner organisations have also received our support in the areas of policy engagement, networking and national volunteering. Our partners include civil society organisations, private and social enterprises and government organisations.

- How this work is changing lives**
- One of our partner organisations, KESAN-BEWG, a Civil Society Organisation in Thailand, has been working with local authorities at a provincial level to protect communities against land grabbing and forceful eviction. Local authorities are now issuing land titles to communities, enabling them to manage and protect their lands and livelihoods – 4,156 individual land titles and 16 community forest certificates have been issued since June 2012.
  - Globally, a large proportion of our practitioner training in secure livelihoods involves training local officials and wider community members. This year has seen VSO-supported training benefit 6,078 councillors and council workers in Cameroon, 8,765 staff of farmer-based organisations through the Presbyterian Agricultural Station in Ghana, 400 staff of cooperative and farmer group affiliates of the Farmers Union in Malawi, and 291 tourism-related officials and managers in Tajikistan. These intermediate beneficiaries have been able to extend the benefit of our support beyond our partner organisations to a much wider audience.

**Making markets work for the poor**  
In order to improve the position of ‘bottom of the pyramid’ producers within national and global supply chains, greater engagement with the private sector, in Ireland and globally, has been a key growth driver in secure livelihoods. A pipeline study in a number of countries has also identified investment-ready companies that are in a position to help develop more inclusive business models and yield social change in the wider community. This thinking builds on successes through our work with Mondelēz International on the Cocoa Life project in Ghana which was the feature of a RTE documentary in March 2013, and our wider work in market-led development through the Making Markets Work for the Poor project, in partnership with Accenture.



**At a glance**

**Over 1 million**  
men and women have benefited from quality secure livelihoods services.

**28,000**  
partner practitioners have been trained in secure livelihoods services.

**38**  
secure livelihoods policy initiatives have been supported.

**Countries we work in**

Bangladesh, Burkina Faso, Cambodia, Cameroon, Gambia, Ghana, India, Indonesia, Kenya, Laos, Malawi, Mongolia, Mozambique, Nepal, Nigeria, Philippines, Rwanda, Sierra Leone, Sri Lanka, Tajikistan, Tanzania, Thailand, Uganda, Zambia

**What the future holds**  
In Nigeria, through our Making Markets Work for the Poor project, we are supporting the training of 117 community agricultural extension volunteers who will go on to extend the benefits of our support to their own communities. We are also looking at ways to provide remote support to harder-to-reach countries, for example through a cross-border trade initiative with Afghanistan and Tajikistan, and an inclusive business work stream in Myanmar. VSO Ireland has carried out research on the concept of shared value to inform corporate partnerships that aim to bring about transformative change in the way that corporations interact with the communities they work with in low income countries.

" I am so happy now, I don't have to worry about my health or that of my family now that I can afford to buy food and medicine for us all ."

Zione, a dairy farmer who has been assisted by VSO Malawi

## Securing livelihoods in Malawi



Rosemary Kilpatrick is a social researcher from Belfast who volunteered in Malawi as a learning advisor in research methodologies and impact. Here she tells the story of VSO's work with Zione, a dairy farmer.

Zione lives with her husband and fifteen year old son. She also looks after her sister's baby due to her sister's ill health, despite the fact that she herself is HIV positive. Zione never thought that she would be strong enough to be a dairy farmer but with encouragement from a field officer based in the regional dairy association supported by VSO she became a member of her local milk bulking group (MBG), and received a pass-on cow from the group in 2011. Today, Zione is a successful dairy farmer. She milks her cow twice a day, keeps two litres for her family and takes the remainder to the MBG by pushbike where she receives a fair price for her milk, 76 Malawian Kwacha per litre, which is about 16 cents. She tells of how much she has learned from her field officer and the livestock technician, which is well demonstrated by her healthy cow that produces a good yield and is free from disease due to the excellent care she gives it

When asked what difference having a cow had made to her life, Zione appeared somewhat overwhelmed because so much has changed for her and her family. From the income from the milk, Zione has been able to clear the start-up loan she initially received when she became a dairy farmer. She has built a good house, put money towards her son's education, provides her family with a better diet and can now cover medical expenses. However, perhaps most important for Zione is the fact that her health has greatly improved, she feels so much stronger now and her white blood cell count has increased dramatically (from 34 to 600). This has given Zione peace of mind.

Key to Zione's success as a dairy farmer is the support and advice that she receives from both her project officer and the field livestock technician. In turn the skills of the latter two individuals are dependent on the training and support they receive from the VSO veterinary officer who has, along with the association's adviser has been extremely successful in training and thus empowering all staff in the organisation.

Zione, a dairy farmer who works with the VSO Malawi Secure Livelihoods Dairy Programme



# Participation, governance and peace building

**Our aim**  
To give a voice to individuals, groups and organisations by supporting their efforts to influence and engage with governments and other service providers. To contribute to building peace by engaging peace and reconciliation partners to share skills, knowledge and experience.

**Achievements this year**  
Peace Building was incorporated as a new strategic direction in VSO Ireland’s strategy in April 2011. Globally, VSO supports partners with peace and reconciliation activities in Sri Lanka, Northern Uganda, South Sudan, the Philippines and Sierra Leone.

Irish people, communities and organisations hold a wealth of practical experience in peace building. The agreement and implementation of the Northern Ireland peace process is unique to the context of conflict in Northern Ireland but has parallels and applications to other post-conflict societies around the world. The personal experiences of people involved in peace building, from political and community leaders to grassroots organisations, can provide valuable insight, support and guidance to people in low income countries who are facing similar challenges.

VSO’s Peace Programme Paper, Learning Together, was launched in 2012. This paper outlines opportunities for knowledge sharing between Ireland and other post-conflict settings. In the last year VSO Ireland has built relationships with peace building organisations in a number of countries.

In November 2012 Peter Sheridan travelled to the Philippines on an eminent volunteering placement. Peter is the director of Cooperation Ireland and a former Assistant Chief Constable in the Police Service of Northern Ireland (PSNI). Peter worked on the island of Mindanao in the southern Philippines which has experienced protracted and multifaceted conflict with ethnic, religious and nationalist elements, and until recently peace talks had failed to make meaningful progress in resolving the conflict. In October 2012 the Government of the Philippines and the Moro Islamic Liberation Front announced a Framework Agreement, the first step towards peace in the region. This agreement is similar in many respects to the Belfast/ Good Friday Agreement, and contains agreement on normalisation mechanisms, including a new role for the Philippine National Police and the Armed Forces of the Philippines.



**It is not the government’s peace process. It is a peace process that belongs to the people.**

Peter Sheridan, VSO volunteer who worked on post-conflict policing in the Philippines.

Peter’s counterpart for this placement was Major General Carlos Holganza, a retired officer from the Armed Forces of the Philippines. Together with General Holganza, Peter worked with NGOs and Government to share knowledge of how the theory and practice of policing shifts to peace-building after a peace agreement is reached, the role of policing in addressing internal conflict and practical approaches and strategies in integrating communities and peoples in post-conflict stages of peace-building. Peter’s placement built on the work of a VSO Ireland Political Volunteer, Dominic Hannigan TD, who volunteered in 2011 with VSO Bahaginan (Philippines), the Mindanao Peace Partners and a range of local and national civil society organisations to share knowledge about the Irish peace-making experience.

**What the future holds**  
VSO Ireland will use our connections with peace building organisations in the Philippines and Uganda to create closer links and opportunities for knowledge sharing between Irish people and organisations who are involved in the Northern Ireland peace process and partner organisations in these countries. This will be linked to VSO’s work in promoting active public participation and supporting the participation and influence of women.

Sean Farren, former Minister for Further and Higher Education and Minister for Finance and Personnel in Northern Ireland, will volunteer in Northern Uganda, sharing his experience of post-conflict recovery and advocating for the engagement of youth in shaping and developing the post-conflict environment.

# The way we work

Our aim is to support our partner organisations to develop the skills and capacity they need to be self-sufficient so that ultimately they will no longer require the support of VSO. To help with this, VSO Ireland commits to providing partners with a wider range of interventions enabling us to respond appropriately to different needs at the local level. International volunteering is at the heart of VSO Ireland’s contribution to development. Volunteers work with our partner organisations to share skills and learning. This joint endeavour leads to new ways of achieving shared goals and has a greater impact than transferring material resources. Our international approach involving volunteers and staff from an increasingly wide range of countries enriches our work by allowing us to combine, and learn from, different perspectives.

**National and South-South Volunteering**  
National volunteering (NV) aims to promote people’s participation in development through volunteering within their own communities and countries. NV includes community volunteering, youth volunteering, local corporate employee volunteering, active citizenship, advocacy, network development and volunteering as part of a sustainability strategy when VSO is exiting a programme. We are supporting 324 national volunteering partners as of March 2012.

**Corporate Partnerships and Employee Volunteering**  
The corporate sector has an important role to play in the fight against poverty, not just through donations but through employee volunteering as well. Business professionals bring a wealth of expertise which can benefit our development partners, who gain access to crucial skills that act as an engine for sustainable growth. Partnerships with the corporate sector are mutually beneficial as companies benefit from increased employee motivation, staff retention and a more highly skilled workforce.

**Shared Value**  
VSO Ireland has developed long term strategic partnerships with forward-thinking companies in a range of sectors, supporting enterprises to introduce corporate social responsibility initiatives. Some of these initiatives include elements of Shared Value, and seek to create transformative change in the impact that industries have on communities they work with in low income countries. VSO has developed an Ethical Policy and Partnership Criteria to guide our engagement with the private sector, and we are exploring possibilities for transformative partnerships with extractive industries where this can be done in an ethical way leading to transformative changes in the way that those industries have an impact on the communities they work with.





# Policy and advocacy

National governments and international organisations play an important role in deciding the progress and direction of development cooperation. In 2012 and 2013 two important decision-making processes began, both of which will have a significant impact on the work of VSO: The Irish Government carried out a consultation for the review of the White Paper on Irish Aid, and the process to decide on a global framework of development goals to succeed the Millennium Development Goals after 2015 was launched with the first thematic consultation on post-2015 development in May 2012.

VSO Ireland has a growing programme of policy and advocacy work which has an impact in Ireland and on international organisations. Our advocacy is highly effective because it is based on the experiences of our volunteers and partners. We work to give a voice to those who might otherwise not be heard by decision makers. In 2012/13 we joined with other volunteer-sending organisations and to develop a submission as part of the Irish Aid White Paper Review process.

VSO Ireland welcomed the enactment of a new policy protecting the rights of community care givers in Zimbabwe in November 2012. VSO-RAISA, with support from VSO Ireland through Irish Aid, was at the forefront of advocating for and supporting the development of the policy. This development has the potential to greatly improve the environment in which VSO-RAISA operates in Zimbabwe, as it recognises the right of volunteer care givers to equipment and remuneration and supports the mobilisation of men as care givers, thus reducing the excessive burden on women .

In January 2013, Nick Gallagher, VSO Ireland Interim Director, made a presentation to the Northern Ireland Assembly's All Party Group on International Development (APGID) on the topic of volunteering for development and VSO's approach to sustainable development.

In June 2012, VSO Ireland recruited a part time research and advocacy advisor to support VSO's work to influence decision-making on sustainable development and the post-2015 process, and to promote the unique capacity of volunteering for development to bring about sustainable change.

## Eminent Volunteering

Since 2008 VSO Ireland has sent members of the Dáil, Seanad and Northern Ireland Assembly on short-term, high impact placements. Involving parliamentarians in our work has been a powerful way to achieve our advocacy aims overseas and to build vital support for international development in Ireland. Building on successful parliamentarian placements in Uganda, Mozambique, the Philippines and elsewhere, VSO Ireland expanded the scope of these placements beyond politics and sent high-level volunteers from other sectors.

In November 2012 Peter Sheridan, Director of Cooperation Ireland, travelled to the Philippines to work with the Armed Forces of the Philippines, VSO Bahaginan and the Mindanao Peace Partners. He worked at a number of levels to provide advice on policing in a post-conflict society, based on his experience in Northern Ireland. In the next 12 months, we will send Eminent Volunteers on placements in Education, Health, Secure Livelihoods and Peace.



An Taoiseach Enda Kenny with VSO supporters ©Photocall Ireland (2012)

# Supporting our programmes Volunteering

## Our aim

To recruit experienced and highly skilled professional volunteers from Ireland for our partners in low income countries and to ensure that they become agents of change both at home and overseas.

## Achievements

VSO volunteering continues to be innovative, demand-driven and focused. Progress in capacity building in 2012/13 was achieved through our unique people-to-people approach. Volunteers from Ireland continue to be recruited from the education, health and business sectors with many of our volunteers being placed in Ethiopia, Uganda, Papua New Guinea and South Sudan.

VSO Ireland sent 17 long-term volunteers and 6 short-term volunteers during 2012/13 in a very challenging economic climate. This group included four teachers, two education managers, two third-level lecturers, five health professionals, six business professionals and two secure livelihoods professionals.

To further build our relationships with volunteers, VSO Ireland set new objectives for the duty of care and support we provide before, during and after volunteer placements. In 2012/13, VSO Ireland continued to improve our engagement with returned volunteers by hosting two Returned Volunteer Days, giving returned volunteers the opportunity to discuss their experiences and to connect with other returned VSO volunteers. These events will continue to be held on a bi-annual basis. VSO now offers debriefing services to all returned volunteers upon their return. In addition, we placed emphasis on utilising the skills and experiences of our returned volunteers to support our recruitment activities in the future. We strive to provide a quality customer service to our enquirers, applicants and volunteers.

Outreach events to recruit volunteers in Ireland included a presence at professional conferences, recruitment fairs and monthly Meet VSO events at the Irish Aid Volunteering and Information Centre. In early 2013, we signed a partnership agreement with Volunteer Now in Belfast, which will give VSO Ireland a greater presence in Volunteer Now centres throughout Northern Ireland. We continue to hold monthly Assessment Days and volunteers continue to cite satisfaction with the quality of training we provide.



VSO Ireland returned volunteers Oliver Deneher and Mary Duggan at a Returned Volunteer Day (c) /VSO Sarah Marshall 2013

VSO works in partnership with Comhlámh to support returned volunteers with resettlement, and is a committed signatory to The Comhlámh Code of Good Practice for Sending Organisations. In November 2012, as part of our compliance with the code, we participated in a self-audit. VSO Ireland scored very highly on compliance with the code and is working towards 100% compliance for 2013/14.



## Supporting our programmes

### Fundraising

#### Our aim

To broaden and grow our income portfolio, to recruit a further 7,000 donors to our Individual Giving programme, to grow support for our programme work in the private sector and to develop VSO's community support in Ireland through the work of outgoing volunteers and VSO Champions.

VSO Ireland successfully strengthened our institutional funding by receiving significant support from Irish Aid in 2012/13. VSO Ireland secured significant funding from Irish Aid towards the RAISA programme in 2012/13. The focus of Irish Aid support to VSO Ireland shifted in 2013 to better reflect the shared priorities of both organisations. Its focus is now on our education programme in Uganda, local governance in Zambia and the maternal and child healthcare programme in Ethiopia. In 2012/13, we continued to receive support from and build relationships with trusts and foundations.

VSO Ireland brought the international partnership with Mondelēz International (Cadbury) to Ireland, using support from Mondelēz to produce a documentary on the Cocoa Life partnership, which was broadcast on RTÉ 1. Cocoa Life is a unique partnership between Mondelēz International, VSO and local institutions that aims to improve the livelihoods and living conditions of more than 200,000 cocoa farmers and about one million people in cocoa farming communities around the world between 2012 and 2022. It focuses on improving farmers' yields, developing community infrastructure, supporting communities to increase their livelihoods, and protecting the local environment. On behalf of Mondelēz International, VSO works with local partners to implement the programme in the eastern region of Ghana. In the past year the cocoa harvest has increased by 20% and household incomes have increased by 207%.

VSO Ireland's individual giving programme continues to go from strength to strength, thanks to the continued generosity of regular givers. Teams of dedicated fundraisers have been signing up supporters to a regular monthly gift to support our work. The response from donors to the amazing work of our volunteers in Africa and Asia has been humbling. Half way through a three-year campaign VSO has acquired 5000 donors. The programme is centred around Volunteer Linking, whereby donors are connected to Irish VSO volunteers on placements overseas. Our linked volunteers send regular updates to their linked donors, providing a unique insight into their lives and work overseas.



VSO Trekkers Aisling Colton and Kelly O'Shea at the base of Mount Kilimanjaro ©Noel Judge

Feedback from donors to these updates has been extremely positive, with VSO regularly receiving messages of thanks and support for our linked volunteers.

Our work with the private sector is a vital part of our income growth strategy and has made good progress in the last year. VSO believes that the benefits of working with the private sector go far beyond financial donations, and companies can play a key role in our poverty reduction programmes, providing access to business capability, influential networks, skills and human resources. This year, we are particularly proud of our achievements in building new partnerships and developing existing relationships with Irish based companies such as Appco Group Ireland, Bank of Ireland, Google, Hays Recruitment and Mondelēz International.

Volunteer fundraising continued to be an important element of VSO's fundraising strategy. In the past twelve months VSO has successfully maintained and strengthened our grassroots fundraising. Outgoing and returned volunteers from across Ireland have organised or participated in marathons, fun runs, table quizzes and coffee mornings in aid of VSO. This fundraising has enabled our supporters to share their commitment to VSO within their own communities. VSO was also delighted to facilitate a trek to Mount Kilimanjaro for Appco Group Ireland, the company that manages our Individual Giving programme. Close to €20,000 was raised by eighteen trekkers who scaled Africa's highest mountain and visited a VSO programme while in Tanzania.

The hugely popular VSO fashion lunch Chic at the Shelbourne, an important fundraiser for VSO took place in December at the Shelbourne Hotel in Dublin. 120 people attended, raising €5000 for VSO Ireland.

## Public engagement

VSO's public engagement in all areas, including recruitment, fundraising and advocacy is grounded in the knowledge that volunteers make a unique and powerful impact on achieving development goals. This Volunteering for Development message formed the basis of all external communications and public engagement activities in 2012/13.

Last year, VSO Ireland appointed a full time Marketing and Communications Advisor with responsibility for the recruitment of volunteers and the communication of their commitment and impact to the Irish public. We also began the process of evolving our brand, following discussion and consultation internally and with the VSO International Communications Team. This brand evolution will bring about a clearer and more nuanced brand position to elicit better responses from our audiences.

VSO seeks to communicate at all levels and across all platforms with the Irish public. We have been successful in our use of local and national media, including broadcast, online and print. In 2012/13, 201 local and national print articles were published, detailing the work of Irish VSO volunteers. This represents an increase of 21% over the previous year. Highlights include the placing of opinion pieces in the Irish Times - Economic growth in Africa, Irish Independent - World AIDS Day and The Journal - EU Presidency and International Volunteering. In addition, VSO volunteers and staff took part in 17 radio interviews.

Social media continues to play an important and targeted part in our overall public engagement strategy. Our use of Facebook, Twitter and LinkedIn has developed in the past year and are now actively used to recruit volunteers and get our advocacy message into the public domain. The number of people following VSO Ireland on Facebook increased by 40% in 2012/13, Twitter followers increased by 68% and we now have 281 connections on LinkedIn.

Northern Ireland remains an important recruitment priority for VSO. To this end, a strategic alliance was signed with Volunteer Now in February 2013. Under this agreement, Volunteer Now will support VSO as a recruitment inlet for international volunteering. Training of Volunteer Now staff took place in Belfast in March 2013.

Engaging with stakeholders in the education sector is a priority for VSO Ireland. A major component of our recruitment work is the building of strong, positive working relationships with the Irish National Teachers' Organisation (INTO), the Irish Primary Principals Network and the Retired Teachers Association.

In February 2013, VSO Ireland organised the first ever VSO Week – a series of high profile events and activities designed to garner attention for the work of VSO. Emphasis was placed on public relations activity regarding volunteers who found love on a VSO placement, and on a promotion in a number of coffee houses called The Ripple Effect.

VSO is a signatory of the Dóchas Code of Conduct on Images and Messages and continues to support its implementation by putting forward positive images and messages about our work and the lives of the people we work with. VSO Staff members attended the Code of Conduct annual review meeting in 2012 to discuss how the code is working and to suggest ways to improve it.

#### Future Plans

VSO Ireland will deepen our relationships with health organisations to support awareness and recruitment. Organisations include the Royal College of Physicians of Ireland, College of Anaesthetists of Ireland, Irish Nurses and Midwives Organisation, Irish Medical Council and Irish Medical Organisation.

The evolution of the VSO brand will continue, and a new Multimedia Hub will be launched to be used as a repository for all images, branded documents and videos.

A new national, multimedia brand awareness campaign will launch in October 2013 to build awareness of VSO with the Irish public and to build our public profile in advance of VSO Ireland's 10th anniversary in February 2014.

In conjunction with the INTO, VSO Ireland will launch an online continuous professional development course for primary school teachers and principals focused on sustainable development and the approach VSO takes to effecting change through volunteering. This course will take place in summer 2013 and will support VSO's outreach to the primary education sector.



# Structure, governance, management and risk management

## Our structure

VSO Ireland is a company limited by guarantee and all of the trustees are also full directors of VSO Ireland for company law purposes. The company is registered in Ireland as a charity (Charity Number CHY 15048). Its governing document is the VSO Memorandum and Articles of Association (a copy of which can be found on the VSO Ireland website).

## Our governance

VSO Ireland operates as part of the global VSO Federation, an international network of development organisations, who share a common vision of a world without poverty, in which people work together to fulfil their potential. The VSO Federation comprises of VSO (operating as both VSO international and VSO UK), VSO Jitolee (Kenya) VSO Nederland, VSO Bahaginan (Philippines) and VSO (Ireland).

Each VSO federation member is a self-governing not-for-profit legal entity. As signatories to the VSO Federation Agreement, the federation members have committed to working together to jointly deliver the VSO strategy. They have agreed to global policies for volunteer recruitment, fundraising, advocacy and programme delivery, and work closely together to achieve the objectives contained in the VSO Corporate Business Plan.

Each federation member has nominated a representative to the VSO Federation Council, an advisory board created to advise the International Board on matters relevant to the VSO Federation, including membership criteria, the admission of new members, and conducting membership status reviews. The Federation Council has a key role in the governance of VSO itself, being responsible for recruiting nominees to the VSO International Board.

The governing body for VSO Ireland Limited is the Board of Trustees, who are the legal directors and members of the organisation, currently comprising of 6 trustees and 1 co-opted trustee. The board meets at least four to five times per year. Each meeting incorporates detailed de-briefing on elements of our core activities to ensure trustees gain proper insights into VSO Ireland’s work. All trustees serve for an initial period of three years, with a further extension of three years. They serve on a voluntary basis and are reimbursed only for out-of-pocket expenses.

Trustees are recruited from diverse, professional backgrounds and bring on board a range of experience and skills to the organisation. All trustees are provided with a comprehensive induction programme and continuing engagement throughout their term of office, through regular updates from the chief executive, links with the senior management team, membership of relevant board sub-committees and participation as expert advisors to ad-hoc organisational working groups.

The Board is responsible for approving and monitoring VSO Ireland’s long-term strategy and the achievement of its annual corporate objectives through efficient budget management, approval of any constitutional changes, and the appointment of new trustees and the Executive Director.

The Board is committed to ensuring VSO Ireland employs best-practice standards of corporate governance (in line with the recommendations in the Code of Practice for Good Governance for the Community, Voluntary and Charity Organisations in Ireland and Irish Development NGOs Code of Corporate Governance).

## Board sub-committees

During the year 2012/13, the Board had two formal sub-committees:

- *Audit, Risk and Remuneration Committee* : responsible for assessing the effectiveness of operational and financial risk management and internal control including recommending remuneration
- *Programmes Committee* : responsible for the oversight of programme strategy and to oversee, guide, advise and evaluate VSO Ireland’s fundraising efforts.

The Audit, Risk and Remuneration Committee consists of Roger Duggan (Chair) and Iarla Mongey, along with Malcolm Quigley and Sinead Lee from the management team. Six formal meetings were held during the year 2012/13.

The programmes committee consists of Catherine Byrne, Hilary McDonagh and Derek McDowell from the board and also Malcolm Quigley from the management team. Three formal meetings were held during the year 2012/13.

## Management

The Board delegates day-to-day management of VSO Ireland to the Executive Director and the senior management team. This team has operational and strategic oversight of VSO Ireland’s global work. The team members have responsibilities that reflect the scale and scope of VSO Ireland’s work, including finance, human resources and organisational development. The senior management team meets monthly to develop and implement strategy, allocate resources, set and monitor standards and determine core approaches to how we work, including the engagement and development of employees. VSO Ireland’s development, operational and financial objectives are monitored and reviewed through a quarterly review process in collaboration with VSO’s wider leadership team and the broader organisation.

## Public benefit

We developed our strategy and corporate business plan to advance our charitable objectives, while ensuring we provide public benefit. Our senior management team and trustees ensure our activities continue to be in line with charitable objectives while contributing to public benefit.

## Risk management

The senior management team identifies the key risks facing VSO Ireland, which are documented in the risk register, then discussed with and approved by the trustees. This then forms part of our reporting requirements to VSO International. The risk register is updated to reflect recent operational and financial developments, strategic annual organisational objectives and changes in the external environment. Each risk item is analysed according to its perceived potential impact and likelihood of occurrence, together with actions that either have or will be taken in mitigation. It is reviewed quarterly by the senior management team and amended accordingly.

The risk management process has resulted in a high priority being placed on the following risks:

- VSO Ireland is unable to supply the target numbers of Irish volunteer days to programmes
- VSO Ireland is unable to effectively demonstrate our impact to current and potential institutional donors

The trustees are satisfied that, through senior management, there are procedures in place commensurate with the size of these and other identified risks to prevent or manage their effects. These procedures include active implementation of control systems and processes, the transfer of risk to external insurers and the acceptance of risks that cannot be avoided. In this case and where appropriate, financial provision may be made on the balance sheet against those risks, or reserves set aside in case of adverse events in the future. In addition, the internal audit plan developed and implemented is based on, and consistent with, the annual risk assessment undertaken by the board. The audit committee monitors the implementation of the internal audit plan.

## Reference and administrative details

Details of our Board of Trustees and copies of our Memorandum and Articles of Association and the terms of reference for the Board and its sub-committees can be found on our website ([www.vso.ie](http://www.vso.ie)). A list of the members of our Board, Senior Management Team and sub-committees, and details of the VSO Federation Member websites are given on page 38.



# Financial review

## Income

Total incoming resources for the year totalled €3,401,912, which is an increase of €1,030,777 (43%) on the previous year (2012: €2,371,135).

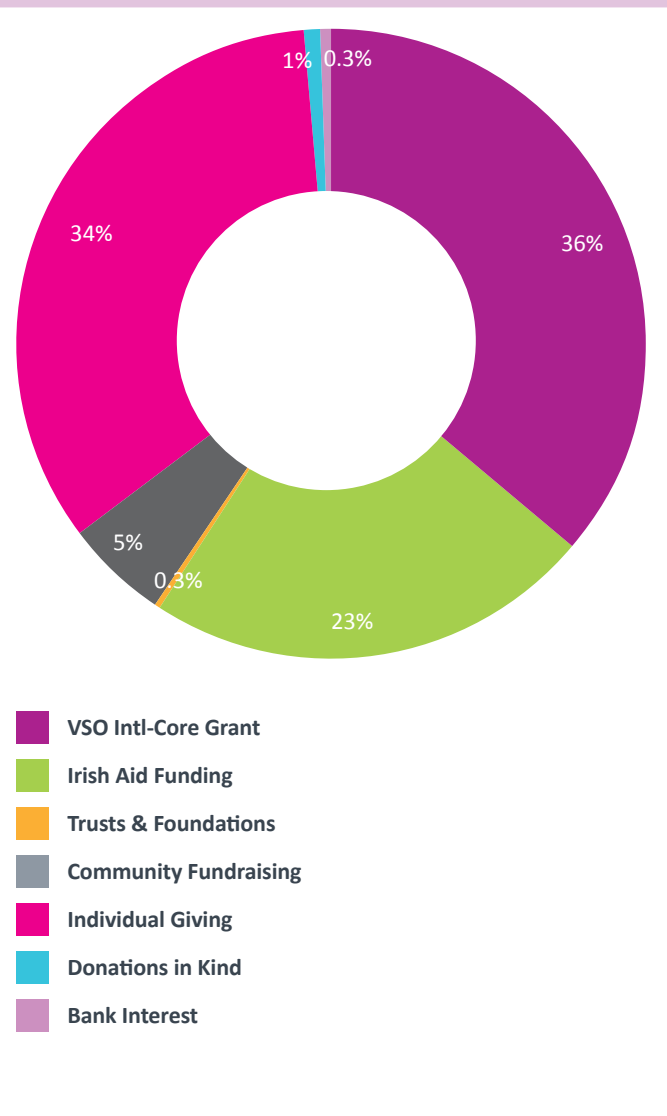
VSO Ireland works in close collaboration with the Department of Foreign Affairs (Irish Aid). Irish Aid programme funding grants are aligned to a calendar year period. VSO Ireland received €531,460 from Irish Aid for the VSO RAISA programme for the year 2013. VSO Ireland is appreciative of Irish Aid for its continued support.

We value Irish Aid’s support as a major donor and recognise that it is beneficial for us and for Irish Aid to have a more diverse portfolio of income streams. In 2010/11, through increased core funding from VSO International we embarked on a programme of increased investment in our fundraising in order to grow our overall income and change our donor profile. This investment has continued throughout 2012/13 in the amount of €1,082,108 (2012: €803,755).

A key source of unrestricted income for us is individuals. As the basis of this income is regular giving, our continuing investment in this area during 2012/13 should be reflected as increased income over the coming years. Income from regular giving for the year totalled €787,311, which is an increase of €500,864 (175%) on the previous year (2012: €286,447).

We have undertaken to invest in funding relationships with key corporate partners and we are working on developing partnerships in this area, despite the current economic climate.

Across the various departments of VSO Ireland, we were delighted to receive in-kind donations to the value of €21,710 (2012: €92,645). We would like to thank in particular Hayes Recruitment, Allied Irish Banks, Google and Newstalk.



## Expenditure

In accordance with the requirements of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP 2005), charitable expenditure is presented in accordance with VSO Ireland’s cost of generating funds and charitable activities. This has been achieved through the direct allocation of costs to activities undertaken, together with the indirect allocation of costs where they cannot be directly attributed to a single charitable activity.

The charity spent €1,849,922 on charitable activities, amounting to 60% of our total expenditure including the large fundraising investment. If we exclude the cost of investment in fundraising of €940,171, which is fully funded through the investment grant from VSO International, the amount spent on charitable activities would increase to 86%.

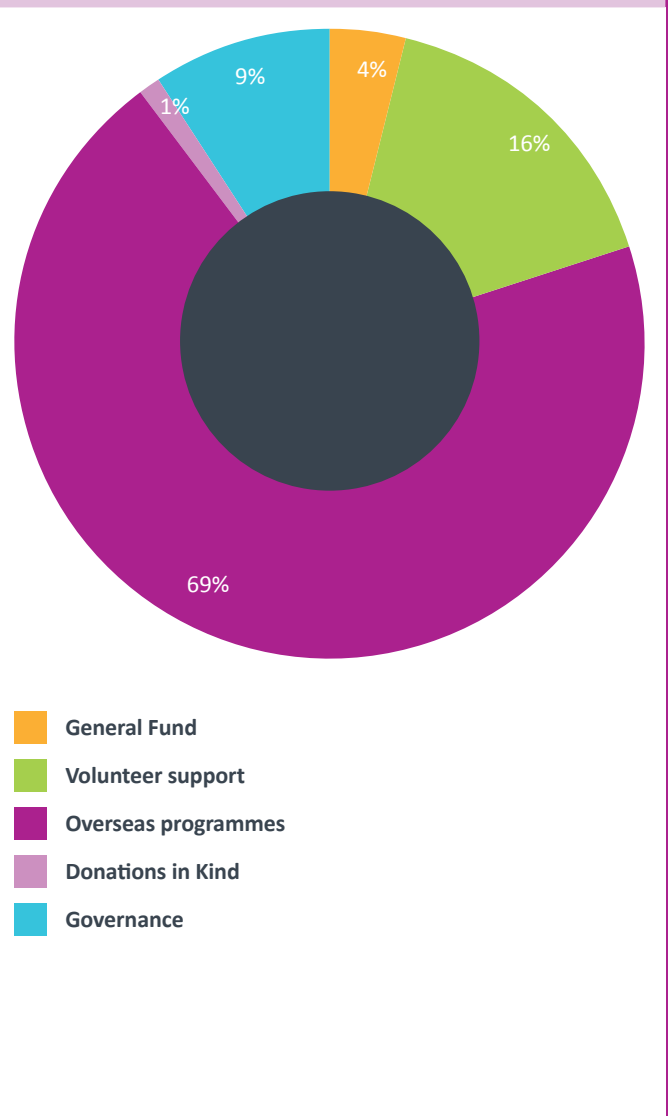
This year we have seen some changes in the expenditure levels of our charitable activities to that of the previous years:

- Volunteer placement costs show a 9% decrease primarily due to the number of volunteers placed overseas.
- Volunteer recruitment costs have increased by 4% due to the recruitment of a full time marketing and communications officer in September to further develop our volunteer numbers going forward.
- Overseas programme costs show a 47% increase which reflects the increase in Irish Aid programme funding of 11% and the increase of regular giving income to help support our volunteers overseas.

The cost of generating funds has decreased as a result of a more focused approach taken around the planned investment in fundraising. On the face of the accounts the cost of generating funds is shown between:

• Voluntary income	€93,033	(-63%)
• Investment in fundraising	€940,174	(+25%)
• Donation In Kind	€21,170	

The investment in fundraising is fully funded by VSO International by means of a grant of €1,082,108 shown separately in the income section. Much of this investment has been directed towards individual giving, the results of which should be apparent in future years.



This regular giving campaign’s expected return of investment is based around a 5 year programme. The investment was not fully utilised in 2012/13 with under-spends in the regular giving programme. This under-spend will be deployed in future years.

Governance costs show an increase of 54% mainly due to the additional investment of staff time to full federation membership and broadening our governance as part of a global development organisation. Going forward, material changes to this figure are not expected.



# Reserves Policy

## Funds held

Total funds carried forward at 31 March 2013 amounted to €515,550. Within this total, restricted fund balances totalled €72,453 (2012: €43,185) a 68% increase and unrestricted funds totalled €443,097 (2012: €170,222) a 160% increase.

The restricted income fund represents income, which has been received and recognised in the financial statements, which is subject to specific conditions imposed by the donors or grant making institutions. The reserves held at 31 March 2013 will be spent in 2013/14 in line with conditions set by donors.

The unrestricted income fund (general fund) represents amounts which are expendable at the discretion of the organisation in furtherance of the objects of the charity. The increase in this general fund was a result of:

- Savings and under-spends achieved on the grant income received from VSO International to operate the organisation’s objectives
- Under-spend in the investment in fundraising (regular giving) which will be deployed in future years.

## Reserves policy

The reserves policy covers the level of free reserves that would be immediately available for activities within VSO Ireland’s overall purpose and would be appropriate for the charity to hold on a continuing basis. The policy also sets out the actions that trustees expect to take to maintain reserves at an appropriate level; the trustees review this level periodically.

VSO holds reserves for the following purposes:

- to allow for uncontrollable fluctuations in income and expenditure, and for unbudgeted essential expenditure, without disproportionate disruption to operations
- to absorb setbacks and the (adverse) effects of large scale external events
- to take advantage of unbudgeted opportunities which cannot effectively be planned in future financial periods

For the purposes of assessing funds required, reserves are considered to have three elements:

- The operational reserve creates a “buffer” against volatility in income and uncontrollable fluctuations in expenditure, providing the necessary cash flow to ensure that such fluctuations do not disproportionately affect VSO’s operations
- The serious curtailment reserve is intended to fund VSO during a period of structural adjustment in response to an external shock. Elements of this reserve are calculated and managed centrally to allow VSO to benefit from “risk pooling”
- The strategic opportunities reserve provides VSO with the flexibility to take up unbudgeted opportunities that cannot effectively be planned in a coming financial period

The funding needs for the operational and serious curtailment reserves are estimated by an assessment of risks which builds on the current risk register. The assessment also takes input from senior VSO managers with the necessary detailed operating knowledge of the risks, and the historical perspective on risks that have materialised in the past.

VSO Ireland, as a federation member adopts the International reserves policy. VSO Ireland manages their own general reserves for operational risks, any local risks arising out of their specific operating environment, and strategic opportunities. VSO International manages the operational, serious curtailment and strategic opportunity reserve of the Country and Volunteer Programmes and for the central support functions including security for volunteers. It also manages the consolidated serious curtailment reserve against large-scale risks affecting all parts of VSO. All elements of the reserves held by VSO (operating as VSO International and VSO UK) are combined and reported as a single Federation reserve in the report and accounts of VSO.

At the last review in March 2013, it was agreed that the appropriate level of reserves for VSO Ireland be set at €197,620. The excess of €245,746 has been allocated for expenditure in 2013/14. VSO (operating as VSO International and VSO UK) holds a reserve of £8 million, with an agreed target of £8.1 million expected over three years to March 2014. This was considered appropriate to address what will be needed over the next three years.

# Statement of trustees’ responsibilities

Irish company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements are prepared in accordance with accounting standards generally accepted in Ireland and comply with Irish statute comprising the Companies Acts, 1963 to 2012. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## Auditors

Deloitte & Touche Chartered accountants and registered auditors have expressed their willingness to continue in office as auditors, and a resolution to reappoint them will be proposed at the next Annual General Meeting.

On behalf of the Board of Trustees  
Iarla Mongey  
Chair

10 October 2013



# Independent auditor's report to the Members and Trustees of Voluntary Service Overseas (Ireland) Limited (a company limited by guarantee and not having a share capital)

We have audited the financial statements of Voluntary Service Overseas (Ireland) Limited for the year ended 31 March 2013 which comprise the Statement of Accounting Policies, the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes 1 to 15. The financial reporting framework that has been applied in their preparation is Irish law and accounting standards issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland (Generally Accepted Accounting Practice in Ireland).

This report is made solely to the company's members, as a body, in accordance with Section 193 of the Companies Act, 1990. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of directors and auditors**  
As explained more fully in the Statement of Directors' Responsibilities, the directors are responsible for the preparation of the financial statements giving a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with Irish law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**  
An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Reports and Financial Statements for the year ended 31 March 2013 to identify material inconsistencies with the audited financial statements.

If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**  
In our opinion the financial statements:

- give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, of the state of the affairs of the company as at 31 March 2013 and of the net incoming resources for the year then ended; and
- have been properly prepared in accordance with the Companies Acts, 1963 to 2012.

**Matters on which we are required to report by the Companies Acts, 1963 to 2012**

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion proper books of account have been kept by the company.
- The financial statements are in agreement with the books of account.
- In our opinion the information given in the directors' report is consistent with the financial statements.

**Matters on which we are required to report by exception**  
We have nothing to report in respect of the provisions in the Companies Acts, 1963 to 2012 which require us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by law are not made.

**Tom Cassin**  
**for and on behalf of Deloitte & Touche**  
Chartered Accountants and Statutory Audit Firm  
Dublin

Date: 10<sup>th</sup> October 2013

Members of  
Deloitte Touche Tohmatsu

# Statement of financial activities for the year ended 31 March 2013

	Notes	Unrestricted funds 2013 €	Restricted funds 2013 €	Total funds 2013 €	Total funds 2012 €
<b>Incoming resources :</b>					
<b>Incoming resources from generated funds:</b>					
Grant Income	1	843,294	-	843,294	628,335
Voluntary Income		908,021	-	908,021	340,976
Donations in kind		21,710	-	21,710	92,645
Bank Interest		1,664	6,732	8,396	22,424
Other Income - VSO International Investment Grant		1,082,108	-	1,082,108	803,755
<b>Incoming resources from charitable activities:</b>					
Grant income – Irish Aid		30,083	501,377	531,460	480,000
Grant income	1	-	6,923	6,923	3,000
<b>Total incoming resources</b>		<b>2,886,880</b>	<b>515,032</b>	<b>3,401,912</b>	<b>2,371,135</b>
<b>Resources expended :</b>					
Cost of generating funds					
- cost of generating voluntary income		(93,033)	-	(93,033)	(251,377)
- other costs		(940,174)	-	(940,174)	(750,301)
Charitable activities	2	(1,364,158)	(485,764)	(1,849,922)	(1,849,922)
Donations in kind		(21,710)	-	(21,710)	(92,645)
Governance costs		(194,930)	-	(194,930)	(126,215)
<b>Total resources expended</b>		<b>(2,614,005)</b>	<b>(485,764)</b>	<b>(3,099,769)</b>	<b>(2,564,246)</b>
<b>Net Income / (outgoing) resources</b>	3	<b>272,875</b>	<b>29,268</b>	<b>302,143</b>	(193,111)
Total funds brought forward	10	170,222	43,185	213,407	406,518
<b>Total funds carried forward</b>	10	<b>443,097</b>	<b>72,453</b>	<b>515,550</b>	<b>213,407</b>

All the above results are derived from continuing activities.

There are no recognised gains or losses other than the net movement in funds arising from continuing operations for the year.

The financial statements were approved by the Board of Directors on 10 October 2013 and signed on its behalf by:

**Roger Duggan**  
Director

**Iarla Mongey**  
Director



# Balance sheet

## as at 31 March 2013

	Notes	2013 €	2012 €
<b>Fixed assets</b>			
Tangible assets	7	4,247	5,535
<b>Current assets</b>			
Debtors	8	19,178	43,086
Cash at bank and in hand		1,289,419	336,544
		1,308,597	379,630
<b>Creditors:</b> (amounts falling due within one year)	9	(797,294)	(171,758)
<b>Net Current assets</b>		511,303	207,872
<b>Total assets less current liabilities</b>		515,550	213,407
<b>Net assets</b>		515,550	213,407
<b>Represented by :</b>			
General fund	10	443,097	170,222
Restricted income fund	10	72,453	43,185
<b>Total funds</b>		515,550	213,407

The financial statements were approved by the Board of Directors on 10 October 2013 and signed on its behalf by:

Roger Duggan

Director

Iarla Mongey

Director

# Cash flow statement

## for the year ended 31 March 2013

	Notes	2013 €	2012 €
Net cash inflow/(outflow) from operating activities	11	944,479	(640,286)
Returns on investment and servicing of finance:			
Interest received		8,396	22,424
Net cash inflow from returns on investments		8,396	22,424
<b>Increase/(decrease) in cash and cash equivalents</b>	12	952,875	(617,862)



# Statement of Accounting Policies

The significant accounting policies adopted by the company are as follows:

### Basis of preparation

The financial statements have been prepared in accordance with generally accepted accounting principles under the historical cost convention and Irish statute comprising the Companies Acts, 1963 to 2012. Furthermore the financial statements are presented in recognition of best practice for charities (Statement of Recommended Practice, revised 2005).

### Going concern

After making enquiries, the directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future, for this reason, they continue to adopt the going concern basis in preparing the financial statements.

### Recognition of income

- i. Grant income from operating activities, in furtherance of the charity's programmes is accounted for on a receivable basis.
- ii. Public donations and similar income arising from fundraising events and activities are accounted for when received. As with many charitable organisations, independent groups and individuals from time to time organise fundraising activities. However, as amounts collected in this way are outside the control of the company, they are not included in the financial statements until received by the company.
- iii. Donations in kind such as services rendered to the company are recognised in income with an equal amount being charged against expenditure where valuations can be measured with confidence. Valuations of donations in kind are based on the unit cost to the donor. If such a valuation is not available, reasonable market rates are used.
- iv. Interest income is recognised in the period in which it is earned.

### Recognition of expenditure

- i. Expenditure is analysed between the activities in furtherance of the charity's objects, cost of generating funds and governance costs.
- ii. The costs of each activity have been separately accumulated and disclosed. Expenditure is recognised in
- iii. the period to which it relates. Expenditure incurred but unpaid at the balance sheet date is included in accruals and other creditors. Charitable expenditure comprises all expenditure incurred by the charity in meeting its charitable objectives as opposed to the costs of raising funds to finance these activities. Any publicity costs are included under the costs of generating funds due to the nature of the costs being linked to the raising of funds in furtherance of the charity's objects.
- iv. Expenditure in project locations overseas is recognised as charitable expenditure in the period it occurs.
- v. Governance costs are the costs associated with the stewardship arrangements of the company. They comprise costs arising from constitutional and statutory obligations, as well as costs associated with the strategic management of the company's activities. Typical costs would be internal and external audit, and legal fees.

### Taxation

The company, having charitable status is not subject to corporation tax. Expenditure recorded included VAT where applicable as the company is classified as an exempt entity for VAT purposes.

### Foreign currencies

Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rates ruling at the balance sheet date. Revenues, costs and non-monetary assets are translated at the exchange rates ruling at the dates of the transactions. The resulting surplus and deficit are dealt with in the statement of financial activities.

### Pensions

The pension costs charged in the financial statements represent the contribution payable by the company during the year to Personal Retirement Savings Accounts (PRSAs) for staff.

### Restricted and unrestricted funds

Voluntary Service Overseas (Ireland) Limited maintains various types of funds as follows:

**Restricted income fund:** The Restricted income fund represents income, which has been received and recognised in the financial statements, which is subject to specific conditions imposed by the donors or grant making institutions. Donations or grants may become repayable in the event that the conditions of the related agreements are not adhered to.

**General fund:** The General fund: represents amounts which are expendable at the discretion of the company in furtherance of the objects of the charity. Such funds may be held in order to finance working capital or capital investment.

Voluntary Service Overseas (Ireland) Limited holds reserves for the following purposes:

- i. To allow for uncontrollable fluctuations in income and expenditure and for unbudgeted essential expenditure, without disproportionate disruption to operations.
- ii. To absorb setbacks and the (adverse) effects of large scale external events.
- iii. To take advantage of unbudgeted opportunities which cannot effectively be planned in future financial periods.

**Designated funds:** Voluntary Service Overseas (Ireland) Limited may at its discretion and/or with the agreement of the original donors of the funds, set aside funds for specific purposes in the furtherance of the charity's objects, which would otherwise form part of the general reserves of the organisation.

### Operating leases

Rentals in respect of operating leases are charged to the Statement of Financial Activities as incurred.

### Tangible fixed assets and depreciation

All tangible fixed assets are initially recorded at historic cost. Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost of each asset systematically over its expected useful life, as follows:

Fixtures, fittings and equipment - 15% straight line





# Notes to the financial statements for the year ended 31 March 2013

## 1. Grant income

Grant income is received from various organisations and is analysed as follows:

	2013 €	2012 €
VSO International – core grant	843,294	628,335
Electric Aid	6,923	-
INTO	-	3,000
	<b>850,217</b>	<b>631,335</b>

## 2. Charitable activities

Expenditure on charitable activities is analysed as follows:

	2013 €	2012 €
Volunteer placements	85,920	94,044
Volunteer recruitment	239,793	230,021
Return volunteers	25,763	-
Overseas programmes	1,498,446	1,019,643
	<b>1,849,922</b>	<b>1,343,708</b>

## 3. Net incoming / (outgoing) resources

Net incoming resources for the year is arrived at after charging/(crediting) :

	2013 €	2012 €
Directors' remuneration	-	-
Operating leases	44,402	41,066
Interest earned	(8,396)	(22,424)
Depreciation	1,288	1,288
Auditor's remuneration (excluding VAT):		
Audit	7,500	7,500
- Tax advisory services	-	-
- Other assurance services	-	-
- Other non-audit services	-	-

# Notes to the financial statements for the year ended 31 March 2013

## 4. Employees

The average monthly number of employees during the year was:

	2013 Number	2012 Number
Full time	8	6
Part time	4	4
	<b>12</b>	<b>10</b>

The aggregate payroll costs of these persons were as follows:

	2013 €	2012 €
Wages and salaries	504,514	460,981
Social welfare costs	53,277	49,317
Pension costs	19,981	14,875
	<b>577,772</b>	<b>525,173</b>

## 5. Pension costs

VSO Ireland Limited facilitates a PRSA scheme on behalf of all its employees. The pension charge represents contributions paid or payable by the company and amounted to €19,981 (2012: €14,875). Amounts payable at the year-end were €1,771 (2012: €2,143).

## 6. Taxation

The company is exempt from Corporation Tax due to its charitable status.

## 7. Tangible fixed assets

	Fixtures, Fittings & Equipments €
<b>Cost</b>	
At 1 April 2012 and at 31 March 2013	<b>8,586</b>
<b>Depreciation</b>	
At 1 April 2012	3,051
Charge for the Year	1,288
<b>At 31 March 2013</b>	<b>4,339</b>
<b>Net book values:</b>	
<b>At 31 March 2013</b>	<b>4,247</b>
At 31 March 2012	5,535



# Notes to the financial statements

## for the year ended 31 March 2013

### 8. Debtors

	2013 €	2012 €
Amounts owed by related undertakings (Note 13)	-	20,212
Other debtors	12,166	11,390
Prepayments and accrued income	7,012	11,484
	19,178	43,086

### 9. Creditors (amounts falling due within one year)

	2013 €	2012 €
Trade creditors	255,249	121,930
Amounts owed to related undertakings (Note 13)	499,932	18,316
PAYE and social welfare	22,723	15,031
Accruals and deferred income	19,390	16,481
	797,294	171,758

### 10. Statements of movement on funds

	Unrestricted Fund €	Restricted Fund €	Total €
At 1 April 2012	170,222	43,185	213, 407
Net incoming resources	272,875	29,268	302,143
At 31 March 2013	443,097	72,453	515,550

The balances on restricted funds at 31 March 2013 represent expenditure on overseas programmes to be incurred during the next financial year.

	Balance at 01/04/2013 €	Restricted Income €	Restricted Expenditure €	Balance at 31/03/2013 €
Bank interest	28,425	6,732	-	35,157
Cambodia	6,354	-	(6,354)	-
INTO	3,000	-	-	3,000
Malawi	41	-	(41)	-
Electric Aid	-	6,923	-	22,931
Irish Aid	501,377	932	(479,369)	295
RAISA Fundraising	4,442	-	-	4,442
Total restricted funds	43,185	515,032	(485,764)	72,453

# Notes to the financial statements

## for the year ended 31 March 2013

### 11. Reconciliation of changes in resources to net cash inflow/(outflow) from operating activities

	2013 €	2012 €
Incoming/(outgoing) resources in the period	302,143	(193,111)
Depreciation	1,288	1,288
Bank interest	(8,396)	(22,424)
Decrease/(increase) in debtors	23,908	(8,114)
Increase/(decrease) in creditors and accruals	625,536	(417,925)
Net cash inflow/(outflow) from operating activities	944,479	(640,286)

### 12. Analysis of changes in net funds

	Opening Balance €	Cash Flow €	Closing Balance €
Cash on hand	336,544	952,875	1,289,419

### 13. Related party transactions

VSO Ireland operates as part of the global federation. Certain costs are reported centrally as part of the VSO International financial statements, a company registered in the United Kingdom. VSO Ireland contributes unrestricted income in order to support those costs. VSO Ireland received grants from VSO International of €1,925,402 (2012: €1,432,090). As VSO International is responsible for all overseas programmes including volunteers, VSO Ireland remits income to VSO International to support these programmes. The amount owing at 31st March 2013 to VSO International by VSO Ireland was €499,932 (2012: €18,316).

### 14. Commitments

The company had no capital commitments at the year end.

Annual commitments exist under operating leases as follows:

	Buildings	Equipment	Total
Within one year	-	440	440
Within two to five years	41,476	1,346	42,822
After five years	-	-	-

### 15. Company limited by guarantee

Paragraph 4 of the memorandum of association states:

‘Every member of the Company undertakes to contribute to the assets of the company in the event of its being wound up, while he/she is a member or within one year afterwards for the payments of the debts and liabilities of the Company contracted before he/she ceases to be a member and the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amounts as may be required not exceeding €1.00.’



# Reference and administrative details

Charity name:	Voluntary Service Overseas (Ireland) Limited
Charity registration:	CHY 15048
Company registration:	351799
Registered office:	13-17 Dawson Street, Dublin 2

### Board of Trustees (as at 31 March 2013)

Iarla Mongey (Chair) *	
Catherine Byrne≈	
Hilary McDonagh≈	
Roger Duggan (Treasurer)*	
Colm McGivern	
Derek McDowell≈	
Gerard Murphy	(Co-opted Trustee)

\* Finance and Risk Committee (board sub-committee)  
≈ Programmes Committee (board sub-committee)

### Senior Management Team (as at 31 March 2013)

Malcom Quigley Executive Director  
Sinead Lee Head of Support Services  
Deirdre Finlay Head of Programmes and Volunteering  
Geraldyn Thompson Head of Business Development

### International Federation Members

VSO works within an international federation of member organisations together with three independent members:

- VSO operating as both VSO international and VSO UK ([www.vso.org.uk](http://www.vso.org.uk))
- VSO Jitolee in Kenya ([www.vsojitolee.org](http://www.vsojitolee.org))
- VSO Netherlands in the Netherlands ([www.vso.nl](http://www.vso.nl))
- VSO Bahaginan in the Philippines ([www.vsobahaginan.org.ph](http://www.vsobahaginan.org.ph))

### Bankers

AIB plc  
7/12 Dame Street, Dublin 2

### Auditors

Deloitte & Touche  
Deloitte Ltd, Deloitte House, Earlsfort Terrace, Dublin 2

### Statistics

In our efforts to maintain and improve our accountability to stakeholders, we have taken steps in 2012/13 to increase the data quality relating to the depth and breadth of our work. We have improved processes around eliminating data that cannot be verified, and removing any double counting in reporting the number of people we reach. This is an ongoing process and we will work to keep improving data integrity when reporting on our work.

The statistics cited in this report are drawn from VSO’s Partner Monitoring and Learning Tool, which took place during the Annual Partnership Reviews with each of our partners in 2012/13 - 725 partners in total.

Further information on these reviews is available on request.

# Thank you



A secondary school student at Sohom District School in Ghana  
©Dominick Walsh 2012

VSO Ireland would like to extend our thanks to the many generous people and organisations that play a vital part in helping to achieve our vision - a world without poverty.

First and foremost, we thank our volunteers, and recognise the significant contribution that they make to improving the lives of people in some of the world’s poorest communities. Our volunteers generously give up their time in order to share their expertise in our programmes around the world. Without them, our work would simply not be possible. Many of our volunteers continue their commitment long after they’ve returned home, by fundraising and promoting our work.

During 2012/13, we received generous pro bono support and gifts in kind from corporate donors. This type of support is invaluable to enable us to achieve our goals.

We also thank all of our generous individual donors, most of whom are not listed below, for their continued support of our work.

Act Now on 2015  
Accenture  
Appco  
Brendan Courtney  
Broderick’s Bars and Cakes  
Church of Ireland Bishops’ Appeal  
Comhlámh  
Dóchas  
Dominick Walsh  
European Commission Representation in Ireland  
Event Junkies  
Gary Kavanagh  
Google Grants  
HAYS  
INTO  
Irish Aid  
Irish Aid Volunteering and Information Centre  
Irish Coalition of the Global Campaign for Education  
Irish International Business Network  
Irish Primary Principals Network

LA Creative  
Mondolez International  
National Volunteer Council  
Newstalk  
RTÉ  
The Shelbourne Hotel  
The Wheel  
UNICEF  
UN Volunteers  
World Health Organisation  
World We Want  
Volunteer Ireland  
Volunteer Now  
VSO Corporate Champions

Inside back cover: A pupil at Iipumbu Senior Secondary School, in the Oshana Region in Namibia. Oshana is one of the many local government regions where VSO volunteers have provided educational support during its 25 years in Namibia.





VSO Ireland  
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Dublin 2

+353 (0)1 640 1070

[www.vso.ie](http://www.vso.ie)  
[info@vso.ie](mailto:info@vso.ie)

VSO Ireland is a registered charity  
in Ireland: No. CHY15048