



## ANNUAL REPORT

2016/2017

A SNAPSHOT

18 213

Total Client Services volunteer hours

838

Active Social Support & Transport clients

95 809

Kilometres driven

245

New Social Support & Transport clients

2 016

Social Support & Transport services

887

Safety Register clients

7 372

Safety Register calls

### Celebrating Norm Gibbs, SEV Life Member

For the past 70 years Norm Gibbs OAM has been supporting communities. Norm is one of those amazing people who never tires of giving himself to others. His attitude is purely motivated by his spirit of service and care for others and through his actions over many years he encourages others to contribute through his association with the community.

In recognition of Norm's service to the local community the Mayor, Cr Rebecca Paterson dedicated a special bench seat that was provided by his family. Situated outside the Mount Waverley Community Centre, the seat is a fitting tribute to a person who has contributed many hours strengthening the local community through his volunteering efforts. Congratulations Norm on a wonderful achievement.





AT A GLANCE

21 299

Total volunteer hours

3 653

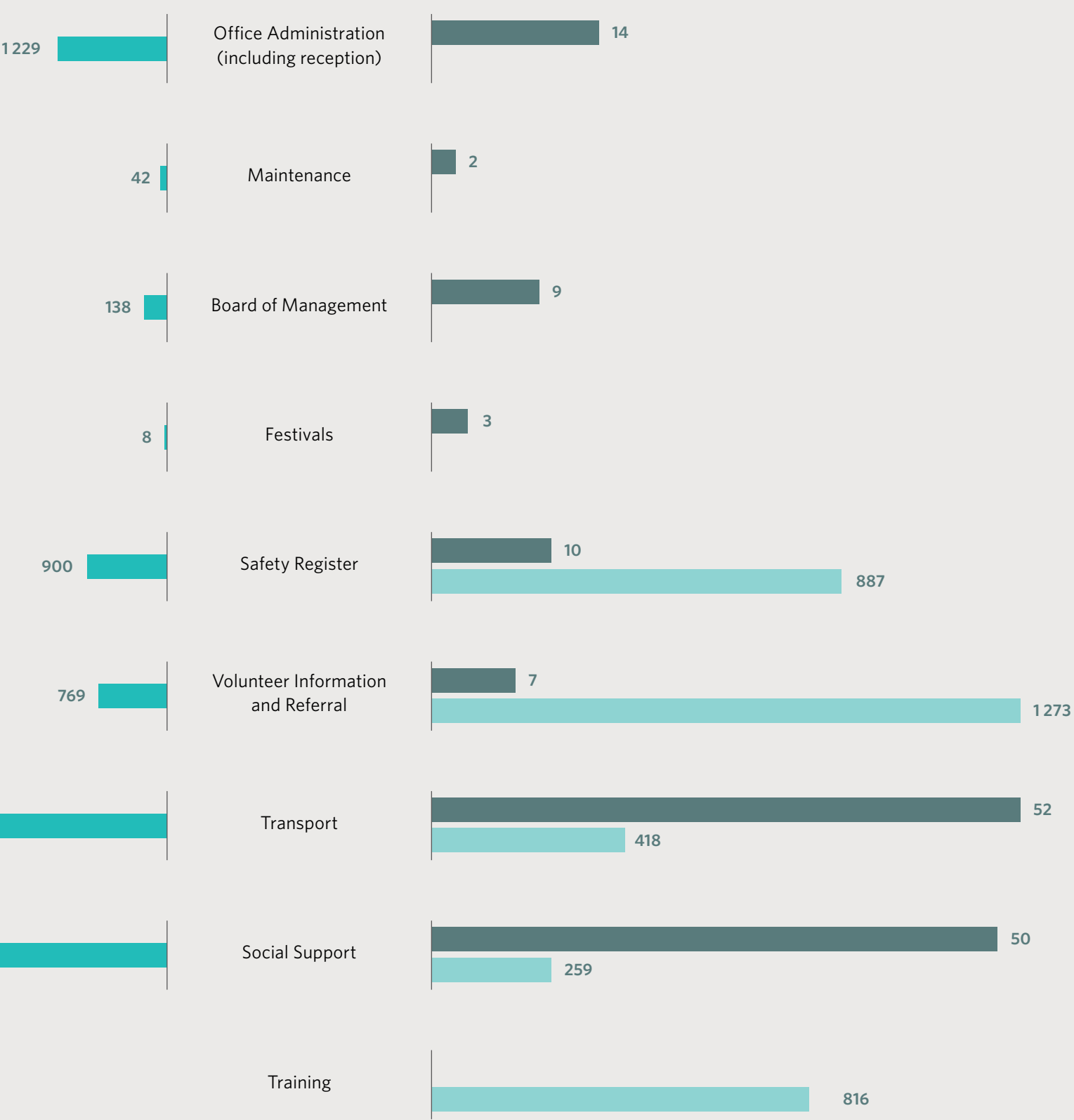
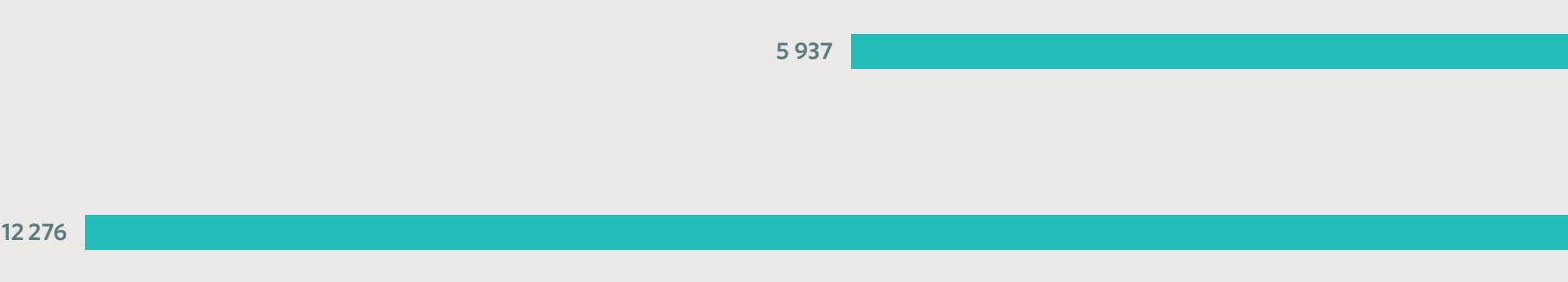
Total clients assisted

⬆ 10%  
+320  
Change from  
2015/2016

147

Total volunteers

⬆ 7%  
+10  
Change from  
2015/2016



Volunteer hours   Volunteers   Clients

Hours per volunteer

87.8

21

15.3

2.6

90

109.8









114.2

245.5

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	AUG 2016	NOV 2016	FEB 2017	APR 2017	JUN 2017
 Chee Pin Ng, <i>Chairperson</i>	●	●	●	●	●
 Andrew Freeman, <i>Treasurer</i>	●	●	●	●	●
 Nicola McNeil, <i>Secretary</i>	○	●	●	○	●
 Wina Kung, <i>Board Member</i>	●	●	○	●	●
 Jayesh Kapitan, <i>Board Member</i> (until May 2016)	●	●	●	○	
 Ka-Chi Cheung, <i>Board Member</i>	○	○	●	●	●
 Vijay Susarla, <i>Board Member</i>	●	●	●	●	●
 Stephen Ingram, <i>Board Member</i> (from October 2016 to June 2017)		●	●	○	○



## South East Volunteers

Ann Burgess	Chief Executive Officer
Rae Kum	Client Services Manager
Shirlene Standish	Volunteer Services Manager
Melissa Mahoney	Dandenong and Casey Outreach Manager
Hannah Landray	Safety Register Co-Ordinator / Intake & Assessment Co-Ordinator
Gerardine Gannon	Transport Co-Ordinator
Mei Ip	Chinese Seniors' Support Groups / Volunteer Referral
Gary Shih	Chinese Seniors' Support Groups
Christina Saladino	Social Support Co-Ordinator
Irene Khoo	Finance Services
Mamta Mehta	Reception
May El Abyad	Data Entry
Simran Verma	Administration
Lorraine Pirihi	Bayside / Kingston Outreach Officer
Phillip King	Advertising and Promotion ( <i>casual</i> )

## CrimCheck

Brett Holland	Relationship Manager
Melinda Tyro	Sales
Samuel Lucas	Audits and Sales
Pratyasi Chowdhury	Administration
Alyson Ritchie	Finance Services
Samantha Dove	Administration / Finance
Jade Duncan	Administration
Hayssam El Janoudi	Sales
Tricia Obelt	Finance Services ( <i>temporary</i> )

(Pictured - from left to right)

Treasurer Andrew Freeman at a Special Event  
SEV Staff Christina, Gerardine, Gary, Mamta, Hannah, May, Irene and Mei





*(Pictured - from left to right)*  
 National Volunteer Week Celebrations  
 Top: Peter and Geoff at the SEV Volunteer lunch  
 Bottom: Volunteers at the Volunteer Gala Awards

Alexander, Anthony	●	Graczyk, Gail		Parson, Philip	●●
Allwell, Christina		Grimwood, Colleen		Pham, Quang	
Atherton, Lesley	●	Grondman, Shirley		Phillips, Marcia	
Au, Winsie		Halliday, Peter		Randall, Raymond	●●
Bam, Chrystal	●	Harris, Diane		Reid, Ian	
Beard, Joan	●●●●	Hawkins, David		Riley, Sandra	
Bird, Peter		Holder, Kathryn		Roby, John	
Blackwell, Vanessa		Holmes, Siok Tin		Rooks, Roberta	●
Blomley, Dennis		Howell, Jo Anne		Rowley, Debra	
Borthwick, Richard	●	Hranilovic, Miryana		Russell, Patricia	●
Bouchet, Ghylene	●	Huf, Kevin	●	Sampson, Jennifer	●●
Bowden, Phillip	●	Huxtable, Kaye		Schober, Graeme	●●
Bowman, Winsome		Hymas, Gerald		Scott, Bronwyn	
Bray, Anthony	●	Ingram, Stephen		Seow, Han	
Broders, Marie-Luise	●●●	Ip, Denky		Shaw, Leanne	●
Bruce, Elizabeth	●●●	Jarvis, John	●●	Sim, Nola	
Burns, Joanne		Jeanes, Maureen	●	Steele, Peter	
Calder, Kenneth	●	Johns, Anne	●●●	Susarla, Vijay	
Calder, Lisbeth	●●	Julian, Geoffrey	●	Swinard, Hilary	
Chan, Simon	●	Kapitan, Jayesh		Symonds, Graham	
Chan, Vanessa		King, Phillip	●	Tan, Yunhong	
Cheung, Ka-Chi		King, Judith	●	Tan, Yunyi	
Chisholm, Vicki		Kung, Wina		Tang, Man Ching	
Ciccarelli, Bonifacio		Lee, Norman		Tiet, Lan	●
Clohesy, Julie	●	Leeves, Janette		Trowbridge, Susan	●●●
Clohesy, Ronald	●	Li, Weiwei		Twigg, Brenda	
Comerford, Joanna	●●	Litchfield, Lois	●●	Varsavsky, Carlos	
Davies, Steven		Lloyd, Bronwyn	●●	Vijayan Peter, Victoria	
Dean, Beverley	●●●●●	Long, Terence	●	Vinay, Rathi	
Dean, Brian		Low, Mei Xian		Vinnicombe, Scott	
Dobbs, Shane		Lucic, Karlo		Walker, Christine	
Dungan, Beverley	●●●	Luu, Tieu Hue		Wang, Jue	
Dunn, Nicholas		Madeira, Samuel		Wescott, Judith	●●●
Fairley, Jennifer		Makey, Rhonda		Whitehead, Fay	●
Filippelli, Wanda		Matheson, Julia		Whitmee, Philip	●
Florence, Rodney		McDonald, Betty	●●●	Witt, Patricia	●●●
Freeman, Andrew		McDowall, Ross	●	Wright, Lynette	●●●
Gaffney, Brett		McNeil, Nicola		Wright, Robin	●●●
George, Linda		Muratovic, Charlie		Xu, Li Hong	●
Gibbs, Norm OAM	●●●●●	Myers, Julie		Yao, Ling	
Goode, Phillip		Ng, Chee Pin		Yu, Janice	●
Goricane, Stanley		Parry, Richard			



Pin Ng, Chairperson

Significant changes occurred during the 2016-17 financial year at all government levels. With the changes also came opportunities, which the team at SEV is exploring. Complementing the change in funding the rejuvenating of SEV's physical assets. Our fleet of cars and the bus are now less than two years old and the information technology system has been further updated.

SEV's reputation was given a boost when it was nominated by the Monash Business Awards for excellence in service in the not-for-profit sector.

In May, celebrating the National Volunteer Week we held a gala event at Sandown Racecourse where volunteers across the region were acknowledged with awards. Thanks go to the Sandown Community Fund for their financial support. In the Greater Dandenong region we also held a National Volunteer Week breakfast at the Dandenong Club.

This year the SEV Board welcomed Steve Ingram as the newest member of our team. Steve is a retired but experienced executive with significant international achievements as a financial services executive, chief information officer and technology consulting partner, among other equally impressive credentials. On an upbeat note, we welcome our new Board member, Vijay Susarla.

Vijay has been active in the local community and volunteering sector for many years, here and overseas, and has skills in events management, governance and strategic planning. He was also a committee member of the Monash City's Multicultural Advisory Committee for two years.

Sadly, we said goodbye to Jayesh Kapitan, our valued board member of several years. His contribution and friendship will be missed. We wish him all the best.

Our sincere gratitude goes to the unstinting effort of many people and the support of other organisations and local businesses, including the Glen Waverley Novotel, Highways Hotel, Mulgrave Country Club, Wheelers Hill Hotel, Sandown Racecourse and Bunnings. They have made it possible for SEV to provide clients, volunteer drivers and jockeys the opportunity to get together socially.

Sincere thanks also go to Ann and her team and the army of volunteers, who together provide the services that the community has come to know so well and appreciate. We are also grateful to our funding bodies – the Commonwealth Department of Social Services, the Victorian Department of Health and Human Services, the Cities of Monash, Dandenong and Casey. Without their support and assistance, life at SEV will be a lot more challenging.

Many thanks also go to my fellow Board members, who have unstintingly devoted their valuable spare time and professionalism to SEV and in supporting me.





Ann Burgess, CEO

The 2016 to 2017 year went by in a flash and staff and volunteer teams moved like a well-oiled machine to achieve some great outcomes. They placed 1271 volunteers into 564 agencies, assisted 878 clients with transport and social support and supported 1663 Safety Register clients.

The client services team and the volunteers spent a record 18,213 hours with clients and drove a 95,806 kilometres to transport clients to their appointments, social activities and special events. CrimCheck staff set a new record too, completing just under 80,000 police checks in the year.

These figures are the highest that SEV has achieved since we started thirty-one years ago.

Great outcomes rely on good management so special thanks go to Brett Holland, Rae Kum, Melissa Mahoney and Shirlene Standish.

Education and training were important during the year. We trained 410 volunteers and 135 volunteer managers from external agencies. We ran a one day training session for City of Casey staff on the National Volunteer Standards and the importance of police checking for volunteers. South East Volunteers and staff were trained in the use of CPR and the defibrillator.

To ensure the transport fleet was as up to date as possible we bought two cars to replace the last of the 2012 models. All cars now have mobile phones and using hand free technology, drivers and jockeys can talk with the Transport Co-ordinator when a problem occurs.

Our 2016 AGM was held at Wheelers Hill Library in October. The amazing Anna Burke, retired MP, entertained guests with her stories of being a

parliamentarian and the wonderful Gabrielle Williams MP for Dandenong spoke about her work with the Ministerial Advisory Committee on Volunteering.

In early 2017, the Oakleigh Safety Register that supported residents living in the south end of Monash was added to our existing Safety Register, taking client numbers to 1663. This was a much needed move and now every older person in the Monash region can access support and information from our Safety Register.

Loneliness continues to be an issue for Safety Register clients and many other clients who are isolated and living in their own homes. In response to this challenge we ran a survey to identify ways in which we could help in reducing loneliness. The comments were at times heart-breaking – “I would lay down and die if it wasn't for SEV”

The survey highlighted often overlooked members of our community so we commenced a support group for people from the lesbian, gay, bisexual, transsexual and intersex (LGBTI) clients.

In February 2017, the Department of Social Services decided to discontinue funding for volunteer programs. South East Volunteers joined with Volunteering Victoria and many other volunteering organisations to attend a meeting in Canberra to raise their concerns. Thank you to the many politicians who supported South East Volunteers during this time, especially Julian Hill MP for Bruce, Anthony Byrne MP for Casey and Gabrielle Williams, MP for Dandenong. As a result, the Department reinstated volunteer funding.

Successful organisations are made up of passionate volunteers, so thank you to Board members for guidance, to drivers, jockeys and office volunteers for their commitment and amazing service delivery, and to staff members for their professionalism. I am grateful for these amazing people. Thank you.

## This year has been challenging with funding moving from the State Government Home and Community Care (HACC) to the Commonwealth Home Support Programme (CHSP).

People 65 years and over will continue to be funded via the Commonwealth Government.

To access services there is a new centralised booking area throughout Australia known as My Aged Care. This service provides a single assessment point and forwards referrals directly to agencies. Eventually all existing clients will be registered with My Aged Care. People under 65 will continue to be funded under HACC with funding provided by the Victorian Government. In late 2017 it is expected that these people will transition to a package under the National Disability Insurance Scheme (NDIS).

Through regular newsletters clients have been provided with current information and any updates on My Aged Care and the NDIS, with opportunities to discuss these changes and any concerns with staff.

Team members continue to attend forums and workshops that enhance their role in providing an exceptional service to clients in the local community. In partnership with the City of Monash the Client Services team attended a workshop which gave an overview of the Commonwealth Home Support Programme (CHSP) and the National Disability Insurance Scheme (NDIS).

The volunteers who support our programs are without doubt amazing in the manner in which they look after our clients. This year they spent a record 18,212.8 hours with clients and drove a 95,806 kilometres to transport clients to their appointments, social activities and special events. Both of these figures are the highest that SEV has achieved since we started thirty-one years ago.

Our Assessment and Intake Officer has been extremely busy this year with a record number of 245 new clients that we been referred to us. Reassessments and reviews have also given her the opportunity to meet more of our clients and to hear their stories.

We have seen continuing requests for transport and many days are booked out well in advance. Similarly, as with other agencies, clients are becoming frailer and no longer driving. The Transport Co-ordinator has developed a new time-saving forecasting technique that assists us in the way in which transport is allocated.

Social activities continue to provide an outing for our older clients who enjoy the company of others whether it is for lunch, entertainment, craft or other activities. As well as the opportunity for an outing, the aim of the variety of activities assists in preventing social isolation and enhances client well-being. These activities were 67% of the total transport hours that were delivered to our clients.

Chinese groups that operate on Monday and Friday provide a very happy environment for isolated elderly Chinese. Groups start the morning with tai chi exercises, celebrate their many cultural days and engage guest speakers to discuss relevant topics.

The Safety Register continues to provide an opportunity for members to chat with a volunteer on a regular basis whilst the annual concert at the Novotel gives everyone an opportunity to meet volunteers and staff who assist in this program. The Safety Register now covers all of the residents in the City of Monash.





Our evaluation of clients this year focussed on loneliness and the services that we provide to them.

Many comments included how being a recipient of social activities has kept them active and reduced their loneliness and isolation. Client comments also included how grateful they were for the transport service and for the opportunities to participate in the many functions that we offer.

The volunteers are the core of our organisation and without them our programs would not exist. They bring optimism, commitment, caring and a smile to all of our clients. A huge thank you to all our volunteers who have assisted in our programs.

It has been a very good year for the Client Services Team. Without their enthusiasm and commitment, we would not be the strong organisation that we are. This comment from a client sums up what we do in the community:

"I think the South East Volunteers are a very nice 'special' group of people to devote so much of their time tending for others as they do. I really do appreciate all they do for me and other older members of our community."

Thank you to Reception and Administration for their support and to the Client Services Team: Hannah, Gerardine, Christina, Mei and Gary for their outstanding work this year. Your enthusiasm towards ensuring our clients' needs are met is remarkable. Thank you for a great year.

The Men's lunch group heading out

838

Active Social Support & Transport clients

↓ 10%  
- 97

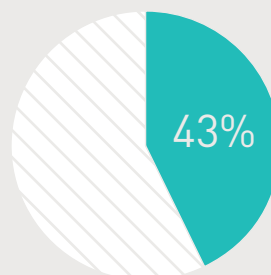
Change from 2015/2016

245

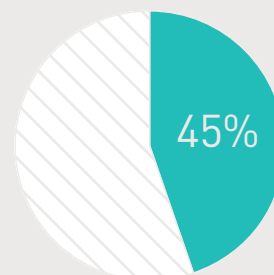
New Social Support & Transport clients

↑ 87%  
+ 114

Change from 2015/2016



Clients live alone

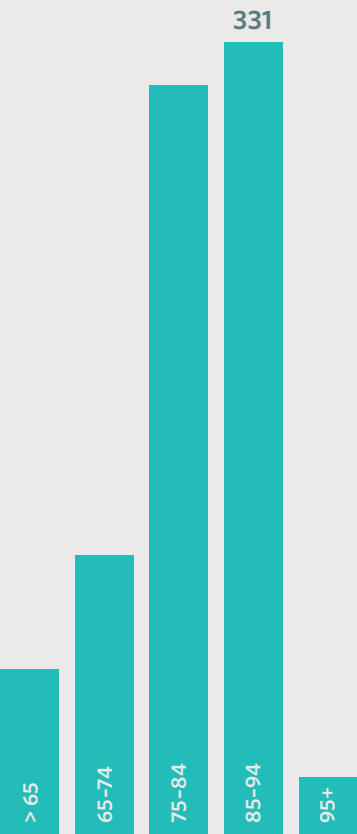
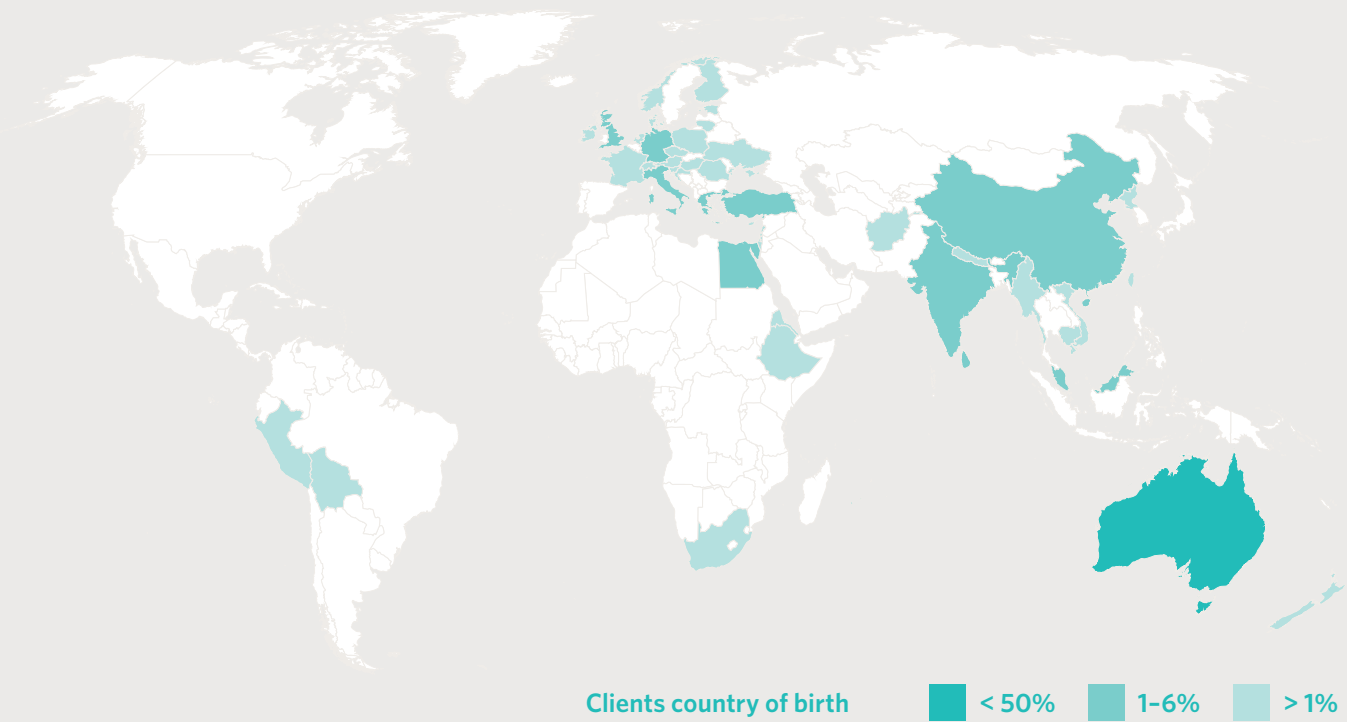


Clients use mobility aids

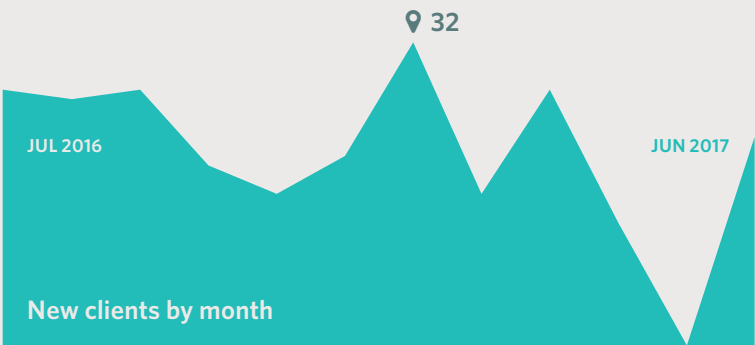
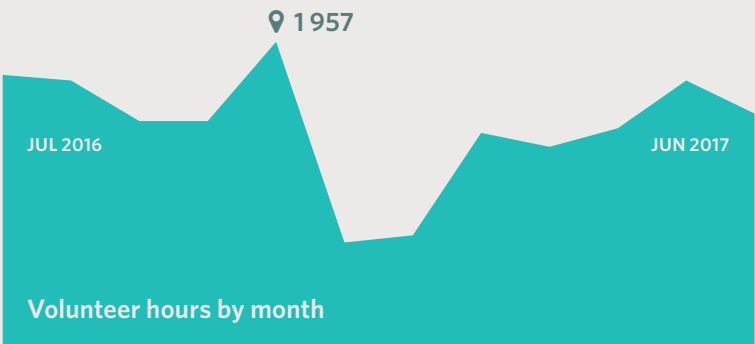


*Rae Kum*

Rae Kum, Client Services Manager



Clients age groups



New clients by month





## My mother, Antonia, is a very proud and independent sort of woman.



She is 86 years old and in the past couple of years has had to review how she goes about her daily life. Due to quite a few medical problems, and having to admit her husband into care, we have had extra pressure on us to say the least.

SEV could not have appeared at a better time! (For both of us!) Since her decision to use this

amazing service, she has further declined in her mobility, but the level of service seems to have been raised.

Every single volunteer driver that has ever taken mum to visit dad has been nothing but extraordinary.

I've had the pleasure of meeting a couple of the angels and feel so confident, as mum does, being in their hands.

I really value how the volunteer drivers know exactly how to interact with language and that universal smile! The two days a week that she uses this service gives her that little bit of independence, away from me (her carer), which allows her to share a short story about her day with me and others. It's so important for both her emotional and mental wellbeing. It might sound far-fetched, but believe me, we ALL can see the difference! Thank you South East Volunteers!

- Eva, Daughter and carer of Antonia Stathakopoulos



## A SPONSOR'S STORY

### 10 years of Sponsorship and still going strong.

For the past decade, Novotel Glen Waverley has had the pleasure of partnering with the team at South East Volunteers, providing ongoing sponsorship to assist this organisation in maintaining the necessary and invaluable support to the elderly community of the City of Monash.

As a sponsorship partner of SEV, the hotel has been here to assist with the planning and catering across multiple hosted events. Since 2008 we have been hosting the end of year Christmas festivities for clients that are directly assisted by SEV. We are also proud to support the Safety Register Concert event in October that includes an extensive afternoon tea selection where the guests can enjoy great entertainment provided, and of course the opportunity for dancing. To

support the volunteers, Novotel Glen Waverley coordinates and provides an end of year beautiful BBQ dinner to acknowledge their efforts and time given to SEV.

The hotel has always supported the team at SEV when planning their official meetings by providing catering and function space when required. These meetings are imperative to the day to day and future development of the organisation.

We are honoured to be associated with such an incredible group of volunteers and leaders of a vital service that is provided to the community. We commend SEV on all their hard work and dedication and look forward to providing ongoing support for many more years to come.

– Andrew Maynard, General Manager of Novotel Melbourne, Glen Waverley





Hannah Landray on a home visit

## In the last 12 months, a total of 245 new clients have been assessed.

All clients have a current service plan on file; the plan is important for the client; it outlines what they want to achieve and it provides the organisation with information to assist the client.

Existing clients continue to be reviewed and reassessed to ensure that their care plans are up-to-date and that we are providing the highest quality appropriate service.

Much time is spent with meeting client's in their own homes because seeing a client's environment assists in completion of a care plan. The client may not realise that they need assistance – *'oh, that step has always been wobbly'* – but a worker can identify issues such as a wobbly step and assist a client to be safer in their home and continue to live independently. The intake and assessment process also identifies any challenges such as steps or slippery paths so that the drivers can safely assist clients when using the transport program.

As well as clients, South East Volunteers also assists partners and children who are primary carers by providing information and support when required. We continue to support the LGBTI community and continue to provide the use of our multipurpose room to hold monthly meetings for the transgender community.

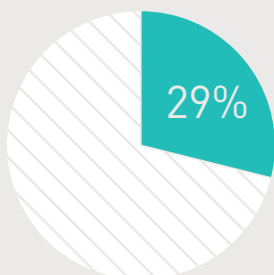
I have greatly enjoyed my interaction with clients as I feel I am contributing to a very important service that improves quality of life, wellbeing and a connectedness for people in the City of Monash.

Hannah Landray, Intake &amp; Assessment Co-Ordinator

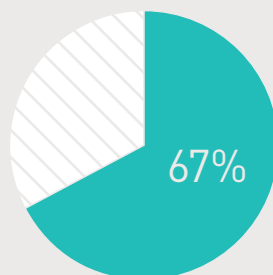
# 245

New clients assessed

↑ 87%  
+ 114

Change from  
2015/2016

Clients over the age of 85



Female clients



**In the last year, the majority of SEV's 259 Social Support clients have been attending one or more of our events that allow clients to interact socially.**

We offered the following groups on a weekly or fortnightly basis with strong attendance by regular members:

- › 5 Ladies Lunch Groups
- › 2 Men's Lunch Groups
- › Fortnightly Shopping Group
- › Craft Group
- › Walking Group

Other Social Support activities that operate when the bus is available are:

- › Out & About  
*(Lunch outside of the City of Monash)*
- › Cinema  
*(Movie and lunch)*
- › Morning Melodies  
*(Morning tea, lunch and a show)*

Clients Hamilton and Molly conversing at an SEV hosted Special Event



For our Social Support Programs to function effectively, we rely on our volunteers. Some of our volunteers are also involved in more than one group. Currently we have multiple Bus Drivers, Jockeys, Lunch Volunteers, Shopping Volunteers, Craft Volunteers and Walking Group Volunteers.

In February, five Ladies Lunch Groups and their volunteers had a combined Lunch at the Mulgrave Country Club, with three staff members in attendance. This occasion was an opportunity for all volunteers to meet each other. It also gave our clients a chance to catch up with friends they may have known from their sporting clubs or social activities from years gone by.

In the last 12 months, we have focused on streamlining our processes to ensure that clients only receive calls from us on either a Wednesday or a Friday. Thank you to our two new Social Support volunteers Sandra and Julia.

As mentioned at the beginning of this report, there has been an increase in demand for outings and other activities. Due to the increased number of new social support clients we are endeavouring to ensure that all registered clients are invited to a function at least once a month. We ended the year with a joyous birthday celebration in June. Our oldest client, Mary, turned 101.

On a number of occasions this year, we have used buses from other organisations to transport our clients. Thank you to Monash Council, Monash Youth and Family Services and Wavecare for their assistance as we know that our clients appreciate the opportunity to attend events.

Clients continue to praise our volunteers and our service, stating they would be lost or lonely without us.

Thank you to all of our volunteers who have assisted in the Social Support Program.



Christina Saladino, Social Support Co-Ordinator

# 2016

Annual Social Support  
activity attendance

↑ 24%  
+389

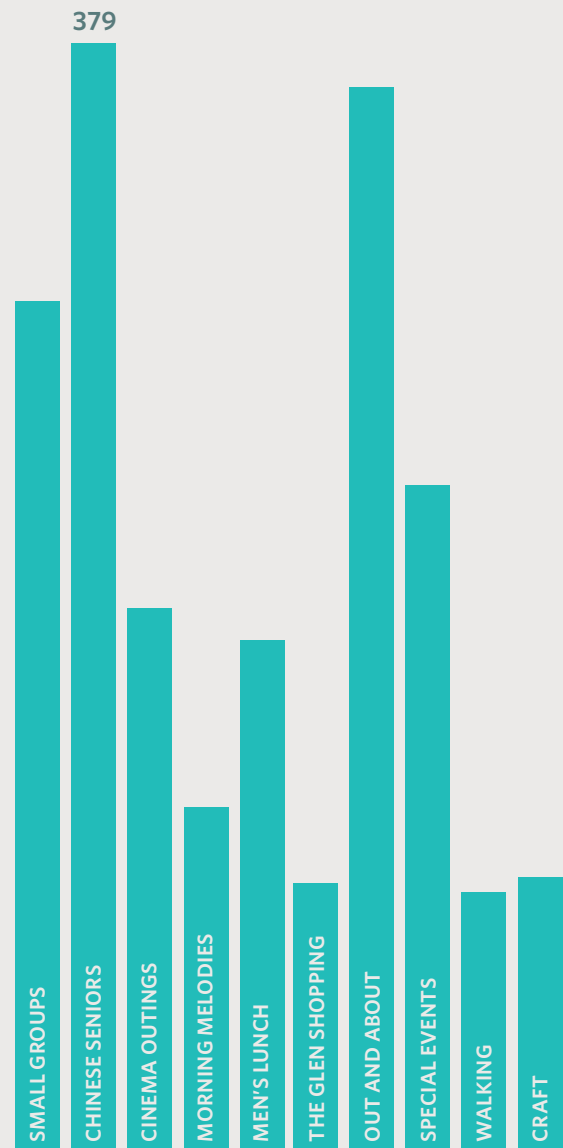
Change from  
2015/2016

# 259

Social Support clients

↑ 5%  
+12

Change from  
2015/2016



Activity attendance





## A Christmas Celebration

Clients dressed in red and green adorned the foyer of the Novotel Glen Waverley for their annual end of year Christmas Lunch. Hotel and SEV staff welcomed 85 people as they made their way to the ballroom where they were met with Christmas decorated tables. Transported by volunteers in buses and cars, clients were abuzz with chatter, especially as the Christmas season had already begun. A three-course Christmas lunch was served amidst discussion around plans for Christmas.

Brendan Scott, our entertainer was again an amazing performer and contributed to the lunchtime festivities. After lunch, Santa arrived to wish everyone a Happy Christmas followed by presents for the clients at each of the tables.

The Novotel continues to provide an impressive venue for the end of year Christmas function for SEV clients.

## An Easter Celebration

Our Easter function is held on the Monday before Easter and this year 90 people enjoyed a three course meal at the Mulgrave Country Club. With Easter colours on tables the function room provided a great atmosphere for the first function of the year.

The first special event for the year provides everyone an opportunity to chat about what they have been doing, where they have been and to just catch up with friends. Entertainer Bill Pyman, guitarist and singer provided background music followed by Easter Bunny dropped in and handed out chocolate eggs towards the end of the meal. The event concluded with prizes and giveaways.

## Music from the Big Band Era

The Big Band era is generally regarded as having occurred between 1935 and 1945. It was the only time in American musical history that the popularity of jazz eclipsed all other forms of music. To many, the appearance of Benny Goodman and his Big Band at the Palomar in Los Angeles in August of 1935 was the start of the Swing Era.

Eighty people registered for this event and clients were transported by volunteers in buses and cars to The Highways for our mid-year lunch. Everyone enjoyed the three-course meal accompanied by great entertainer Paul Hogan. The day was a success with an opportunity for singing along and having a warm meal on such a cold day. Prizes were given out towards the end of the function.

(Pictured)

Clients Helen, Myra and Lottie enjoying the Christmas celebration



Clients Vera and Peggy with the Easter Bunny at the Easter function

#### Client feedback

"It was a lovely day, beautiful meal, entertainment great and volunteers very helpful and always cheerful. Thank you"

"Enjoyed everything. The meal was very good I had the roast. Thank you for all the care."

"I thought it went extremely well – could not fault it. I have a dietary requirement and had a special lunch – perfect!!!"

"Lovely day. The food was great and so was the singer! Thank you to our volunteers who always do such a good job."

"Nice to chat with someone other than yourself! Meal was good. Well organised. Thank you."

"Thank you to all of the volunteers who help us. The meal was great, too!"





Driver Terry with Gwen on an outing

95 809

Kilometres driven

418

Clients assisted

⬆ 6%  
+23

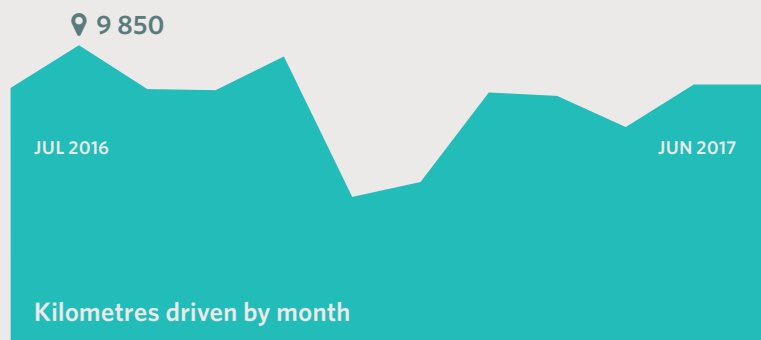
Change from  
2015/2016

5 937

Volunteer hours

⬆ 1%  
+73

Change from  
2015/2016





## In the last year, the Transport service has continued to grow and has now reached the point that certain days are permanently booked out with regular ongoing bookings.

This is largely due to a number of changes: we have an ageing population in the City of Monash so demand will continue to increase, little public transport especially in Mulgrave and Wheelers Hill and demand from the newly registered clients. Last year, we purchased an additional car and that was quickly filled.

The increased demand for our Transport service has meant that rather than forecasting the number of booking spaces available four weeks ahead, we now need to project seven weeks ahead.

We have had two social functions in the last year to thank our volunteer drivers and jockeys for their tireless work. These were sponsored by the great team at Bunnings Springvale, who deliver a great barbecue lunch and pancakes for dessert. The lunches allow everyone to catch up socially and allow staff to run a workshop with a guest speaker, address any procedures and discuss any issues. Driver and jockey feedback is essential in ensuring quality service delivery.

Once again, we have made improvements to our database to make it more responsive as we extend transport.

Clients continue to praise the kindness shown by our drivers and several have said that they don't know what they would do if they could not use our service.

Their families are also very appreciative of the follow through phone calls we make to them if we have any concerns about our clients.

I can also report that we are very happy to have received extra funding from the profits of CrimCheck, allowing us to keep our fleet as up to date as possible so that all our vehicles now have increased safety measures of either rear parking sensors or rear cameras.

I am happy to say that it has been a year of positive change.



Gerardine Gannon, Transport Co-Ordinator

The Chinese Seniors' Support Groups offer social support activities for those who are 65 and over.

The aim of the program is to provide a safe and culturally familiar environment to isolated Chinese seniors. It is also an opportunity to meet new friends, establish lasting friendships, and to engage and stay up to date with the community.

Activities include, but are not limited to, Tai Chi, morning tea, social games, group excursions, and news reviews about various local events. Tai Chi is still the most popular exercise and more recently we commenced the new eight Gestures of Qigong which is considered beneficial to client wellbeing.

English lessons have assisted members in interacting with the community which has led them to become more independent and confident. Indoor activities include playing cards, or various board games such as *Rummikub*. This year new games such *Ping-Pong in Cups* and *Take 6* have become as popular as *Rummikub* and *Advance to 99*. The games assist in establishing relationships and understanding with their younger family members when they play these games at home. The groups have also enjoyed Classical Chinese songs this year.

Group excursions, or outings, such as going to the park, having a barbecue, yum cha, or visiting a marketplace allow our Chinese seniors to appreciate different aspects of the community together.

379

Chinese seniors attendance

↑ 13%  
+45

Change from 2015/2016

20%

Social Support volunteer hours used

↓ 8%  
-2%

Change from 2015/2016



Events, such as health, or community information talks, aim to keep seniors more engaged with the community. There is a growing number of members participating in the groups, and their participation helps them to understand the importance of the benefits they receive from these activities.

Chinese Seniors making mooncakes for the Mid-Autumn Festival

A special thank you goes to our committed volunteers, who are vital to this group.

It is only with their support and enthusiasm that we are able to provide our services. They bring joy to the activities, and keep it engaging and running smoothly. The Chinese groups have come together and become a closely-knit, and a celebrated social network.

Thank you to Simon Chan, Vanessa Chan, Winsie Chan, Janice Yu, Nancy Xu, Crystal Tan, Sarah Tan and Wei-Wei Li for their enthusiasm and support during the past year.



Mei Ip leading the Tai Chi activity with CEO Ann Burgess and Cr MT Pang Tsoi

*Sp. Mei* *G*

Mei Ip and Gary Shih, Chinese Seniors' Support Groups





## The Safety Register continues to be a vital program at South East Volunteers.

Monash households who have registered with the Safety Register continue to receive a monthly phone call from our team of dedicated volunteers.

Twenty-three years ago the Oakleigh Senior Citizen's Register commenced, however with fewer volunteers to assist them in the past 18 months, South East Volunteers was persuaded to incorporate the Oakleigh Senior Citizen's Register into the current Safety Register. On 1 March 2017 all members on the Oakleigh Register were sent a letter informing them of the changes and Oakleigh data was transferred to the Safety Register.

The Safety Register at South East Volunteers continues to offer a reassuring phone call every 4-6 weeks, a quarterly newsletter and an invitation to attend an annual event where members can meet staff and volunteers who phone them during the year. Currently all Safety Register members receive a home visit by the Safety Register Co-ordinator.

Our newsletter has had positive feedback as we remind clients to turn back the clocks when Daylight Savings ends and encourage clients to change their smoke alarm batteries at the same time. We acknowledge the diversity of our region and include Mandarin, Cantonese and Italian Speaking volunteers who phone members in their national language. The vulnerable Peoples' Register evolves from the Safety Register and monitors those who may be at risk in extreme conditions.

With the larger number of residents on the Safety Register, South East Volunteers will employ a co-ordinator to manage the combined registers and to ensure smooth transference and continued quality of service.

Sharon Morgan will begin this role from September 2017.

Leading Senior Constable  
Russell Donovan at the  
annual Safety Register event

## A brief history of the Oakleigh Senior Citizen's Register

In 1994 Senior Sgt Michael Jenkins together with the Oakleigh Police Community Consultative Committee (PCCC) was instrumental in implementing a Senior's Register in Oakleigh. Under the Oakleigh Council, the PCCC included Oakleigh Police, Rotary, Lions, Local Council, Neighbourhood Watch and other community members.

John Jarvis was secretary of the PCCC and remained on this committee until he retired in 2006. June Plant, a police officer, stationed at Oakleigh Police Station was offered the position as police personnel to assist with the Oakleigh Senior Citizen's Register which would be housed in the Oakleigh Police Station (where it stayed until this year). June's role included home visits and safety checks for older residents in the Oakleigh/Clayton area.

A car was donated by Garry and Warren Smith to the Oakleigh Seniors Register for the use of home and safety visits. The car has been upgraded and is now in the L2P programs. June retired and in 2003 was offered the Senior's Register Co-Ordinator's position at Monash Volunteer Resource Centre which she held until 2007.

During the past twenty-three years, volunteers Dot Pearce, Maya Wagner, Mavis Eager, Marion O'Hagan, Robyn Silk, Jenni Sampson, Pat Gates, Yvonne Walsh, Pam Smith and Fay Johnson ensured that members in Oakleigh and Clayton received a regular call. Residents in this area were privileged to have such a wonderful team who were dedicated and committed to them.

We sincerely thank these volunteers for their contribution and support to the Register and its members.



Hannah Landray, Safety Register Co-Ordinator

# 7 372

Phone calls made

## 900

Volunteer hours

⬆ 27%  
+ 192

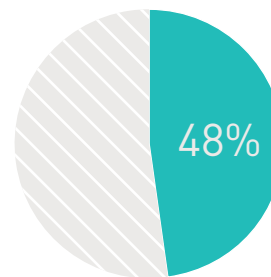
Change from  
2015/2016

## 887

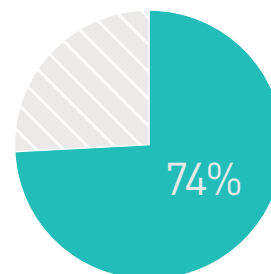
Clients assisted

⬆ 21%  
+ 152

Change from  
2015/2016



Clients over  
the age of 85



Female clients





## This year our annual evaluation of client services was distributed to all clients who receive any SEV services.

The survey is an effort to improve SEV's understanding of satisfaction amongst our clients and an opportunity to demonstrate the importance of the work that we do in supporting them. Regular phone calls to clients, ongoing reviews and reassessments also assist the organisation to monitor and keep up to date with client needs.

Included in the survey were a number of basic questions on the subject of loneliness along with questions around current services that clients receive. Whilst our services provide the opportunity to participate in social activities, we acknowledge that loneliness has been a topic that is slowly becoming more recognised as a social problem and can be a contributing factor

to poor health and wellbeing. The results showed that 72% of our clients live alone, 65% have long-term health issues and the topic of loneliness is an aspect that many of our aging clients acknowledge. Some felt that the social activities helped their loneliness with 89% indicating that they enjoy the company of others.

Satisfaction for the current services that SEV provide were still extremely high at 100% with ongoing praise for our volunteer drivers. Clients felt safe and secure that SEV volunteers were friendly and reliable. Total hours spent with clients was a record 18212.8 hours with social support activities increasing to 67% of these hours.





Our evaluation in progress

Client enjoyment of social activities has become more popular with many clients expressing the view that they were pleased to be asked out on an outing. To supplement their social interaction, 40% of SEV clients also attended a weekend or evening outing with family and friends.

"I frequently use SEV to go to doctors and other appointments and social outings. You provide a wonderful volunteer transport service and I would be totally lost without your volunteers help. Many thanks."

"I appreciate your transport service very much. Your drivers are friendly and capable and your charges are very reasonable."

"Staff and drivers friendly and easy to talk to. Thank you for a great service."

"I am very grateful to have your transport to get me to appointments. You people do a fantastic job."

"Thank you to one and all for your help/service and our luncheon group – so enjoyable."

"I am very happy with the phone calls and the amount of outings that are offered and the pick-up service of the buses to take you anywhere. Keep up the good work it is appreciated."

"I really appreciate the services you provide, the outings, the phone calls, the friendly drivers and assistance to films, etc. Thank you so much."

Safety Register clients welcomed the regular phone calls and were delighted with the opportunity to talk with a volunteer who was easy to talk to. Many indicated that they looked forward to their chat with the safety register volunteer and valued the time spent with them on the phone.

"Your wonderful volunteers have made my life much happier. I hope they know how much difference they make in our lives."

"I appreciate the regular telephone contact from your volunteers."

"My phone call makes me happy and I enjoy our chat."

"The concerts that I have been to at the Novotel have been wonderful. I do enjoy the Navy Band, most especially their uniforms!"

As an organisation we realise how important client feedback is to our continued improvement and success. We will continue to work through comments and suggestions where practicable.

Rae Kum, Client Services Manager

## Every day we are fortunate to be surrounded by people prepared to give their time and talents to make their community a better place.

Every year I say that we have the best volunteers and staff and every year I am proven right.

South East Volunteers continues to operate its Volunteer Outreach services. Special thanks to the Sandybeach Centre in Sandringham who have made a room available to us to provide volunteer interviews and training to the Bayside and Kingston areas of our catchment. Melissa Mahoney, our Outreach Manager has been a real asset managing the outreach offices as well as running training workshops.

Our Monash offices run like clockwork with dedicated staff and amazing volunteers. May El Abyad joined the staff at the end of June last year and has been instrumental in ensuring that all of our 1200+ volunteers interviewed have all their details entered and filed correctly. She also assists Client Services with client information and files. Mei Ip has been running the Clayton office one day a week as well as doing multi lingual interviews in our Glen Waverley office. Our volunteer Interview Officers, Judi King, Tina Allwell, Rhonda Makey and Kathryn Holder do a fantastic job, using their life skills and talents to ensure that potential volunteers find the right volunteer role.

In the last year, we recruited 1,273 volunteers for 564 community organisations.

Our Receptionist works with an incredibly dedicated group of administration volunteers that assist in the front office and greet everybody with good humour and professionalism. Hilary Swinard, Vanessa Blackwell, Denky Ip, Kay Huxtable, Diane Harris, Christine Walker and Liz Bruce provide our clients and potential volunteers with a cheerful voice and a smiling face. Our administration volunteers in our back office, Rathi Vinay, Sandra Riley, Julia Matheson and Bev Dungan, all work hard to ensure the office keeps running smoothly.

### Training & Workshops

We take a lot of time to put together our training and workshops for volunteers and managers of volunteers. We run these workshops in 4 locations, Narre Warren, Dandenong, Glen Waverley and Clayton. In 2016/2017, we trained 410 volunteers and 135 volunteer managers.

The facilitators we use are leaders in their field and we are incredibly grateful for their time and efforts. Our thanks to:

*SCARF Consulting, Alzheimer's Victoria, Brad Desmond & Associates, Eastern Palliative Care, Royal District Nurses, St John' Ambulance, sue Baxandall, Meg Phillips, Lorraine Pirihi, Victorian Advocacy League for Individuals with Disability Inc (VALID), Department of Health and Human Services, CrimCheck, Harvest Coaching & Learning, South East Counselling & Psychology, Empowering Vision, NBIS Consulting, Achieve ABC, Sirius Business.*



## National Volunteer Week 2017

This is my favourite time of year - I love any opportunity to celebrate our volunteers and the work that the community service sector does! This year we had 3 events starting with an SEV volunteers lunch to thank all volunteers for all their hard work. We also had a breakfast for all the volunteers contributing their time in the City of Greater Dandenong. Our thanks to the Wheelers Hill Hotel and the Dandenong Club for their superb cuisine and hospitality.

Participants at the  
Volunteer Awards Gala

## Volunteer Awards Gala

Our third event during National Volunteer Week was to really acknowledge the organisations that put so much work into the community and provide an outlet for all our great volunteers. The event was held and sponsored by the Sandown Community Fund and was attended by over 130 representatives from community service organisations throughout the south eastern region of Melbourne. It was an amazing night celebrating volunteers, managers of volunteers and the community.

There are certainly some challenges ahead, but we have 123 volunteers that are committed to our organisation and a great staff team that all work brilliantly together. We look forward to the coming year with anticipation and excitement.

# 1 273

Volunteers interviewed  
& referred

↑ 1%  
+ 15

Change from  
2015/2016

## Volunteer Awards Gala Winners

### Volunteer Manager of the Year

Lt Loretta Binder, Keysborough CFA

### People's Choice

Springvale Learning & Activity Centre

### Program of the Year

South East Community Links

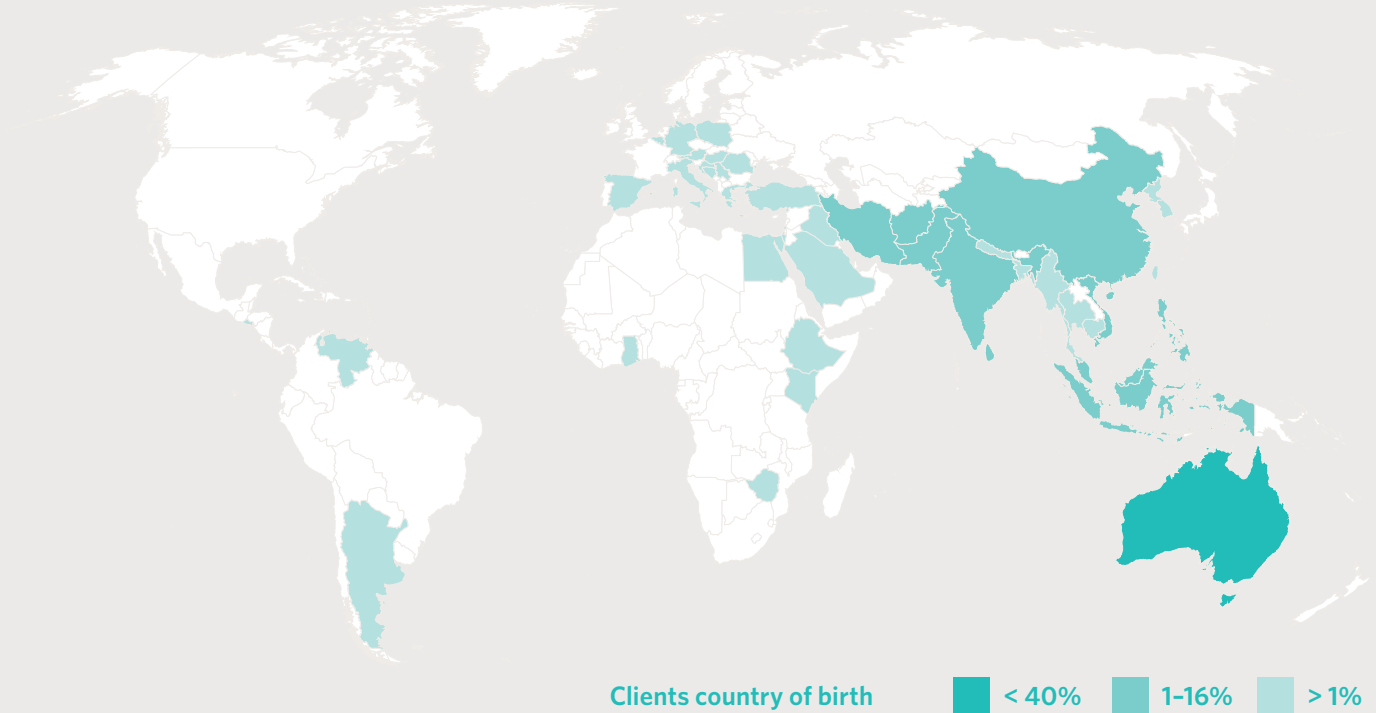
### Not-for-Profit of the Year:

Monash/Oakleigh Community  
Information & Support Services



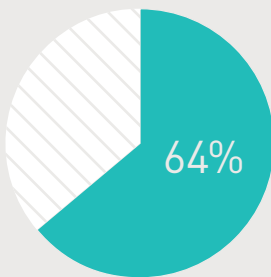
Shirlene Standish, Volunteer Services Manager





186

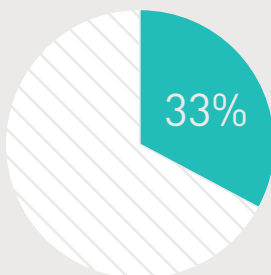
## Volunteers have disabilities or mental health issues



66

## Languages spoken

## Volunteers from Culturally & Linguistically Diverse Backgrounds



## Volunteers are students





## A VOLUNTEER'S STORY

### It was hard retiring.

Ken and I knew we didn't want to stagnate but also knew we'd miss the mental stimulation of work as well as the social connections, so we needed to find something to fill these gaps.

We live in a wonderful country where so much is provided for us so we felt that it was important to both of us to put back into that community which has been so generous to us.

I already knew what Monash Volunteer Resource Centre (now South East Volunteers) provided within the community through my involvement with Gloria Mahoney at work, so it seemed only natural that this would be my first step into retirement.

Initially, I joined the Committee of Management. This was a steep learning curve but interesting as well as challenging, and I met so many interesting people from our community. I felt privileged to be President when we setup CrimCheck and later changing our name to South East Volunteers.

Because I was so enthusiastic with what I was doing, it seemed only natural that when Ken retired a couple of years after me, that he would find something that he wanted to do at MVRC - in his case it was driving which he still does.

As well as our volunteer work at SEV, both of us have also been involved in other organisations, and Ken spends many hours each week as President of the Glen Waverley Hawks Sports Club which includes cricket, Auskick, soccer as well as being a committee member of the Glen Waverley Hawks Football Club.

Since leaving the Board I now ring people on the Safety Register and love to hear their interesting life stories, particularly those from such diverse backgrounds.

We both enjoy our time at SEV and hope to be doing it for many more years to come.

- Lisbeth Calder, SEV volunteer



## It has been an exciting year with new team members, volunteers and staff.

We've also had program developments, conference presentations, training opportunities, registration of new community organisations and many new diverse volunteer opportunities.

### Greater Dandenong Volunteer Resource Service

The GDVRS is in its third year of operation and is well and truly established in the municipality. We are assisting over 95 not-for-profit organisations within the Greater Dandenong municipality in finding suitable volunteers for their programs. The GDVRS assisted over 350 people into voluntary roles through face-to-face interviews, with almost 70% of those coming from culturally and linguistically diverse backgrounds. Additionally, we have provided training to over 195 people in areas such as Effective Communication, Managing Difficult Behaviours and Customer Service.

### Outreach – Casey, Kingston and Bayside

South East Volunteers has been operating in Casey for two years and we assisted over 186 people into voluntary roles and trained 76 people.

The Bayside and Kingston offices have focused on creating awareness and ensuring local community organisations already registered continue to provide us with their volunteer vacancies.

### National Volunteer Week

During National Volunteer Week, South East Volunteers with the Greater Dandenong Volunteer Resource Service in partnership with Sandown Community Fund, held the 2017 Volunteer Awards Gala. This was a huge success, seeing over 160 people, including representatives from four Local Government Areas, attending the sit-down event. Entertainment and awards were part of the evening with people enjoying the Volunteer Week celebrations. Thanks to Anna Burke for speaking at this event.

The Greater Dandenong Volunteer Resource Service hosted a buffet breakfast as a thank-you to the volunteers of the City of Greater Dandenong with almost close to 100 people attending. Thanks to Gabrielle Williams MP for Dandenong for speaking at this event.

National Volunteer Week  
breakfast for Greater  
Dandenong Volunteers



Melissa Mahoney, Outreach Manager





*(Pictured - from left to right)*  
 Greater Dandenong National Volunteer Week breakfast  
**Top:** Rhonda, Esther & Theresa  
**Bottom Left:** Rohini & Hilda  
**Bottom Right:** Cr Angela Long, Melissa Mahoney and  
 MP Gabrielle Williams



The CrimCheck team

## CrimCheck enjoyed a successful year with many new staff coming into the organisation.

We welcome Jade Duncan (Administration), Hayssam El Janoudi (Sales) and Samantha Dove (Finance) to the CrimCheck team.

We integrated a number of software enhancements to allow for greater functionality for our clients. That allowed our clients to process record numbers of National Criminal History Checks through our system.

The system performance was impeccable with 85% of all criminal history checks being processed having a response within five minutes.

Each year we conduct a number of client visits to conduct audits. As part of the audit we ask how the client feels about our performance.

Clients trust our product 100% and they rate our performance as impeccable.

In the past year we have also been running weekly seminars on how to use the CrimCheck system.

During the year we managed to bring another 189 organisations into the system enabling a steady growth in the overall number of National Criminal History Checks being processed. We were also able to exhibit at the Not-for-Profit People Conference in Melbourne and the Communities in Control Conference at Moonee Valley. Combined with numerous presentations to volunteering co-ordinator meetings across Melbourne and in regional Victoria we have been able to provide excellent support in answering most of the general enquiries from our clients whilst improving the overall effectiveness of criminal history checking for the Not-for-Profit sector across Victoria and interstate.



Brett Holland, Relationship Manager





## Valeria Bortolot is an 81 year old resident in Launceston.



Originally from Italy, Valeria came to Melbourne in February to have surgery and currently stays with her daughter while she is in recovery mode.

When Valeria accesses our Transport or Social Support service, she happily gets on the phone to her friends in Tassie and brags about the lovely volunteers who take her to rehab or the social outings she has been on.

Normally a very shy lady, Valeria has grown in confidence since using SEV's transport and going out on social support activities. She enjoys talking to other clients and the volunteers who have made her feel welcome.

Valeria was invited to an *Out & About* trip and has enjoyed seeing parts of Melbourne (She even kept an eye on possible retirement villages while on the bus!). On a recent shopping trip she was able to buy clothes on an outing to Forest Hill Shopping Centre.

Her daughter Ellen has peace of mind knowing that her mother is getting out and meeting people and this is helping her to settle into her new environment.

Ellen is able to work while Valeria is out and Valeria is even considering making the move to Melbourne permanent especially as all her family are here!

- Valeria Bortolot, SEV client



To the members of South East Volunteers Incorporated  
A.B.N. 66 484 048 216

## Report on the Audit of the Financial Report

### Opinion

We have audited the accompanying financial report of South East Volunteers Incorporated (the association) which comprises the statement of financial position as at 30 June 2017 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies and other explanatory information, and management's assertion statement.

In our opinion the accompanying financial report of the association for the year ended 30 June 2017 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012 and Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled out other ethical responsibilities in accordance with the code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter- Basis of Accounting

We draw attention to note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association in complying with the requirements of the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the association and should not be distributed to or used by parties other than the association. Our opinion is not modified in respect to this matter.

### Responsibilities of Management and those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the association's financial reporting process.

## Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee than an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- › Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- › Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- › Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the director.
- › Conclude on the appropriateness of the director's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company to cease to continue as a going concern.
- › Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with Management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Name of Firm:

*Morton Watson & Young*  
 MORTON WATSON & YOUNG AUDIT PTY LTD  
 Chartered Accountants

Name of Director:

*Kerpel S Harnam*  
 Kerpel S Harnam - Registered Company Auditor

Address:

51 Robinson Street, Dandenong Vic 3175

Dated:

This *6th* day of *September 2017*

## 36 STATEMENT OF COMPREHENSIVE INCOME

2017 (\$)	2016 (\$)	Description	Note
1,124,924.32	1,179,778.40	Revenue	3
18,654.69	2,802.39	Other income	3
1,143,579.01	1,182,580.79		
(68,882.24)	(50,166.59)	Administration expenses	
(3,050.00)	(3,050.00)	Auditor's remuneration	4
(42,691.14)	(34,141.41)	Depreciation and amortisation expenses	
(721,464.25)	(692,460.76)	Employee expenses	
(23,890.29)	(27,301.50)	Motor vehicle and travelling expenses	
(54,444.03)	(59,387.83)	Occupancy expenses	
(1,417.28)	(1,086.36)	Police check expenses	
(54,189.06)	(56,165.01)	Program and project expenses	
(8,169.80)	(5,134.04)	Volunteers expenses	
165,380.92	253,687.29	<b>Profit before tax</b>	5
1,046,564.70	792,877.41	Retained earnings at the beginning of the financial year	
1,211,945.62	1,046,564.70	<b>Total comprehensive income for the year</b>	

## STATEMENT BY MEMBERS OF THE BOARD




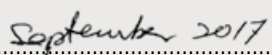
The board has determined that the association is a reporting entity and that this general purpose financial statement should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board the financial statements as set out on pages 34 to 40:

1. Presents a true and fair view of the financial position of South East Volunteers Incorporated as at 30 June 2017 and its performance for the year ended on that date.

2. At the date of this statement, there are reasonable grounds to believe that South East Volunteers Incorporated will be able to pay its debts as and when they fall due.
3. The financial statements and notes satisfy the requirements of the Australian Charities and Not-for-Profits Commission Act 2012.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

Chairperson:   
Treasurer:   
Dated: This  day of 



Note	Description	2016 (\$)	2017 (\$)
<b>CURRENT ASSETS</b>			
6	Cash and cash equivalents	481,280.82	330,537.57
7	Trade and other receivables	37,080.00	34,947.32
8	Financial assets	500,000.00	769,373.75
	<b>Total current assets</b>	<u>1,018,360.82</u>	<u>1,134,858.64</u>
<b>NON-CURRENT ASSETS</b>			
9	Property, plant and equipment	167,839.52	219,993.66
	<b>Total non-current assets</b>	<u>167,839.52</u>	<u>219,993.66</u>
	<b>TOTAL ASSETS</b>	<u>1,186,200.34</u>	<u>1,354,852.30</u>
<b>CURRENT LIABILITIES</b>			
10	Trade or other payables	28,316.64	19,337.40
11	Provisions	111,319.00	123,569.28
	<b>Total current liabilities</b>	<u>139,635.64</u>	<u>142,906.68</u>
	<b>TOTAL LIABILITIES</b>	<u>139,635.64</u>	<u>142,906.68</u>
	<b>NET ASSETS</b>	<u>1,046,564.70</u>	<u>1,211,945.62</u>
<b>EQUITY</b>			
12	Retained earnings	1,046,564.70	1,211,945.62
	<b>TOTAL EQUITY</b>	<u>1,046,564.70</u>	<u>1,211,945.62</u>

## NOTES

A complete set of notes will be made available to members at the Annual General Meeting or on request.

## 38 INCOME AND EXPENDITURE STATEMENT

2017 (\$)	2016 (\$)	Description
<b>REVENUE</b>		
40,164.65	38,275.55	Fees and Charges Unrestricted
180,000.00	138,000.00	Donation from CrimCheck Ltd
7,547.31	6,929.84	Outgoings Reimbursed
220.00	1,877.50	Donations Received
227,931.96	185,082.89	
<b>OTHER REVENUE</b>		
21,455.81	4,884.25	Interest Received
Grants		
125,335.72	133,853.01	City of Monash
173,278.65	485,591.93	Department of Health and Human Services
371,176.74	101,224.40	Department of Social Services
43,241.00	41,982.00	In-Kind Rental Assistance
79,999.92	79,999.92	City of Greater Dandenong
-	100,000.00	SEMPIR Grant
41,000.00	40,000.00	City of Casey
39,045.45	6,850.91	Other Grants
873,077.48	989,502.17	
2,459.07	309.09	Sundry Income
18,654.69	2,802.39	Profit on Sale of Non-current Assets
915,647.05	997,497.90	
1,143,579.01	1,182,580.79	

Description	2016 (\$)	2017 (\$)
<b>EXPENDITURE</b>		
Annual Report Design	1,692.00	1,980.00
Assets Purchased <\$5,000	5,248.70	868.04
Auditor's Remuneration	3,050.00	3,050.00
Board / Governance Expenses	5,385.50	3,964.78
Casey Outreach Expenses	3,304.69	5,280.83
Cleaning and Pest Control	6,280.00	6,190.54
Computer Expenses	11,618.17	23,722.30
Consultancy Fees	380.00	-
Depreciation	34,141.41	42,691.14
Electricity and Gas	3,772.36	3,594.26
Employees' Amenities	1,714.22	2,128.17
Health and Safety	10.00	-
History Book Expenses	9,535.36	-
Holiday Pay Provision	7,198.80	11,949.63
Insurance Premiums	934.09	953.82
Long Service Leave Provision	3,460.20	300.65
Motor Vehicle Expenses	20,749.23	21,489.53
Police Checks and Fees	1,086.36	1,417.28
Postage, Freight and Couriers	5,507.08	10,944.50
Printing and Stationery	9,949.38	11,114.86
Project Expenses	6,856.71	8,087.58
Registrations, Subscriptions and Conferences	2,833.28	4,418.72
Rent of Premises	41,982.00	43,241.00
Repairs and Maintenance	2,104.77	550.19
SEMPiR Expenses	7,974.55	-
Social Support Program	37,649.06	40,820.65
Staff Recruitment	830.54	-
Staff Training and development	3,970.00	7,140.90
Sundry Expenses	86.32	57.92
Superannuation Contributions	55,818.49	58,624.93
Telephone, Fax and Internet	12,160.77	11,725.34
Travel and Accommodation	6,552.27	2,400.76
Volunteers Expenses	5,134.04	8,169.80
Wages and Salaries	596,194.64	627,480.00
Workcover	13,728.51	13,839.97
	928,893.50	978,198.09
<b>Profit for the year</b>	<b>253,687.29</b>	<b>165,380.92</b>



## 40 STATEMENT OF CHANGES IN EQUITY

Total (\$)	Retained earnings (\$)	Description
792,877.00	792,877.00	<b>Balance at 1 July 2015</b>
253,687.00	253,687.00	Profit attributable to members
1,046,565.00	1,046,565.00	<b>Balance at 30 June 2016</b>
165,381.00	165,381.00	Profit attributable to members
1,211,946.00	1,211,946.00	<b>Balance at 30 June 2017</b>

## STATEMENT OF CASH FLOWS

2017 (\$)	2016 (\$)	Description	Note
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
873,077.00	989,502.00	Receipts from funding / grants	
(932,235.00)	(961,395.00)	Payments to suppliers and employees	
21,456.00	4,884.00	Interest received	
232,524.00	148,783.00	Other income	
194,822.00	181,774.00	<b>Net cash provided by operating activities</b>	13
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
24,546.00	15,461.00	Proceeds from sale of equipment and motor vehicles	
(100,736.00)	(93,529.00)	Payments for equipment and motor vehicles	
(76,190.00)	(78,068.00)	<b>Net cash used in investing activities</b>	
118,632.00	103,706.00	Net increase in cash held	
981,280.00	877,574.00	Cash at beginning of financial year	
1,099,912.00	981,280.00	<b>Cash at end of financial year</b>	6

## Thanks to everyone who helps make our organisation what it is today.

Andrew Italia, Alzheimer's Australia

Andrew Maynard & Lara Connolly, Novotel  
Glen Waverley

Andrews Foundation

Anna Burke

Australian Government Department  
of Social Services

Brad Desmond and Associates

Bunnings Springvale

Business Economic Development Unit,  
City of Monash

Christine Scott, Victorian Advocacy League  
for Individuals with Disability Inc

City of Casey

City of Greater Dandenong

City of Monash

Dandenong Club

Department of Health & Human Services

Diane Jones, Highways Hotel

Dianne Taylor, Sirius Business

Glen Waverley Police

Jim Read

Ka Chi Cheung, Norton Rose Fulbright

Kerrie Scarlett, Mulgrave Country Club

Kylie Draper, Eastern Palliative Care

Mount Waverley Police

Public Libraries, City of Monash

Puffing Billy

Rob Hartnett, Business Performance International

Royal Australian Navy Band

Royal District Nursing Services

Sandown Greyhound Racing Club

SCARF Consulting

Sophie Wade, MyGov Made Easy

St John's Ambulance

Stephanie Chan

Susanne Baxandall

Underdog Design

VALID

Vicinity Centres - The Glen, Brandon Park, Oakleigh

Waverley RSL

Whealers Hill Hotel



## OUR VISION

Connected community  
through volunteering and services.

## OUR MISSION

We partner with the community  
in the pursuit, provision and growth  
of volunteering opportunities and  
social support.

We provide a sense of social  
interaction and safety for vulnerable  
members of the community.

Our services belong to local  
residents and enhance lifestyles.