

# ANNUAL REPORT

2017/2018



## Farewell Rae

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*Rae Kum retired after more than 18 years as a Manager of Client Services. Rae was a passionate advocate for clients and always ensured the supports they needed were available.*

*– Ann Burgess, CEO*

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A SNAPSHOT

20 752

VOLUNTEER HOURS

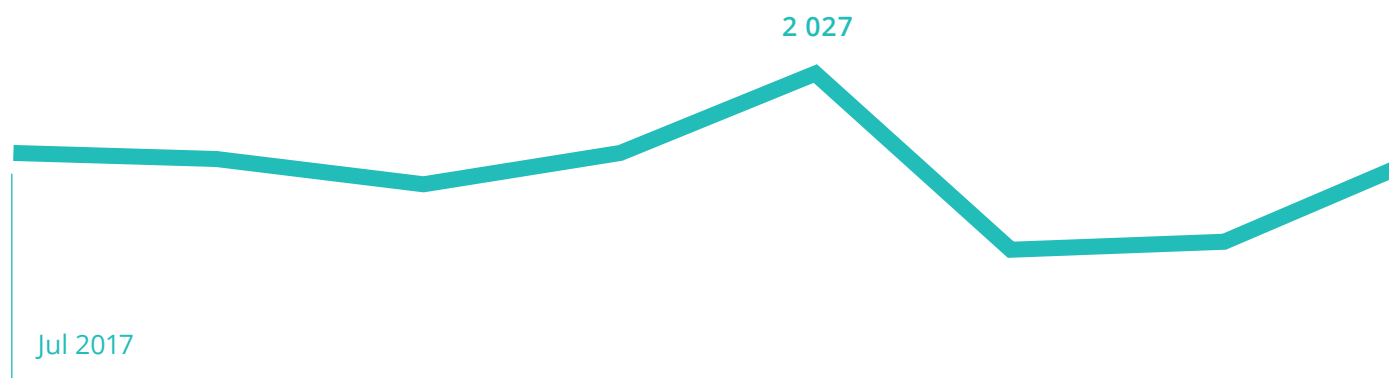
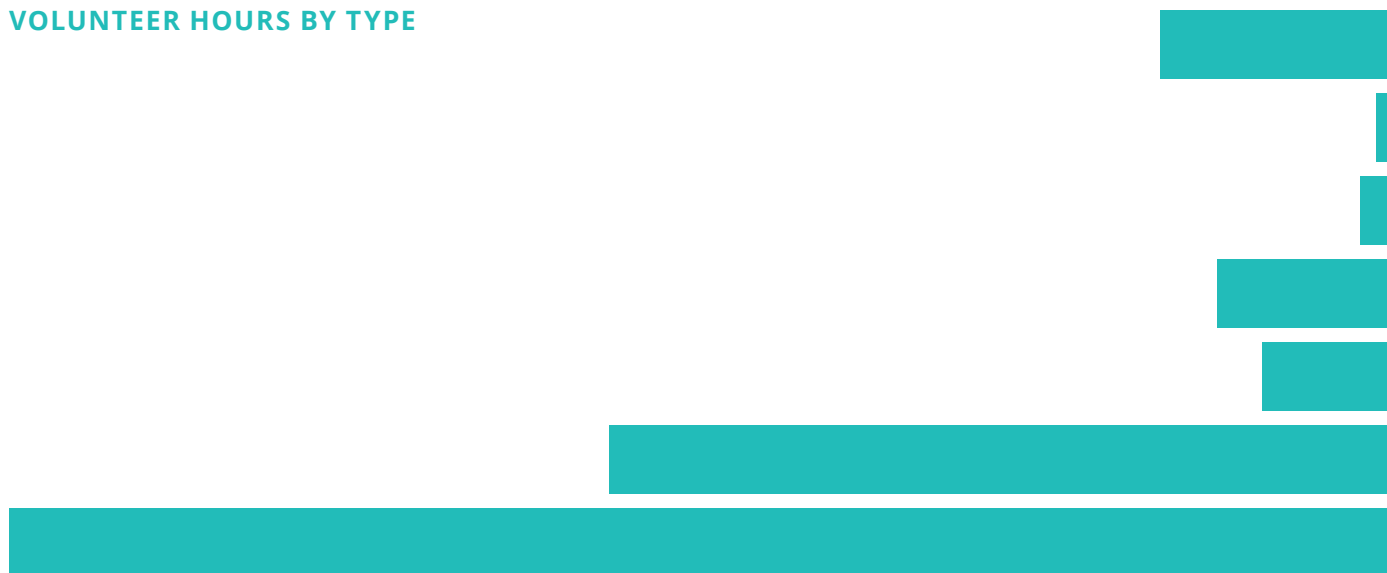
CLIENTS  
ASSISTED

1 715

TOTAL  
VOLUNTEERS

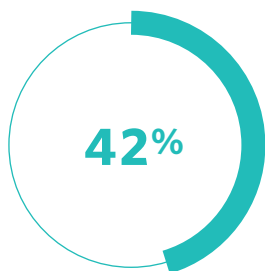
141

VOLUNTEER HOURS BY TYPE

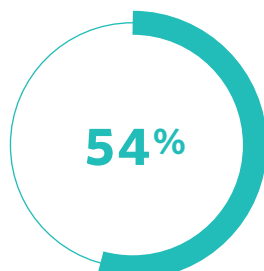


VOLUNTEER HOURS BY MONTH





**SOCIAL SUPPORT  
CLIENTS LIVE ALONE**



**SAFETY REGISTER  
CLIENTS OVER 85**

Office Administration (inc. reception)

Maintenance

Board

Safety Register

Volunteer Information & Referral

Transport

Social Support

## **AROUND LUNCHTIME ON EASTER THURSDAY, OUR SAFETY REGISTER COORDINATOR TOOK A CALL FROM A NEIGHBOUR.**

Mary, a safety register client, had locked herself out of her home and the neighbour reported that Mary was a little disoriented and confused. Mary's neighbour had found a Safety Register card in Mary's wallet and contacted South East Volunteers as she was concerned that Mary had been locked outside for at least three hours, although Mary had told her neighbour that she had been locked out all night.

The Safety Register Coordinator drove to Mary's home while trying to track down her next of kin. Mary stated that she had gone to church in an inner suburb the previous day, but while driving home her car had broken down. Mary called a taxi to take her home, and had left her car where it had broken down. It was unclear whether Mary had been able to enter her home when the taxi dropped her off and had then locked herself out, or whether she had misplaced her keys before she arrived home. Mary said she could not remember, nor could she remember where she had left her car.

After chatting with Mary, Sharon drove her to her daughter-in-law's hairdressing business which was quite local. Once there, Mary's daughter-in-law was able to contact Mary's son, who immediately picked up Mary. After picking Mary up and while driving her home, Mary became unwell and was taken to hospital where she was admitted for three days.

This episode highlighted the need for additional assistance in the home to enable Mary to live independently. A week later, Mary's car had still not been located. Mary's family were grateful for the Safety Register's timely assistance to their mother.

*This story highlights the broader benefits of being a Safety Register member, and how this community service can assist seniors to live safely and independently by having multiple supports in place.*

Jun 2018







# OUR STAFF

01

## SOUTH EAST VOLUNTEERS

|                    |                                      |
|--------------------|--------------------------------------|
| Ann Burgess        | Chief Executive Officer              |
| Rae Kum            | Client Services Manager              |
| Shirlene Standish  | Volunteer Services Manager           |
| Melissa Mahoney    | Outreach Services Manager            |
| Irene Khoo         | Finance Services Manager             |
| Hannah Landray     | Intake & Assessment Co-ordinator     |
| Gerardine Gannon   | Transport Co-Ordinator               |
| Christina Saladino | Social Support Co-ordinator          |
| Sharon Morgan      | Safety Register Co-ordinator         |
| Godette McGregor   | Outreach Officer – Bayside/Kingston  |
| Mei Ip             | Chinese Seniors & Volunteer Referral |
| Gary Shih          | Chinese Seniors                      |
| Mamta Mehta        | Reception                            |
| May El-Abyad       | Administration Worker                |
| Phillip King       | Advertising & Promotion (casual)     |

*Pictured  
(left to right):  
SEV Staff May,  
Shirlene, Irene,  
Mei Christina,  
Gerardine, Gary  
and Mamta.*

## CRIMCHECK

|                    |                             |
|--------------------|-----------------------------|
| Brett Holland      | Client Relationship Manager |
| Melinda Tyro       | Sales                       |
| Hayssam El Janoudi | Sales                       |
| Sam Lucas          | Audit & Sales               |
| Alyson Ritchie     | Accounts                    |
| Tricia Obelt       | Finance Services            |
| Samantha Dove      | Administration & Finance    |
| Pratyasi Choudury  | Administration              |
| Jade Duncan        | Reception                   |

# 02 OUR VOLUNTEERS

LIFE MEMBERS

Norm Gibbs & Dean Beverly

| 15+ years           | 5+ years           |                        |
|---------------------|--------------------|------------------------|
| Marie-Luise Broders | Kevin Huf          | Chrystal Bam           |
| Elizabeth E. Bruce  | Philip S. Whitmee  | Julie Clohesy          |
| Beverley Dungan     | Kenneth E. Calder  | Ghylene (Gill) Bouchet |
| Judith Wescott      | Anthony Alexander  | Ronald Clohesy         |
| Patricia Witt       | Phillip Bowden     | Rooks Bobbie           |
| Elizabeth McDonald  | Ross McDowall      | Fay Whitehead          |
| Susan Trowbridge    | Phillip G. King    | Richard Borthwick      |
| Lois Litchfield     | Lesley M. Atherton | Rhonda Makey           |
| Raymond Randall     | Patricia Russell   | David Hawkins          |
| Jennifer Sampson    | Geoffrey Julian    | Gail Graczyk           |
|                     | Maureen Jeanes     | Chee Pin Ng            |
|                     | Anthony Bray       | Kathryn Holder         |
|                     | Leanne Shaw        | Siok Tin Holmes        |
|                     | Janice Yu          | Andrew Freeman         |
|                     | Li Hong (Nancy) Xu | Winsie Au              |
|                     | Terence Long       |                        |
| 10+ years           |                    |                        |
| Graeme K. Schober   |                    |                        |
| Bronwyn Lloyd       |                    |                        |
| Lisbeth Calder      |                    |                        |
| Joanna Comerford    |                    |                        |
| Philip A. Parson    |                    |                        |
| John W. Jarvis      |                    |                        |
| Simon Chan          |                    |                        |



## > 5 years

Man Ching Tang

Wanda Filippelli

Vanessa Chan

Judith King

Brian Dean

Rathi Vinay

Hilary Swinard

Quang Pham

Gerald Hymas

Scott Vinnicombe

Brett Gaffney

Wina Kung

Shirley Grondman

Miryana Hranilovic

Kaye Huxtable

Winsome Bowman

Colleen Grimwood

Julie Myers

Ka-Chi Cheung

Stanley Goricane

Joanne Burns

Nicola McNeil

Peter Steele

Han Seow

Ian Reid

Nola Sim

Linda George

Peter Halliday

Yunhong Tan

Jennifer Fairley

Vijay Susarla

Bonifacio Ciccarelli

Yunyi Tan

Brenda Twigg

Salih (Charlie) Muratovic

Rodney Florence

Mei Xian Low

Victoria Vijayan Peter

Jo Anne Howell

Anne Johns

Julia Matheson

Steven Davies

Weiwei Li

Karlo Lucic

Sandra Riley

Samuel Madeira

Tieu Hue Luu

Carlos Varsavsky

Peter Bird

Graham Symonds

Sandee Johnston

Kara Kok

Brian Preece

Despina Djumas

Kenneth Smith

Colin Rodrigues

Vivian Sonnet

Xin Wang

Christopher McInnis

Sarah Jones

Anne Happ

Stephen Poole

Elisabeth Wilson

Nishani Weerawardhana

*Pictured:  
SEV Volunteers  
Rod and John*

**GOVERNING SOUTH EAST VOLUNTEERS**

Governing South East Volunteers has been both challenging and rewarding in the last year. Like most small organisations, the challenges faced are the increasing demand for services and a decrease of funding in real terms.

During the year, the Board dealt with issues as they arose and was pleased to see the transition from the old State Government funding system to the new Commonwealth Government system ably managed by staff at SEV. However, the significant reduction in funding from Monash Council had meant that SEV had to dip into its own cash reserve in order to continue to provide the Safety Register service at Oakleigh. This is an issue that the Board will monitor so that it does not unduly compromise SEV's financial integrity and sustainability.

The SEV Board welcomed Malak Sukkar as a new member. She is currently the Chief Strategy, Business Development Officer at Northern Health. Sadly, we farewellled Steve Ingram, who resigned from the Board early this year.

As Chairperson I am proud to see the way the organisation has risen to these challenges and, far from reducing its services, looks to grow and extend its support of the community. In this complex environment, the employees and volunteers deliver truly valuable services that make a difference to people's lives in a most meaningful way.

**MANAGING SOUTH EAST VOLUNTEERS**

Manufacturers measure the number of products they make to know if they have been successful. South East Volunteers measures the number of services provided to individuals and to the community. But as we all know, quantity does not mean quality. So, during the 2017-18 year, we made quality a whole organisation theme, paying attention to people's satisfaction with our services.

It gives me great pride to state that during evaluation undertaken this past year, all clients who answered the survey were 97% satisfied with the transport service and its volunteer drivers; with many clients commenting on how valuable the service is to them when they



are unable to drive themselves to appointments. 98% of clients surveyed stated that they were satisfied with our punctuality, and 99% reported feeling safe with our volunteer drivers.

Evaluation undertaken with the Volunteer Program was also very positive. 94% of people surveyed stated they would recommend South East Volunteers to family and friends. When asked about the interaction between themselves and the Interview Worker, 92% were satisfied with the interview process and 96% were satisfied with the amount of information provided.

Sadly, Rae Kum retired after more than 18 years as Manager of Client Services. Rae was a passionate advocate for clients and always ensured the supports they needed were available. Farewell Rae and enjoy your much earned retirement.

Once again, thank you to the amazing staff and volunteer teams at South East Volunteers and to the staff team at CrimCheck for their continual enthusiasm and professionalism.



Ann Burgess, CEO

## 04 CLIENT SERVICES

### **SOUTH EAST VOLUNTEERS CONTINUES TO BE A LEADER IN THE DELIVERY OF SERVICES TO THE ELIGIBLE RESIDENTS IN THE CITY OF MONASH.**

With My Aged Care now in place, Assessment and Intake has been extremely busy visiting 227 new clients in addition to reviewing existing clients.

SEV relies heavily on its volunteers. As an integral part of the SEV team they ensure that our clients are transported to their appointments. This year they spent 17,853.5 hours with clients and drove 95,647 kilometres. Volunteers are supported with regular training and continue to be recognised at regular events during the year.

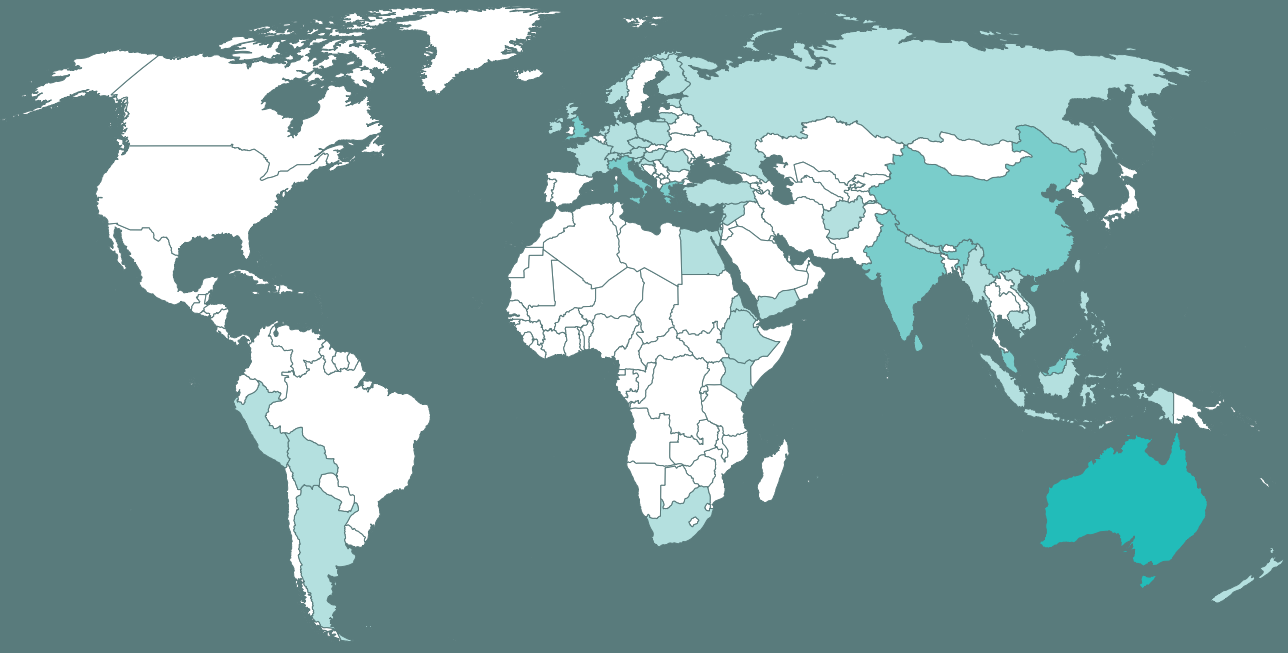
Transport promotes access and inclusiveness for our clients and requests for transport continue to exceed our expectation. With the forecasting technique developed over the last 3 years, transport is booked out 6 weeks in advance on some days.

Social activities continue to be in demand. Attending social activities assists our clients to stay physically, mentally and emotionally healthy.

The craft and walking groups continue to be a delight with clients who enjoy a 'chat' and 'something to do'. The two Chinese social groups enjoy games and traditional Chinese celebrations with food shared with volunteers and staff.

The Safety Register clients have received a call from a volunteer every three to four weeks and this provides an opportunity for them to be informed of services available in the broader community. The annual concert held at the Novotel gives members a chance to meet volunteers and staff who assist in this program. Thank you to Novotel and the Australian Navy Band who provide the music.

Client evaluation results indicate satisfaction with our services. Many comments included how much clients appreciate the volunteers who transport them, the staff and volunteers who take their bookings, the enjoyment of social activities and most especially the phone calls from the volunteers in the Safety Register.

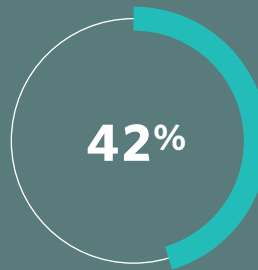


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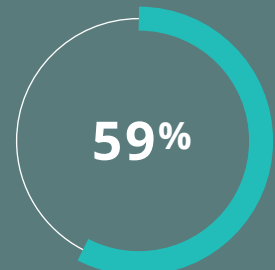
49% 2-6% > 2%

947

ACTIVE CLIENTS



LIVE ALONE



USE MOBILITY AIDS



AGE GROUPS



ACTIVITY ATTENDANCE



## CLIENT STORIES BOOK

In May, 2018 a number of clients contributed to a special book which was presented as a 'thank you' to SEV volunteers for National Volunteer Week.

I would like to acknowledge Robert Wagner who interviewed, photographed and wrote up the beautiful and incredible stories for this publication, and Nick Lauria whose design complimented this project.







This report marks my retirement year. After 18 years and 4 months, I am retiring on 31 July 2018 and I am looking forward to the next chapter in my life.

From my beginnings in the Social Support program to becoming the Client Manager, I have witnessed many changes in the sector. I am grateful for the opportunities that were presented to me over the years, and I am proud to have been part of this extraordinary organisation - an organisation who places their clients and volunteers first.

My thanks to the Board Members past and present for ensuring that the organisation is a leader in its field, and to the three CEO's that I have worked with, Gloria, Patricia and Ann who embraced the changes and challenges of the organisation.

I would sincerely like to thank Shirlene for her years of support and her role in ensuring that the best volunteers were interviewed for our service. Thank you to Mamta in Reception for all of the work that she has done for transport, social support and special events; to May who has ably assisted in Administration; to Irene who keeps the organisation in check with her budgets, and to all the Client Services team – Gerardine, Hannah, Sharon, Christina, Mei, Gary – you have ensured that clients are our first priority.

To the volunteers of South East Volunteers – thank you for your generosity, for being the strength of this organisation and for the care and commitment that you have for SEV clients – you do make a difference in their lives.

***Pictured (left):**  
Volunteer Pierette  
sharing her story  
in the SEV Client  
Stories book*

***Pictured (above):**  
Rae Kum enjoying  
SEV client events*



Rae Kum, Client Services Manager

# 05 SOCIAL SUPPORT & TRANSPORT

## THE 2017–2018 YEAR HAS ONCE AGAIN BEEN A BUSY YEAR WITH SERVICES OPERATING AT CAPACITY.

*Pictured:  
An SEV driver  
training session*

Every day we have nine cars and one bus on the road, transporting clients to allied medical appointments and social activities.

To keep up the pace and meet demand, we have continued to make improvements to the transport and social support programs.

These include:

- › building a Wait List system into the database, so that as soon as there is a cancellation, we can now quite quickly slot in a waiting client. In this way, we have been able to increase the average number of fulfilled transports per car
- › increasing the number of staff who have been trained to access the transport booking system ensuring that a staff member is always available to take a client's call
- › increasing the number of volunteer drivers and jockeys
- › database changes when needed, that are beneficial to the running of both Social Support and Transport and create time efficiencies

We continue to refresh the outings on offer for clients:

- › shopping has been moved to Forest Hill Chase as The Glen is still undergoing renovations and is difficult to access
- › we have commenced a pilot program of seated exercises which we are offering fortnightly
- › clients who have difficulty accessing the bus are being placed in a car that has been dedicated to this task

Sadly, we said goodbye to our oldest transport client at 101 years of age as she has now moved into an aged care facility.

Thanks and eternal gratitude to volunteers Rathi Vinay, Sandra Riley, Julia Matheson, Beverly Dungan and Peter Halliday who helped so much in the office.





93 647

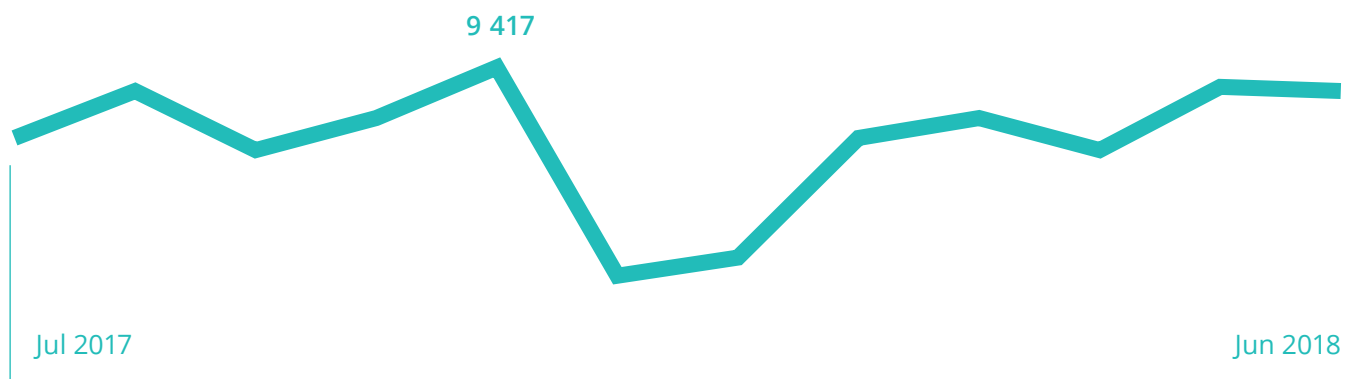
KILOMETRES DRIVEN

VOLUNTEER  
HOURS

17 354

NEW  
CLIENTS

227



KILOMETRES DRIVEN BY MONTH





## 06 SPECIAL EVENTS

*Pictured  
(left to right):  
Clients Norman,  
Helen, Doreen,  
Helen and Lillian  
enjoying each SEV  
special event*

### CELEBRATING CHRISTMAS

Clients always look forward to the last function of the year. Perhaps it's because another year is ending or it's the entertainment or the ballroom at the Novotel! This year the Novotel supported another Christmas function for the organisation and we acknowledged their support over many years.

Clients arrived in buses and cars with the assistance of volunteers whilst others found their own way to the venue. With the assistance of the volunteers, over 90 people enjoyed the 3-course lunch at the beautifully decorated tables in the ballroom.

Brendan Scott, entertainer extraordinaire, has been entertaining us for

10 years with his singing, musical prowess and tap-dancing. Arriving with his sack in hand, Santa danced his way to the middle of the ballroom and everyone had a wonderful time.

Prizes were distributed and a Merry Christmas was extended to everyone before Santa departed for another year.

### Comments

*"This organisation is wonderful and everybody is kind and helpful. I thank all of the jockeys and drivers and the ladies who look after us."*

*"Can't improve these functions."*

*"This function was very good. I love every outing, very well done. Thank you."*



## JULY FUNCTION

Eighty-four people arrived in buses and cars to participate in this mid-year function themed as Swing Era Music.

The event took place at The Highways where hotel staff had made sure that the function room was well themed. Everyone enjoyed the three-course lunch that was accompanied by Paul Hogan, a remarkable entertainer who sang a large repertoire of songs from the Swing Era.

Clients and staff who took part in the dancing and singing provided other entertainment for the afternoon. Prizes were distributed by Mei and Hamilton who made time to chat with all of the prize-winners.

### Comments

*"Wonderful day, will miss Rae and the way she organises the outings."*

*"The volunteers are so special because they really look after us."*

*"Food was plenty and waiters and waitresses were very obliging."*

*"Attention to us is very much appreciated"*

## EASTER FUNCTION

This year the Easter function took place at The Highways in Noble Park. Pink and yellow serviettes and balloons adorned the function room as 85 clients arrived in buses and cars to join in the Easter lunch. Client chatter continued throughout the lunch as friends recounted their activities in the past 4 months.

Guest Speaker, Monash Crime Prevention Officer, Senior Constable Jo Pokiri gave a short talk on Keeping Safe – a subject that clients really appreciated. Bill Pyman, ex-guitarist from The Strangers created a perfect atmosphere for lunching and chatting. The Easter Bunny called in and distributed the chocolate Easter eggs to everyone. Prizes and giveaways were a highlight before everyone made their way home.

### Comments

*"The outing was organised very well. I cannot make any comments that will improve the outing."*

*"I thought today was lovely. Liked the talk from the police lady – very helpful. Maybe other speakers sometimes."*

*"Everything is very well done – excellent."*

*"The policewoman was a gem. The meal mighty!!"*



# 07 CHINESE SENIORS' SUPPORT GROUPS

## THE AIM OF THE CHINESE SENIORS' SOCIAL SUPPORT GROUP IS TO SUPPORT MONASH RESIDENTS WHO HAVE CHINESE BACKGROUNDS TO IMPROVE THEIR QUALITY OF LIFE.

*Pictured (top):  
Support Group  
members partic-  
ipating in group  
activities*

*Pictured (bottom):  
The SEV Chinese  
Forum at the  
Waverley RSL*

In total, the two groups had 46 members, held 88 social activities in house, hosted 8 guest speakers, had 15 outings and held 4 festival lunches.

Programs such as Tai Chi and fall prevention activities allow them to be more physically and mentally aware of their surroundings and any potential hazards, while also improving their balance. Activities such as mah-jong and card games maintain and improve their mental acuity. We participated in traditional Chinese activities such as Yum Cha, the celebration of Chinese New Year, and the Dragon Boat and Mid-Autumn Festivals, so we may practice and enjoy these events. There are also outings, where we take everyone out to one of the many unique places within Victoria.

By experiencing these events and activities with our Social Support Group, seniors can make friends, socialise, and understand and connect with the local

community. In turn, this allows them to be more confident and independent, and this will improve their quality of life.

In June, we held a Chinese Forum to encourage the local Chinese population to learn more about the services available to them. 68 people attended the session. Thank you to the Waverley RSL, the City of Monash and Senior Constable Carla Reardon. Afterwards, the Chinese dancing group members gave a wonderful performance, and light refreshments and an information pack was provided for the forum attendees.

A special thank you goes to our dedicated volunteers, who are vital to running this group. It is only from their help and dedication that we are able to provide our services. They bring joy and entertainment to the activities. Our dedicated volunteers are: Simon Chan, Vanessa Chan, Winsie Chan, Janice Yu and Nancy Xu.









## OUR COMMITMENT

Our commitment to quality underpins the work of the Safety Register. On Sunday 28 January 2018 (a day of extreme heat), four SEV staff members made telephone calls to 81 vulnerable

Safety Register members to ensure they were safe. All Safety Register members who were contacted expressed appreciation for the call. This highlights another benefit of Safety Register membership.



## THE 100 CLUB

SEV staff were delighted to host an afternoon tea in May 2018 for three South East Volunteer members (Lee, William and Majorie) who had recently turned 100, affectionately called 'The 100 Club'.

The three centenarians were delighted to meet each other, and SEV staff enjoyed the opportunity to celebrate with gifts, balloons, and a lovely afternoon tea.

What an amazing achievement, and our heartfelt congratulations!



## THE SAFETY REGISTER PROGRAM IS JOINTLY FUNDED BY SOUTH EAST VOLUNTEERS AND THE CITY OF MONASH, AND IS ACTIVELY SUPPORTED BY VICTORIA POLICE IN THE CITY OF MONASH.

In March, we formally incorporated the Oakleigh Senior Citizens' Register into the existing Monash Safety Register program and as a result nearly doubled its size. To manage the number of clients, we increased the hours of the Safety Register Coordinator role. Sharon Morgan has been able to undertake a full audit of the Safety Register to ensure all members' details are up to date and conduct home visits to many members who were on the Oakleigh Senior Citizens' register (this is an ongoing process) and all new Safety Register members.

The program is supported by a dedicated team of ten volunteers, who make regular telephone calls to safety register members, and they are always happy to chat to senior members and provide timely reminders and advice such as changing clocks when daylight

saving changes. The volunteer team can also monitor and escalate any concerns raised by clients to senior staff members, thus ensuring our seniors are supported.

The Safety Register volunteer team is diverse speaking Chinese, Greek and Italian. In addition, staff members who speak Italian, Hindi, Chinese and Arabic are also available to assist if required, thereby covering the main language and cultural groups of Safety Register members in Monash.

In addition to receiving a regular, reassuring telephone call, Safety Register members also benefit from a quarterly newsletter and invitations to member-only events.

Our thanks to the City of Monash and Victoria police for their ongoing support of this vital program.

*Pictured (above):  
The Safety Register  
team at the annual  
SEV hosted concert*

*Pictured (below):  
Lee, William and  
Marjorie at the  
'100 Club' after-  
noon tea*

# 7 713

PHONE CALLS MADE

### Comments

*"My husband and I have been receiving monthly phone calls from the Safety Register for some years now, which is always reassuring and very welcome. So a big thank you!"*

# 09 VOLUNTEER SERVICES

**SOUTH EAST VOLUNTEERS HAS BEEN EXTREMELY FORTUNATE TO BE AT THE FOREFRONT OF HELPING VOLUNTEERS FIND A WAY TO MAKE A DIFFERENCE IN PEOPLE'S LIVES FOR 34 YEARS.**

We are able to do this work because we have excellent working relationships with our local government, City of Monash, City of Greater Dandenong and the City of Casey who provide us with funding and venues to continue our work. We are also blessed with the most amazing volunteers – people in the local community who have a passion for our clients and programs and who really keep SEV going!

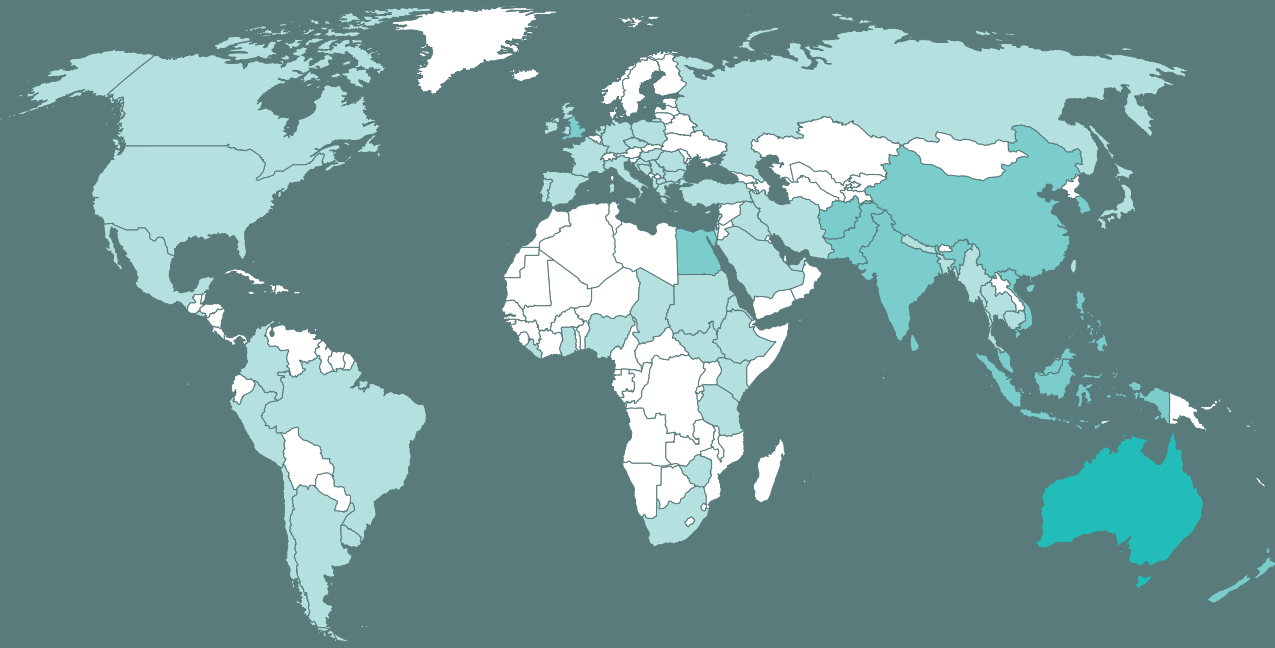
As part of the requirement from the Department of Social Services and local government, the Volunteer Services program covers a vast area of the south eastern region of Melbourne. However, the City of Monash is where we had our start and because of the councils generous support, and particularly the venue they provide us with, we are able to provide support to local volunteers, but also our transport program to the residents of Monash.

It goes without saying that SEV and its many services would not be able to continue without the unbelievable support from all of our volunteers – 109 of the

most dedicated and loyal volunteers an organisation could hope to find. Our volunteers do so much for our programs – they are our most valuable asset. Our drivers and social support volunteers ensure that our clients feel that they are a part of the community. The Safety Register volunteers keep our clients connected and help them to understand that they are not alone and our office volunteers continue to provide frontline support and service to our clients and the volunteering community.

## **OUTREACH**

Our Outreach Offices, coordinated by our Outreach Manager, Melissa Mahoney, now extend to 3 offices outside of Monash – Dandenong, Narre Warren and Sandringham. So in 2017/2018, we operated out of 5 offices in 4 local government areas, assisting 1072 volunteers find a role to engage with one of the 579 non profit organisations registered with us. Of those 1072, 585 were from a culturally diverse background; 217 were unemployed; 53 had a disability, and 4 were Asylum Seekers.

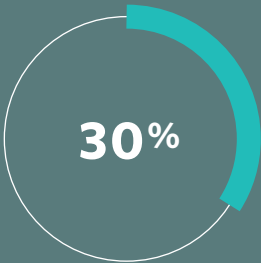


CLIENTS COUNTRY OF BIRTH

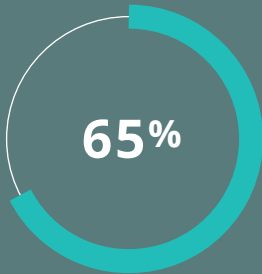
35% 1-12% > 1%

1072

VOLUNTEERS INTERVIEWED  
& REFERRED



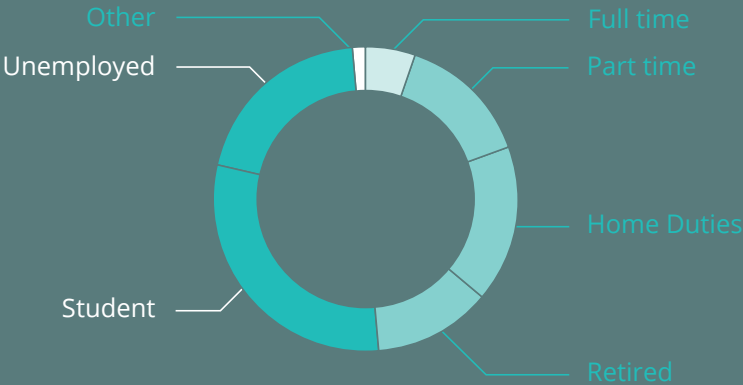
STUDENTS



NOT BORN IN  
AUSTRALIA



AGE GROUPS



EMPLOYMENT STATUS



## SKILLED MENTOR PROGRAM

The Skilled Mentor Program (SMP) was a successful short-term pilot program which assisted participating mentees in finding meaningful employment. The program demonstrated that mentoring is a high impact cost-effective method of helping those seeking to find employment opportunities in a specific field.

The Project Coordinator working on the SMP was able to reach the mentee target group by accessing referrals by not only online advertising but also through the GDVRS clients who were explicitly seeking to volunteer for the sole purpose of finding employment.

The SMP matched 25 jobseekers with a professional mentor, and seven mentees successfully gained

paid professional employment by September 2017 as a result of their new connections. Additionally, the SMP provided workshop opportunities to program participants in competencies such as Interview Skills, Workplace Culture and Resume Preparation. Participating SMP mentees received support through the program from their mentors, not only in relation to the job seeking journey but also support and advice on professional working life in Australia.

## NATIONAL VOLUNTEER WEEK

We held 2 events this year for the volunteers who donate their time and talents to their local community. We were fortunate to have the Honourable Gabriel Williams MP as the guest speaker at both our events.

Our Monash event was held at the Mulgrave Country Club and was attended by 60 volunteers and a few clients from the SEV Transport and Social Support program.

Our volunteers were presented with a book of Client Stories – the face of the people they help. They were able to hear from the clients themselves what a difference volunteers make in their lives.

Our second event was held at the Dandenong Club and honoured the many volunteers who assist the community of Greater Dandenong. As well as the Honourable Gabrielle Williams, attendees included 90 volunteers and members of local community groups as well as members of the City of Greater Dandenong council.





## TRAINING & WORKSHOPS

We have been very diligent with the training we provide to the NFP sector – seeking feedback and ensuring that what we are offering is what is of value to the managers and their volunteers. With the opening of the Outreach offices, we have broadened our network and have been able to make more workshops available in local areas. This financial year we trained 441 volunteers and 169 Managers.

Our facilitators are experts in their fields and the feedback has been excellent. Many thanks to St John's Ambulance, Susanne Baxandall, Sophie Wade (Department of Human Services), Brett Holland (CrimCheck), Irwin Tobias (What's Next), Eastern Community Legal Centre, SCARF Consulting, The Anxiety Recovery Centre Victoria, and Meg Philips (Balanced for Life) for their commitment to providing quality

training and workshops for our managers and volunteers.

We also run training for our SEV volunteers, and this year we ran a workshop on Elder Abuse, run by the Eastern Community Legal Centre. The training was very well received and gave our volunteers some insight into what Elder Abuse is and how to recognise it.

## CHALLENGES FOR THE FUTURE

We have challenges ahead. We face funding reductions/cuts, as do others in the NFP Sector. Funding from some areas has already been reduced and it may continue to do so. Our challenge is to keep our programs going, think outside the square and continue to promote what we do. We face these challenges as a strong team, with a great reputation in the sector. We will most definitely have to adapt to the changes coming, but we will do so together.

*Pictured (left):  
20+ year volunteers  
Norm and Joan  
at the Volunteer  
Christmas party*

*Pictured (above):  
Volunteers at driver  
training and the  
Christmas party*



Shirlene Standish, Volunteer Services Manager





## 10 CRIMCHECK

*Pictured:  
The CrimCheck  
team getting out  
of the office*

**CRIMCHECK HAD AN EVENTFUL YEAR PREPARING FOR A NUMBER OF CHANGES TO THE NATIONAL POLICE CHECKING SYSTEM THAT CAME INTO EFFECT ON JULY 1ST 2018.**

The CrimCheck software continues to evolve with a number of enhancements to improve performance of the system for our clients. Many changes have increased the functionality based upon client feedback

During the year, we also managed to bring another 206 organisations into the system enabling a steady growth in the overall number of National Criminal History Checks being processed.

We were also able to present at the National Volunteering Conference in Sydney as well as exhibiting at a number of conferences. Combined with numerous presentations to volunteering coordinator 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 Australia.



# VOLUNTEER STORY

**IN HONG KONG, I STARTED  
TO WORK WHEN I WAS VERY  
YOUNG. WHEN I HAD THE  
CHANCE TO WORK AND MOVE  
TO AUSTRALIA, I TOOK IT AND  
LEFT MY PARENTS AND FAMILY.**

When I retired, my parents were gone and I wanted to do something for seniors to help older people out. Many Chinese seniors in Australia have a language barrier, like I do and I really wanted to help them feel connected, not so alone.

Through the Chinese advertisement by South East Volunteers (then Monash Volunteers), I learned that Chinese volunteers are needed and this is how I found my purpose – my favourite volunteer role. Every week we share fun and happiness with the Chinese Seniors Group.

They are my family, they give me good health and happiness. This is my biggest reward from my volunteer work! I hope that I can continue to bring health and happiness to them as well!

**Simon Chan**

*Chinese Seniors' Support Group volunteer*



# 11 INDEPENDENT AUDITORS' REPORT

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

## REPORT ON THE AUDIT OF THE FINANCIAL REPORT

### Opinion

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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 2018 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 2018 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

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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

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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

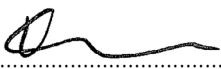
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Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012 and for such internal control as management determines is necessary to enable the preparation 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.

Name of Firm: Morton Watson & Young  
MORTON WATSON & YOUNG AUDIT PTY LTD  
Chartered Accountants

Name of Director:   
Kerpel S Harnam - Registered Company Auditor

Address: 51 Robinson Street, Dandenong Vic 3175

Dated: This 28th day of August 2018

### 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 that 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.



# 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.

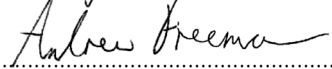
In the opinion of the board the financial statements as set out on pages 26 to 34:

1. Presents a true and fair view of the financial position of South East Volunteers Incorporated as at 30 June 2018 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 28 day of August 2018

# STATEMENT OF COMPREHENSIVE INCOME

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|   | Note     | 2018 (\$)                      | 2017 (\$)                      |
|---|----------|--------------------------------|--------------------------------|
| Revenue   | 3        | 1,077,553                      | 1,124,925                      |
| Other income  | 3        | 866                            | 18,655                         |
|   |          | <u>1,078,419</u>               | <u>1,143,580</u>               |
| Administration expenses                                     |          | (61,287)                       | (68,881)                       |
| Auditor's remuneration                                      | 4        | (3,050)                        | (3,050)                        |
| Depreciation and amortisation expenses                      |          | (45,817)                       | (42,691)                       |
| Employee expenses   |          | (791,924)                      | (721,465)                      |
| Motor vehicle and traveling expenses                        |          | (29,459)                       | (23,891)                       |
| Occupancy expenses  |          | (55,052)                       | (54,444)                       |
| Police check expenses                                       |          | (784)                          | (1,417)                        |
| Program and project expenses                                |          | (67,630)                       | (54,190)                       |
| Volunteers expenses   |          | (7,885)                        | (8,170)                        |
| <b>Profit before income tax</b>                             | <b>5</b> | <u><b>15,531</b></u>           | <u><b>165,381</b></u>          |
| Retained earnings at the beginning<br>of the financial year |          | 1,211,946                      | 1,046,565                      |
| <b>Total comprehensive income for the year</b>              |          | <u><u><b>1,227,477</b></u></u> | <u><u><b>1,211,946</b></u></u> |

## NOTES

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

# STATEMENT OF FINANCIAL POSITION

|                               | Note | 2018 (\$) | 2017 (\$) |
|-------------------------------|------|-----------|-----------|
| <b>ASSETS</b>                 |      |           |           |
| Current Assets                |      |           |           |
| Cash and cash equivalents     | 6    | 352,568   | 330,538   |
| Trade and other receivables   | 7    | 43,481    | 34,947    |
| Financial assets              | 8    | 789,164   | 769,374   |
| Total Current Assets          |      | 1,185,213 | 1,134,859 |
| <b>NON-CURRENT ASSETS</b>     |      |           |           |
| Property, plant and equipment | 9    | 201,179   | 219,994   |
| Total Non-Current Assets      |      | 201,179   | 219,994   |
| Total Assets                  |      | 1,386,392 | 1,354,853 |
| <b>LIABILITIES</b>            |      |           |           |
| Current Liabilities           |      |           |           |
| Trade and Other Payables      | 10   | 21,075    | 19,338    |
| Provisions                    | 11   | 137,840   | 123,569   |
| Total Current Liabilities     |      | 158,915   | 142,907   |
| Total Liabilities             |      | 158,915   | 142,907   |
| Net Assets                    |      | 1,227,477 | 1,211,946 |
| <b>EQUITY</b>                 |      |           |           |
| Retained earnings             | 12   | 1,227,477 | 1,211,946 |
| Total Equity                  |      | 1,227,477 | 1,211,946 |



# STATEMENT OF CHANGES IN EQUITY

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|                                | Retained Earnings (\$) | Total (\$) |
|--------------------------------|------------------------|------------|
| Balance at 1 July 2016         | 1,046,565              | 1,046,565  |
| Profit attributable to members | 165,381                | 165,381    |
| Balance at 30 June 2017        | 1,211,946              | 1,211,946  |
| Profit attributable to members | 15,531                 | 15,531     |
| Balance at 30 June 2018        | 1,227,477              | 1,227,477  |

# INCOME AND EXPENDITURE STATEMENT

|   | 2018 (\$)        | 2017 (\$)        |
|---|------------------|------------------|
| <b>REVENUE</b>                                    |                  |                  |
| Fees and Charges Unrestricted                     | 37,804           | 40,165           |
| Donation from CrimCheck Ltd                       | 150,000          | 180,000          |
| Outgoings Reimbursed                              | 7,003            | 7,547            |
| Donations Received                                | 150              | 220              |
|   | <u>194,957</u>   | <u>227,932</u>   |
| <b>OTHER REVENUE</b>                              |                  |                  |
| Interest Received                                 | 21,198           | 21,456           |
| Grants  |                  |                  |
| City of Monash                                    | 130,790          | 125,336          |
| Department of Health and Human Services, Victoria | 179,555          | 173,279          |
| Department of Social Services                     | 377,571          | 371,177          |
| In-Kind Rental Assistance                         | 41,988           | 43,241           |
| City of Greater Dandenong                         | 80,000           | 80,000           |
| City of Casey                                     | 41,820           | 41,000           |
| Other Grants                                      | 7,110            | 39,045           |
|   | <u>858,834</u>   | <u>873,078</u>   |
| Sundry Income                                     | 2,564            | 2,459            |
| Profit on Sale of Non-current Assets              | 866              | 18,655           |
|   | <u>883,462</u>   | <u>915,648</u>   |
|   | <u>1,078,419</u> | <u>1,143,580</u> |

|  | 2018 (\$)        | 2017 (\$)      |
|--|------------------|----------------|
| <b>EXPENDITURE</b>                           |                  |                |
| Annual Report Design                         | 1,980            | 1,980          |
| Assets purchased < \$5,000                   | 1,022            | 868            |
| Auditor's Remuneration                       | 3,050            | 3,050          |
| Bank Charges                                 | -                | (2)            |
| Board/Governance Expenses                    | 1,657            | 3,965          |
| Casey Outreach Expenses                      | 7,477            | 5,281          |
| Cleaning and Pest Control                    | 6,539            | 6,191          |
| Computer Expenses                            | 16,088           | 23,722         |
| Depreciation                                 | 45,817           | 42,691         |
| Electricity and Gas                          | 4,086            | 3,594          |
| Employees' Amenities                         | 1,815            | 2,128          |
| Holiday Pay Provision                        | 11,735           | 11,950         |
| Insurance Premiums                           | 954              | 954            |
| Long Service Leave Provision                 | 2,535            | 301            |
| Motor Vehicle Expenses                       | 27,651           | 21,490         |
| Police Checks and Fees                       | 784              | 1,417          |
| Postage, Freight and Couriers                | 9,641            | 10,945         |
| Printing and Stationery                      | 10,159           | 11,115         |
| Project Expenses                             | 3,869            | 8,088          |
| Registrations, Subscriptions and Conferences | 5,829            | 4,419          |
| Rent of Premises                             | 41,988           | 43,241         |
| Repairs and Maintenance                      | 1,417            | 550            |
| Social Support Program                       | 56,284           | 40,821         |
| Staff Training and Development               | 3,744            | 7,141          |
| Sundry Expenses                              | 211              | 58             |
| Superannuation Contributions                 | 64,878           | 58,625         |
| Telephone, Fax and Internet                  | 14,768           | 11,725         |
| Travel and Accommodation                     | 1,808            | 2,401          |
| Volunteers Expenses                          | 7,885            | 8,170          |
| Wages and Salaries                           | 692,492          | 627,480        |
| Workcover                                    | 14,725           | 13,840         |
|  | <u>1,062,888</u> | <u>978,199</u> |
| <b>PROFIT FOR THE YEAR</b>                   | <u>15,531</u>    | <u>165,381</u> |



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## STATEMENT OF CASH FLOWS

|   | Note | 2018 (\$)               | 2017 (\$)               |
|---|------|-------------------------|-------------------------|
| <b>CASH FLOWS FROM OPERATING ACTIVITIES</b>         |      |                         |                         |
| Receipts from funding/grants                        |      | 858,834                 | 873,077                 |
| Payments to suppliers and employees                 |      | (1,009,596)             | (932,235)               |
| Interest received                                   |      | 21,198                  | 21,456                  |
| Other income  |      | 197,521                 | 232,524                 |
| Net cash provided by operating activities           | 13   | <u>67,957</u>           | <u>194,822</u>          |
| <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>         |      |                         |                         |
| Proceeds from sale of equipment and motor vehicles  |      | 10,909                  | 24,546                  |
| Payments for equipment and motor vehicles           |      | (37,046)                | (100,736)               |
| Net cash provided by (used in) investing activities |      | <u>(26,137)</u>         | <u>(76,190)</u>         |
| Net increase in cash held                           |      | 41,820                  | 118,632                 |
| Cash at beginning of financial year                 |      | <u>1,099,912</u>        | <u>981,280</u>          |
| Cash at end of financial year                       | 6    | <u><u>1,141,732</u></u> | <u><u>1,099,912</u></u> |

# ACKNOWLEDGMENTS

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Andrew Italia, Alzheimer's Australia  
Andrew Maynard & Lara Connolly, Novotel Glen Waverley  
Australian Government Department of Social Services  
Baker's Delight, Vermont South  
Bill Pyman  
Brad Desmond and Associates  
Brendan Scott  
Bunnings Springvale  
Business Economic Development Unit, City of Monash  
City of Casey  
City of Greater Dandenong  
City of Monash  
Dandenong Club  
Department of Health & Human Services  
Diane Jones, Highways Hotel  
Erika Campos, Healthscope  
Ka Chi Cheung, Norton Rose Fulbright  
Kerrie Scarlett, Mulgrave Country Club  
Kylie Draper, Eastern Palliative Care  
Monash Police Stations  
Nick Lauria, Underdog Design  
Public Libraries, City of Monash  
Puffing Billy  
Robert Wagner  
Royal Australian Navy Band  
Stephanie Chan  
Waverley RSL



TO THE VOLUNTEERS OF SEV – THANK YOU  
FOR YOUR GENEROSITY, FOR BEING THE  
STRENGTH OF THIS ORGANISATION AND  
FOR THE CARE AND COMMITMENT THAT  
YOU HAVE FOR SEV CLIENTS – YOU DO  
MAKE A DIFFERENCE IN THEIR LIVES.



A handwritten signature in black ink, appearing to read 'Rae Kum'.

Rae Kum  
*Client Services Manager*