



ANNUAL REPORT 2012/2013

12,274

25%

145%

38%

53%

100%

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Connected community through volunteering and services.

our vision

*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.*

our mission



*(opposite page) Volunteer driver
Terry out and about with clients*

OUR HISTORY

Waverley Volunteer Outreach was formed in 1985. Volunteer staff operated from only a single room in a community house.

The initial purpose of the organisation was to coordinate the recruitment and training of volunteers for community organisations in the City of Waverley. It became a 'one-stop shop' where people could be matched to volunteer jobs with community agencies. In 1987 funding was received for a part-time coordinator.

Between the years 1989 and 2004 the organisation was housed at Kemp Lodge in Ferntree Gully Road, then moving to its present purpose-built premises in Glen Waverley, courtesy of the City of Monash. The name was changed from Waverley Volunteer Outreach to Monash Volunteer Resource Centre after the 1994 local government restructure.

In its early years, the organisation assisted with doorknock appeals, raised funds through cake stalls and ran a book delivery

service for the Waverley Council, which led to requests for transport to medical appointments using its volunteers. This was the beginning of the HACC (Home and Community Care) transport service. In 2002, MVRC was funded to provide a Senior Citizens Register in the northern part of the City of Monash. Later, through the Eastern Volunteer Recruitment Project, a criminal history records checking website, CrimCheck, was established to assist community agencies with low cost checks.

Some interesting facts: In the past 10 years transport and social support volunteers have worked an amazing 138,058 hours, providing 103,320 services. In total they have travelled 1,128,587 kilometres. During the same period 14,059 volunteers have been referred.

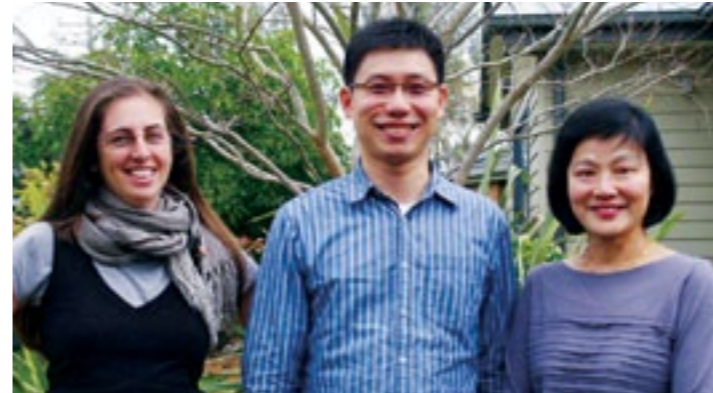
Today MVRC has 10 staff, more than 100 volunteers and a fleet of vehicles to deliver services. The programs it began have grown and expanded into different parts of the City of Monash as well as beyond these borders. They continue to develop in order to meet the needs of the local community.

	CLIENTS ASSISTED	VOLUNTEER HOURS	NUMBER OF VOLUNTEERS
office administration <small>includes administration, reception & students</small>		1,924	13
maintenance		120	2
committee of management		142	10
festivals		74	24
safety register	933	841	8
volunteer referral & information	1251	539	3
transport	368	4,194	49
social support	256	9,002	44
corporate <small>matches with CSOs</small>	20		
training <small>managers & volunteers</small>	532		
total	3360	16,837	153

2012/2013



Recipients of the Caroline Chisholm Award MVRC volunteers Elizabeth Bruce (top), Therese and Wayne Callander (above) with Anna Burke MP (left) Committee of Management meeting



(top) MVRC's first Life Member Norm Gibbs OAM with (from left) Chairperson Libby Calder, Topsy Gibbs and CEO Patricia Lauria

(above left) Sarah Day, Gary Shih and Irene Khoo

(above right) Nona Hurrell and Mei Ip

(left) Kim Lynch and Gerardine Gannon

COMMITTEE OF MANAGEMENT

Lisbeth Calder	Chairperson
Dr. Alison James*	Vice-Chairperson
Rod Findlay	Treasurer
Samantha Eyre-Herring	Secretary (from April 2013)
Elaine Forde	
Adam Williams**	
Peter Spyker	
Sharyn Ede*	(until June 2013)
Amy Teh	(from December 2012)
Chee Pin Ng*	(from August 2013)
Julius Peiker	Ex-officio

**Chairperson – CrimCheck Ltd Board of Directors

* Director – CrimCheck Ltd

STAFF

Jayne Beaty	Senior Administration (until June 2013)
Sarah Day	Social Support Coordinator (from September 2013)
Gerardine Gannon	Transport Coordinator
Nona Hurrell	Safety Register Coordinator
Mei Ip	Chinese Seniors / Volunteer Referral
Geraldine Kelly	Volunteer Referral (until December 2012)
Irene Khoo	Manager Finance Services
Rae Kum	Assistant Manager / Manager Client Services
Patricia Lauria	Chief Executive Officer
Bernie Lobert	Transport and Social Support Coordinator (until August 2013)
Kim Lynch	Reception
Gary Shih	Chinese Seniors
Shirlene Standish	Manager Volunteer Services

CASUAL

Henry Lees	Advertising and Promotion (until December 2012)
Kay Moore	Training
Gayle Ellis	Advertising and Promotion (until December 2012)
Phillip King	Advertising and Promotion (from June 2013)



VALE: Geoff Valentine

In 2001 Geoff commenced as a volunteer for U3A at Highvale and as a volunteer driver for MVRC. His happy disposition and infectious smile endeared him to all of his transport clients. In 2007 as an alternative to driving, Geoff decided to accompany clients on The Glen shopping activity. As the only male volunteer accompanying clients he was always well-liked and was in demand. He had a great flare for a bargain and opinions on 'colours

and style' which made him very popular with clients who attended this activity.

In addition to his volunteering, Geoff had a great deal of knowledge about computers and radios and would enthusiastically discuss these topics at the volunteer get-togethers – he rarely missed one!

Geoff passed away in 2013 and he will be remembered for his incredible smile and sense of humour.

OUR VOLUNTEERS

Anthony Alexander	Anne Johns ●●
Lesley Atherton	Geoffrey Julian
Chrystal Bam	Heljo Kalasim ●●
Judith Bayne ●●●	Janet Kay
Joan Beard ●●●	Phillip King
Ann Borchert	Maureen Kutner
Richard Borthwick	Dorothy Lewtas ●
Ghylene (Gill) Bouchet	Lois Litchfield ●●
Phillip (Phil) Bowden	Bronwyn Lloyd ●
Paul Bowman ●	Terence Long
Anthony Bray	Rhonda Makey
Marie-Luise Broders ●●	Helen Mary Marshall ●●
Elizabeth Bruce ●●	Elizabeth McDonald ●●
Lisbeth Calder ●	Ross McDowall
Kenneth Calder	Beryl Menzies ●●●●
Wayne Callander ●●	Margaret Mercieca ●
Therese Callander ●●	Warren Miller
Simon Chan	Chee Pin Ng
Kwan Yun Chan	Luisa (Lisa) Odgers
Shirley Chandler	Richard Parry ●
Julie Clohesy	Damayanti Parry ●
Ronald Clohesy	Philip Parson ●
Theresa Codner	Margaret Pitcaithley
Joanna Comerford ●	Dennis Price
Anne Davey ●●	Murugaiah Rajmohan
Janice (Jan) Delaney	Raymond Randall ●●
Dennis Dowling	Ida Robinson ●
Beverley Dungan ●●	Roberta Rooks
John Eade	Patricia Russell
Samantha Eyre-Herring	Jennifer Sampson ●●
Allen Fary ●	Graeme Schober ●
Alison Ferguson ●	Leanne Shaw
Roderick L. Findlay	Peter Spyker, AM
Elaine Forde ●	Amy Teh
David Fowlds	Lan Tiet
Norm Gibbs, OAM ●●●●●	Susan Trowbridge ●●
Robyn Goodyear	Judith Wescott ●●
Gail Graczyk	Lesley White ●●
Annes Guan	Fay Whitehead
Sylvia Hall	Philip Whitmee
Diane Harris	Adam Williams
David Hawkins	Patricia Witt ●●
Peter Hill ●	Lynette Wright ●●
Kathryn Holder	Robin Wright ●●
Caroline Houeix	Yinshan (Anne) Wu
Kevin Huf	Elizabeth Wynne
Alison James	Li Hong (Nancy) Xu
John Jarvis ●	Janice Yu
Maureen Jeanes	

- 5+ years
- 10+ years
- 15+ years
- 20+ years
- 25+ years

(opposite page) International Volunteer Day 2012



CHAIRPERSON'S REPORT

"Our volunteers are the reason our organisation is such a standout in the community."

I am proud to present the 28th annual report on behalf of the Committee of Management of Monash Volunteer Resource Centre. What have we achieved this year?

In February we invited Vivian Hutchinson, a social entrepreneur from New Zealand, to facilitate our Strategic Planning Day and he gave us a different perspective to consider how we might provide our services to the community. I'm sure both staff and the committee came away full of enthusiasm about innovative ways to achieve this.

One of the highlights of my term in office was to present Life Membership to Norm Gibbs. Norm has been an active volunteer with MVRC for more than 25 years, and is always ready to lend a hand in any way needed. He is a very worthy recipient of our first Life Membership.

Once again we tackled a constitution but this time we revamped the existing one in order to make it more relevant to our current activities. I think we all hope that it will be a long while before so much time will be required for reviewing constitutions! Again, we are very grateful for the pro bono assistance given by Norton Rose Fulbright Lawyers to achieve our outcome.

One of the changes made relates to the terms of office referring to where new members replace Committee of Management members after fulfilling a certain term. This year we're saying farewell to Rod Findlay, Elaine Forde and to me. Rod and Elaine have also been on the Executive Sub-committee and I thank them for their input to the committee as well as their support to me. MVRC is fortunate to have committee members who always have the best interests of the organisation at the fore and I thank every one of you for your support. We also farewelled Sharyn Ede earlier in the year.

As we farewell some, we're thrilled to introduce three new people to our Committee of Management: Samantha Eyre-Herring, who has accepted the role of Secretary; Amy Teh, a local lawyer who brings her legal expertise as well

as providing a younger perspective to our committee; and Chee Pin Ng, with a background in policy making which has already proved handy as we faced accreditation. To these people, a very warm welcome, and we do hope you enjoy your time with us.

It is my privilege to thank all of our funding bodies for their continued financial support: the Department of Health, the Department of Prime Minister and Cabinet and the City of Monash, who also provides our wonderful accommodation.

Our grateful thanks to our sponsors: the Novotel Glen Waverley, Bunnings, RSM Bird Cameron Accountants and as mentioned earlier, Norton Rose Fulbright Lawyers, for all the support they have given us.

Our volunteers are the reason our organisation is such a standout in the community and again we thank you for your commitment to MVRC. As always, without you we wouldn't be the organisation we are.

To Patricia Lauria, our CEO, thank you for your guidance and patience in teaching me so much about governance matters. I wish you all the best as you ensure that our wonderful organisation continues to be relevant to our community, both now and into the future.

Thank you everyone for the privilege of being your Chairperson for the past three years. I must say I've enjoyed every challenging minute of it!

I'm delighted to be able to hand over the role of Chairperson to Alison James and I'm confident that she will enjoy her time every bit as much as I have.

Thank you,

Lisbeth Calder
Chairperson

CEO'S REPORT

"At MVRC we have the good fortune of hearing the stories and knowing the meaning of our work."

Almost everything that we do in community services needs to be measured. We need to work out how much everything costs, how many of everything we produce and then measure what impact everything has had. Reporting back to our members is like that too. Our reports are full of numbers, graphs and amounts – the list seems endless. For many in our sector it is difficult to see what the long term changes and benefits of the work we do will be.

At MVRC we have the good fortune of hearing the stories and knowing the meaning of our work – it's as grassroots as it gets. Our community is a group of people that we get to know. We go into their homes or call them to see how they are getting along, then we drive the bus or one of the cars up their driveway and pick them up to take them out. While we're doing this we find out how they are and try to help them fix problems they may have. We have groups in our building who come together to talk, to sing and to learn. We sit with volunteers and try to channel their energies to assist another community group to do the work they do. Of these things we are certain because we do them every day and we see the outcomes for people. Our only frustration is that we can't do enough of it.

This year has been another one of great successes in a time of uncertainty; uncertainty about changes to government; about the future of our funding and about how we will meet the growing need for services. We continue to see a strong demand and the better we are at providing these services the more people let others know about them. However, in the face of these often difficult developments we also have the good fortune to have a truly committed team of staff and volunteers who have provided personalised services of an extremely high quality.



Some of the highlights of this work have been a 'back to the 60s' event, a speed networking event for community organisations, training in e-marketing, school children visiting at Easter, and training extended to beyond the traditional borders of Monash. Full details of our activities are outlined throughout this report.

My personal thanks is extended to all of our staff for their work and commitment to the community, as well as to the values of MVRC, the results of which are evident in the outstanding feedback we receive. We have farewelled Jayne Beaty, Geraldine Kelly and Bernie Lobert this year and we wish them well for the future. Our team is led by three tireless people: Rae Kum, Shirlene Standish and Irene Khoo. Thanks to each of you for your energy and strong leadership. We continue in our work only through the efforts of so many people who volunteer. Our thanks for the time you have given in a wide variety of roles and being willing to say 'yes' to those extra shifts to keep the service ticking.

Our volunteers of course include our Committee of Management. Three of our long standing leaders - Libby Calder, Rod Findlay and Elaine Forde, are retiring this year. On behalf of the membership, our thanks for your commitment to your roles, support of the CEO and in particular, your assistance in the development of CrimCheck as a social enterprise.

Patricia Lauria
Chief Executive Officer



SOCIAL SUPPORT

Rae Kum



The MVRC Home and Community Care (HACC) program continues to be a successful service of the organisation.

Funded through State and Federal Governments, the service uses the Active Service Model in its programs to assist people to become more involved in their care, reduce their overall reliance on healthcare and live as independently and autonomously as possible.

The HACC program is available to people over the age of 65, as well as younger people with disabilities and their carers who are living in their own homes in the City

of Monash. The organisation continues to offer transport and social support activities to eligible clients and their carers.

Working alongside our dedicated team of volunteers has enabled us to operate at full capacity in the areas of transport, regular activities and outings, and special events to registered clients. The organisation provided 13,196 hours of services to clients during the past 12 months.

We support and recognise the incredible difference our volunteers make to the lives of our clients and gratefully acknowledge their commitment to the program.

To facilitate planning for next year, we ask MVRC clients for their opinions about our services through forums, questionnaires and surveys. Their assistance with feedback allows us to provide an improved service to the community.

We have been working with a local community group, who are assisting older people in the Egyptian community, to look at ways of formalising a social support group for them. In response to feedback from our clients about their needs, we are also planning to seek funding for additional in-home services that will reduce loneliness and assist people to remain independent in their homes.

Thank you to the team members for their commitment, support and excellent work in the Client Services area of MVRC:

Nona Hurrell (Safety Register Coordinator),

Gerardine Gannon (Transport Coordinator),

Sarah Day (Social Support Coordinator),

Mei Ip (Chinese Seniors Support Group Worker)

Gary Shi (Chinese Seniors Support Group Worker) .

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(top) Smiles at the Back to the 60s event*

CLIENTS COUNTRY OF BIRTH



CLIENTS REGISTERED FOR SOCIAL SUPPORT AND TRANSPORT

1,389

TOTAL NEW CLIENTS

262

ACTIVITY ATTENDANCE

SMALL GROUPS

319

CHINESE SENIORS

809

CINEMA OUTINGS

137

MORNING MELODIES

70

MENS LUNCH

140

THE GLEN SHOPPING

123

OUT AND ABOUT

246

SPECIAL EVENTS

320

NEW CLIENTS



MOBILITY AIDS

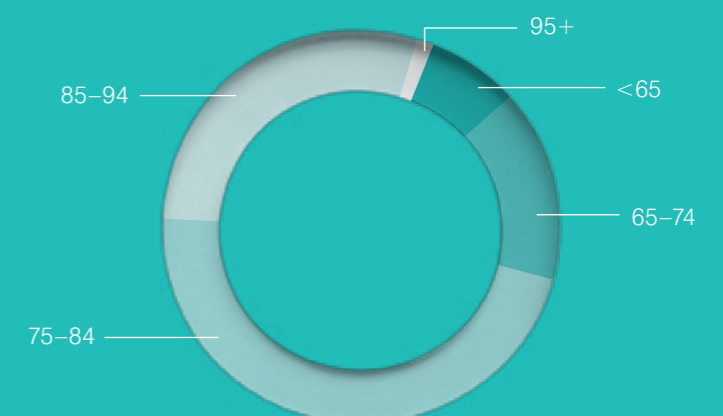
282

clients of the 624 who were assisted with social support and transport use mobility aids



45% use mobility aids

CLIENTS AGE GROUP





Activities

The organisation continues to offer Social Support activities to HACC clients in the City of Monash who would otherwise be unable to access regular activities. All groups continue to be successful, with a maximum number of clients attending. This year, in comparison to last year, our volunteers have worked an extra 566 hours in our social support activities.

The Ladies Lunch groups continue to provide great support to our clients, who enjoy conversations and friendship. Five groups, each comprising two volunteers and six clients, meet on a fortnightly basis at various venues within the area for lunch. Volunteers and clients enjoy the rapport that is built from the time that clients are picked up from home, during lunch and when they are returned home, as well as the continuity of the relationships.

The Wednesday fortnightly Mens Lunch participation has increased by 53% this year and continues to be successful, with driver Ray and jockey Tony. Using the MVRC bus for transportation has given the group scope to choose where they would like to go for their outing. Sharing stories has helped the group to maintain their friendships.

As a result of the success of the Mens Lunch group, we commenced a second Mens Lunch group which takes place on a fortnightly basis on a Monday. Together with driver Wayne and jockey Tony, the men are getting to know each other. It has been great to see the enthusiasm generated from the new group.

A shopping trip is organised once a fortnight for clients who are interested in personal shopping at The Glen Shopping Centre. Clients are transported to and from the shopping centre in the MVRC bus by a driver and jockey and are met by volunteers

who assist clients on a one-on-one basis with their shopping. Volunteers and clients discuss the bargains and 'best buys' as the group come together for lunch before returning home.

Twice a month, on the MVRC bus, the Out and About involved visiting a number of different venues. A bus driver and jockey accompany clients who enjoy a day out. An increase of 40% in attendance indicates that these outings have been very popular. With a number of seaside venues on the destination list, the outings are an opportunity to socialise over lunch and chat about the changes that have taken place in the areas along the way. Clients who are mobile are offered the opportunity to take a short walk before returning home. Destinations this year include Brighton, Bulleen, Cranbourne, Williamstown, Keysborough, Mornington, Somerville, Cheltenham and Lilydale.

For many of our clients, music and a sing-a-longs bring back wonderful memories. Outings to Morning Melodies occur once a month and are well attended by clients who are treated to morning tea prior to a performance which has included Rock 'n' Roll, Cabaret and Tribute shows. Discussions and chatter about the entertainment over lunch precedes the homeward journey when clients have been known to sing and clap their hands all the way home.

The opportunity to see the latest movie at a cinema is offered twice a month. Clients attend the Waverley Cinemas in Pinewood. A basket lunch and one of the latest movies is included in this outing. Recommended and suitable movies are chosen and great discussions have taken place over lunch and a cup of tea. Movies seen this year include The Great Gatsby, Quartet, Hudson on the Park, Anna Karenina, and Les Misérables.

(above) Volunteer Joan with clients on a shopping activity at The Glen



(above) Clients enjoying various special events together



Special Events

Our Christmas event at the Novotel in November last year attracted many of our clients. Ten buses and cars which had drivers and jockeys on the roads in Monash transported 120 people to the event.

The Novotel provided a three course meal and a beautiful Christmas themed setting for the occasion. Volunteers and clients were dressed in Christmas theme and colours.

Entertainer Brendan Scott sang great renditions of Christmas songs, from the traditional carols to the new and modern. The ballroom came alive with everyone's singing followed by Brendan's vigorous tap dancing, which left everyone wanting more!

The day ended with Santa, lucky prize draws and with everyone wishing each other a Merry Christmas

"I enjoyed the outing and all the arrangements it must have taken to organize. Thank you for inviting me."

"Enjoyed the day, company was great."

"Brendan – excellent, volunteers – super, transport – marvellous, very kind & helpful"

"Keep up the good work – enjoy and appreciate the work of volunteers."

The Easter event came very early in 2013. Buses and cars arrived at the front door of the Mulgrave Country Club with clients who were looking forward to catching up with friends that they hadn't seen for a while. 105 people descended upon the Mulgrave Room which was themed in Easter colours of pink and yellow for the occasion. Night & Day provided us with background music that was easy to listen to.

This year the School Captains and Vice-Captains of Jells Park Primary School brought along Easter drawings as their gift to each client who attended.

Everyone left in a very cheerful mood as they recounted to each other and their drivers the wonderful time they had with the Easter Bunny and the school children. Everyone received chocolate eggs and those who won prizes during the event were most appreciative.

"I think everyone had a very enjoyable day and as a retiree living in Monash we are very fortunate indeed to have so many kind and helpful volunteers who willingly give their time to look after us."

"Had an absolutely smashing time. The sweet gifts to us from the children were a delight. Thank you so much for organising such a nice outing."

(above) Clients enjoying last year's Christmas function



The Swinging Sixties – what a celebration! We remembered: The Beatles, Cliff Richard, The Easybeats, I Love Lucy, Bandstand, Young Talent Time, Jean Shrimpton at the Melbourne Cup, the hippie movement and so much more!!

81 people were transported in buses and cars to the very successful Back to the 60s mid-year event which was held in July in the function room of The Highways Tabaret. Staff from the venue themed the function room with the appropriate colours of the 60s. This met with everyone's approval and nearly every person had dressed for the theme – 60s coats, suits, hats, shoes, photos, records and even furs!

From the moment of arrival there was singing, clapping and toe-tapping to the tunes of the 60s, played by performer Brendan Scott. As well as asking for audience participation from volunteers Wayne and John, Brendan gave a great rendition of the wonderful tap dancer Fred Astaire! Wayne, Therese and Mei, together with some of the Chinese Seniors Support groups also took to the floor to show off their sixties dancing style.

Prizes were distributed to some lucky winners before everyone left the venue and a very happy time was had by all!

"Had a great day – most enjoyable at all times, artist did a very good program, Thanks to everybody for the day."

"The menu, the entertainment and the venue was excellent in catering for the aged folk, thank all concerned."

The Social Support Program of MVRC would like to acknowledge the support of the following people during the past year:

Norm Hyland

Stephanie Chan

Jells Park Primary School

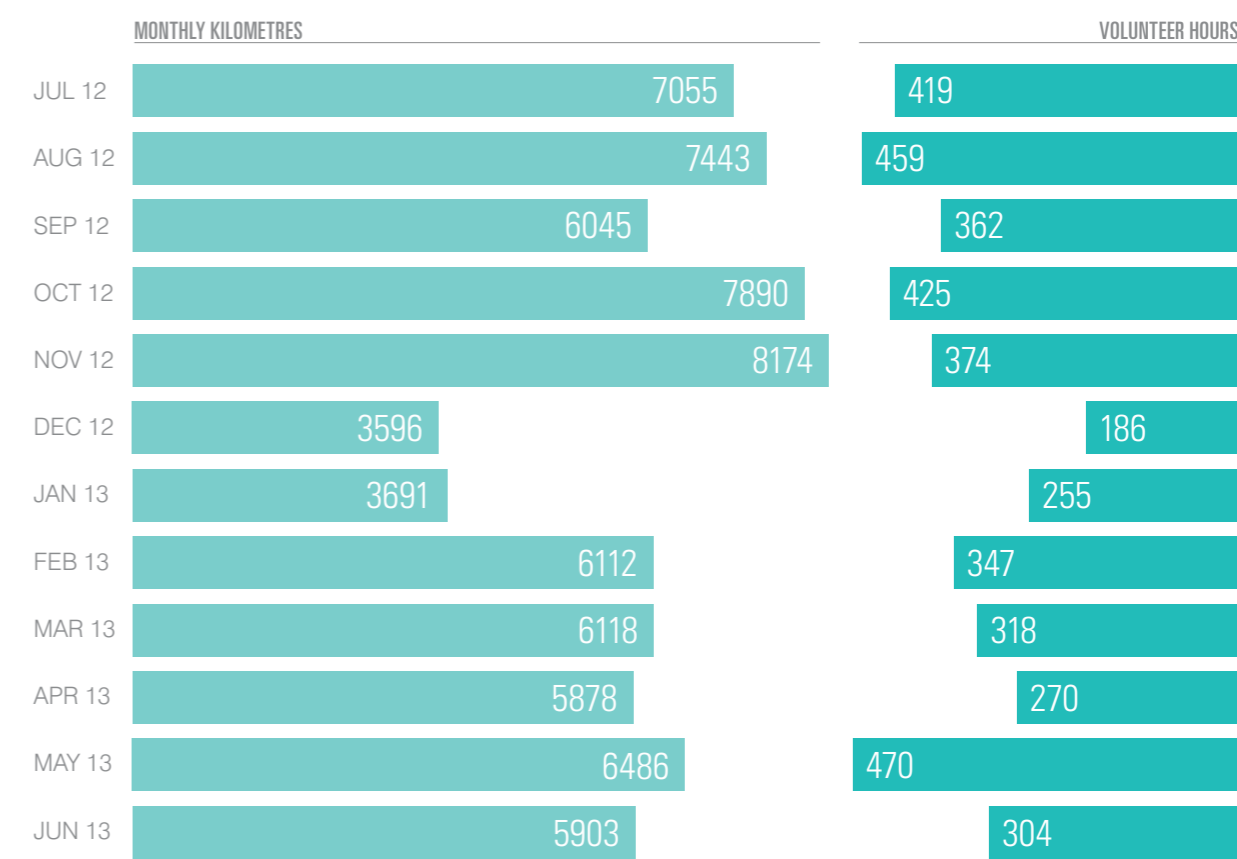
Staff of the Novotel Glen Waverley

Mulgrave Country Club

Highways Noble Park

All volunteers who transport MVRC clients.

*-----
(top and left) Clients enjoying various special events throughout the year*



TRANSPORT

Funding for the MVRC transport service comes from the Home and Community Care (HACC) program, a joint State and Federal Government program. The aim of the service is to assist people to live independently in their own homes.

We aim to provide an effective and affordable transport service to older people and their carers, and people with disabilities living in the City of Monash. People who are house-bound or isolated due to mobility difficulties, lack of confidence or other factors are able to register for this service.

Similar to the Social Support Program, the MVRC Transport Service maintains its door-to-door service with volunteer drivers who assist clients to and from day centre activities, classes, social clubs, visiting family and friends, allied health and rehabilitation services and medical appointments. There has been a high demand for transport assistance yet we are frequently contacted by clients with feedback that the service is of a very high standard and they genuinely appreciate it.

MVRC's fleet of six Toyota Camry sedans and ten-seater Mercedes Benz Sprinter bus are used every day for transport and social support activities and this year 624 clients

were provided with transport services. In the past ten years we have doubled our number of services from 5,207 services in 2002/2003 to 11,791 services this year. With more than a 100% growth, the organisation has become a major service provider for community transport in the local municipality. As a result of this growth, we have successfully recruited more volunteer drivers to help meet demand. With this latest recruitment of drivers we now have more drivers who are bilingual, to better accommodate our multicultural client base.

Bunnings Notting Hill has continued to support the organisation with three driver breakfasts which have been held at the Glen Waverley Bowls Club. We gratefully acknowledge their commitment to supporting us through supplying and cooking the breakfasts on these occasions. As well as an opportunity to support drivers and meet with one another, early morning breakfasts have been a chance to listen to guest speakers and conduct training sessions including OH&S and the Active Service Model. We also gratefully acknowledge the Glen Waverley Bowls Club for their support in providing the venue for these functions.

To the team of 49 drivers, we sincerely thank you for your support, contribution and the important role that you undertake in providing this essential service that is a great success in the community.

(top) Volunteer driver David seeing a client to the doctor

A CLIENT'S STORY

'Debra' has been a resident of Mount Waverley for over 30 years and has been a client of MVRC for five years. Debra says that owning a car is not feasible for her due to financial limitations that come with living off a limited pension.

She also has problems with her vision which means that she is not entirely comfortable behind the wheel. Reliance on transport from relatives is troublesome since it requires family members taking time off work and there are only a limited number of times that this is possible. It also impinges on her sense of autonomy and independence. Debra cannot use public transport as walking the distance to transport stops is not possible.

However, MVRC's transport service allows Debra to be picked up from her home, taken to the destination and returned back to her home without the limitations of other

types of transport. The service is affordable, maintains her sense of autonomy and does not cause her unnecessary pain walking to transport stops.

Debra says the volunteer drivers have a positive demeanour and they go 'the extra mile' in order to ensure her security. They walk directly by her side from her house to the car, assist her with seat belts and ensure they are properly fastened, and she was impressed with the overall gentleness, punctuality and professionalism of the drivers.

Debra says the MVRC Transport Service is "wonderfully helpful" and "an asset to the community [she] is very grateful for."

TOTAL TELEPHONE CALLS TO CLIENTS

6,247

TOTAL CLIENTS

933

VOLUNTEER HOURS

841

VISITED AT HOME

49

NEW CLIENTS

50

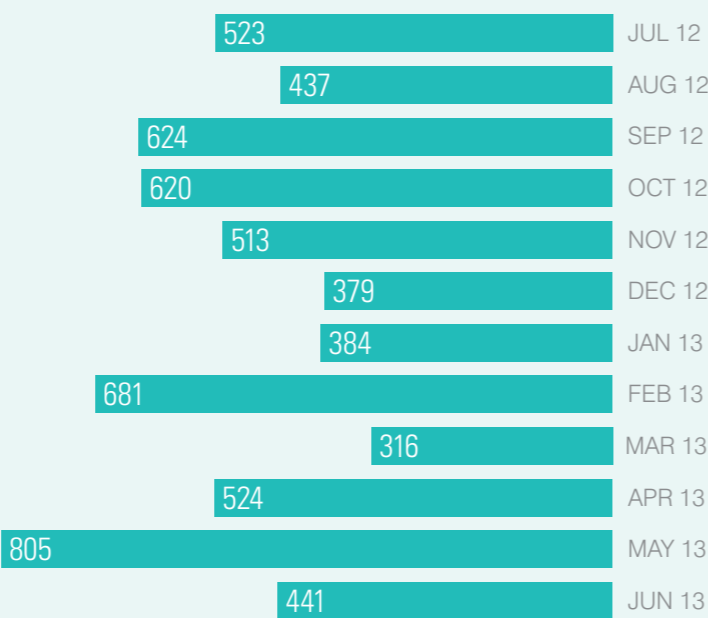
REFERRALS MADE

86

NOT BORN IN AUSTRALIA

318

MONTHLY TELEPHONE CALLS TO CLIENTS



SAFETY REGISTER

This year the Safety Register has continued to provide an important and dynamic service for the older and disabled residents of Monash.

A focus for this year has been the gathering and dispersing of relevant resources to enhance the quality of life for clients. This has been done successfully in a number of ways.

A database is kept confidentially at MVRC and at the Glen Waverley and Mount Waverley Police Stations. Basic information about the clients such as their main contacts and who has a key to their house is kept so that it can be accessed in an emergency.

Every 4–5 weeks, those who wish to receive a phone call from a trained volunteer to check that they are safe, managing their health and other needs, and paying attention to some of the issues that may affect their well-being such as loneliness, driving or difficulty preparing food.

Provision of helpful resources has been a key focus this year. A highlight of the year was the completion of a resource manual. Gagan, a young volunteer with IT skills, spent many hours working alongside the Safety Register Coordinator, gathering up-to-date information about services relevant to our clients. She then edited and compiled the information and made an electronic

and printed copy of a manual that can be used throughout MVRC to provide accurate information on services. For example: delivered meals, home visiting services or mobile hairdressers.

The Safety Register volunteers and the coordinator have met regularly and had some valuable discussions about the sort of conversations to initiate with the clients. During the extremely hot weather in January and February heat-wave strategies were implemented and volunteers and staff talked to clients about taking care of themselves under extreme weather conditions. Additional calls were made to some clients considered vulnerable during this period.

In March and April changing smoke alarm batteries was talked about. The aim was for residents to ask their families or friends to check and update their smoke alarm batteries. Many people also engaged the Monash Council to do this. The Metropolitan Fire Brigade are also prepared to take referrals from the coordinator to visit the client's home and do what is necessary for their ongoing fire safety. In June and July the volunteers talking to the clients about personal alarms. Using the information in the resource manual, information sheets were sent to interested clients about the free daily call service provided by the Red Cross, and a variety of privately and government funded personal alarms.



(above and left)
Clients interacting
with the Police Band
'Code 1' at Safety
Register events

The volunteer phone calls to the Safety Register clients are still a vital part of monitoring, supporting and advising people in the community. There have been eight consistent volunteers over the past year, each coming in for half a day each week: Ann, Therese, Dorothy, Maureen, Pat, Kevin, Susan and Margaret. Attention to detail in recording and following-up means they have provided an excellent and meaningful service. The coordinator follows-up with families and clients if there are major concerns, losses or needs. She is able to provide referrals to other services or provide extra support during a crisis.

An in-service training session was held at the Glen Waverley Police Station. 15 police members attended, some of whom may not have known how to use the Safety Register in their everyday work. We also value greatly the input the police have to our two annual afternoon teas held at the Novotel during Safety Month. These events aim to help the Safety Register clients realise the role the police play in the community, protecting and caring about the elderly. They are also an opportunity for members of the Safety Register to meet with the volunteers from MVRC. The Police Band 'Code 1' is always a favourite, providing a wonderful day out as well as more opportunities to demonstrate that there is care and contact available within the City of Monash.

CHINESE SENIORS SUPPORT GROUPS

The population and service needs for seniors from a Chinese background increase every year in the Monash area as there are approximately 2,000 people from this group living in the municipality.

The increasing number of new migrants in the local area mainly come from a Chinese background* so this means a high demand for social support from the Chinese elderly.

Over the last year we have held support group meetings each Monday and Friday morning. This has included outings, celebrations of Chinese culture, events, talks and presentations. The talk on recycling and sustainable living and the visit to the recycling plant helped the seniors to understand that if each person tries to do a little more they will make a difference. The talk about drugs and alcohol let them know that there is help and a counselling service for the Chinese community. The visit to a nursing home gave the seniors an understanding of aged care.

We conducted a forum for elderly Chinese people in Monash which provided a good opportunity for people to meet new friends and find out about local services. Following this event we received many enquiries about our program and some participants also wanted to volunteer. The entertainment program was very much enjoyed. All of the performances were provided by volunteers, including some very talented volunteers who assist with the support group each week. Our thanks to those people for their assistance to make the forum such a special event.

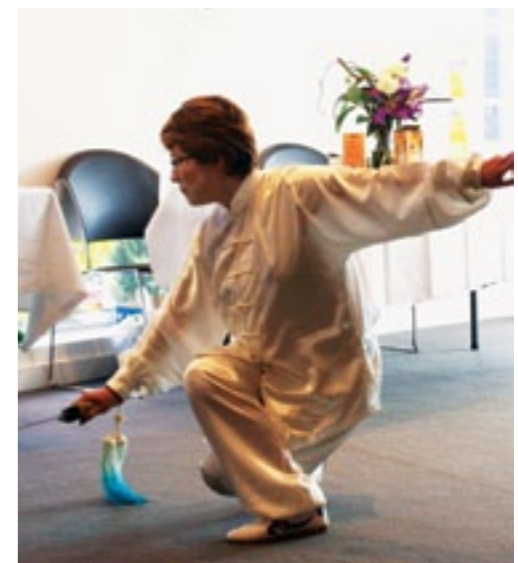
The success of the regular meetings is obvious from the smiles on the faces of the clients at the centre every Monday and Friday morning. The Chinese seniors have expressed that they have more confidence living in the community and that they understand more about Australian culture. We aim to help people to make new social connections and seeing good friendships develop in the groups is very rewarding.

Activities have included Tai Chi exercises (even sometimes when there is an outing in a park). We provide local news, information and English lessons. The clients enjoy playing board games such as Rummikub – their favourite. Outings are the most popular activity and these have included golf, croquet and walking in the park for relaxation and good physical health. Other group discussions such as 'fall prevention' have also assisted with maintaining good physical and mental health.

Special thanks to the volunteers who help to run the groups. Without their friendliness and kindness, we could not make our groups a success. We regularly ask the seniors and volunteers for their feedback to improve the service. Special thanks to Anne Wu, Janice Yu, Simon Chan, Nancy Xu, Lan Tiet and Joe Chan. We could not ask for more caring people to assist the seniors.

In future we expect to see more people coming to join the group as there are still many Chinese seniors who need social support. We plan to make a video of the groups' activities as a way of letting people know about our services.

* Source:
www.miceastmelb.com.au



(top and above right) Performers at the forum for Chinese seniors in Monash

(above left) Chinese seniors trying out a game of croquet



VOLUNTEER SERVICES



Shirlene Standish

MVRC Volunteer Services have been connecting the community through volunteering for the past 28 years, with great success.

Much of this success is due to the amazing community who choose to become involved in volunteering and they are supported by the many existing volunteers and staff who are such an integral part of MVRC.

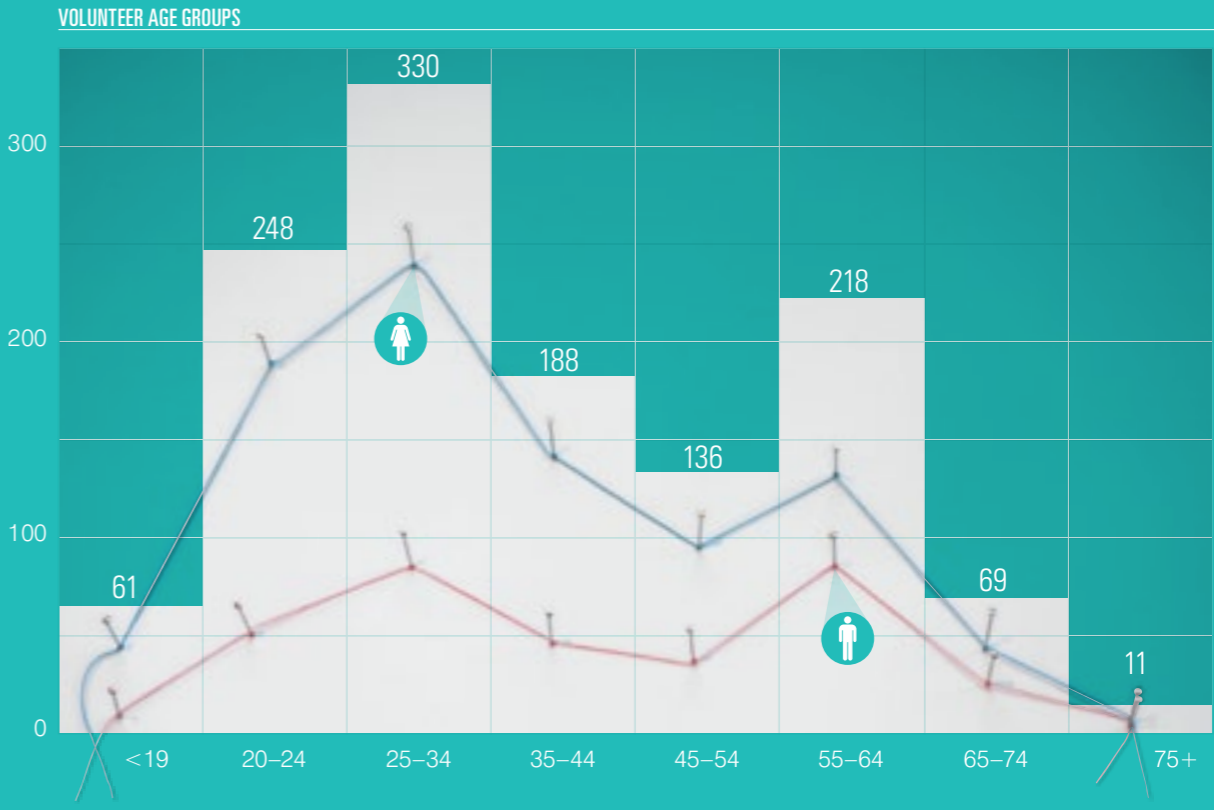
We have seen the face of volunteering changing. Where once we had mostly retirees and people making long term commitments, we now find people are looking at volunteering as a pathway to employment and a way for new migrants

and refugees to become involved in the community. This has certainly created some challenges to the programs and to the community service organisations we refer to. However, they are challenges that we have worked on together and we have achieved good results for the community.

We have looked at short-term volunteering opportunities for those needing work experience, and opportunities for refugees (where English is not their first language) where they can speak in their native language and still practice their English. We have also had the challenge of placing asylum seekers who do not have identification used for background checks to be carried out. We have therefore tried to find opportunities that they can be involved in without client contact, with some success, particularly with sporting groups and opportunity shops.

This year, we placed 1261 volunteers, of which 678 were from a culturally and linguistically diverse backgrounds, 42 with a disability and 220 disadvantaged by unemployment. We also assisted 307 young people (under 24 years of age) with volunteering opportunities, 58 of them being under 18. Our recruiting team was short staffed for half of the financial year, but commencing in February, we were able to have a full interview team, providing face-to-face interviews as well as phone interviews from Monday to Thursday.

(above) Our Speed Networking event – Community meets Corporate

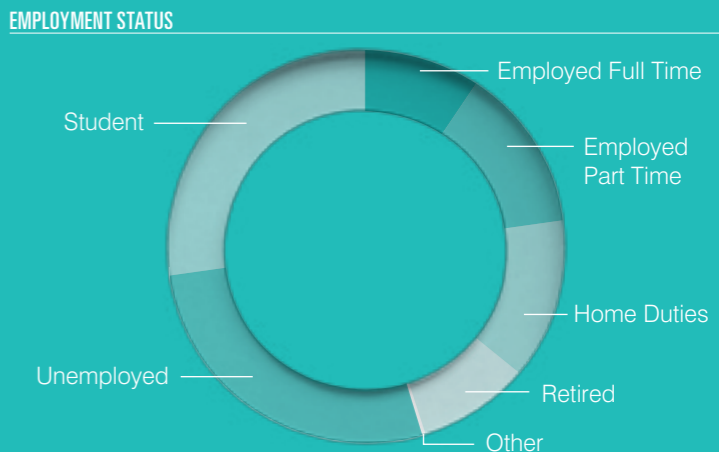


VOLUNTEER REFERRALS

Admin/Clerical	151
Working with Older People	148
Education/Tutor/Mentor	117
Fundraising	113
Working with Children/Youth	102
Disability Support	81
Food Service	77
Counselling/Mediation	73
Community Visitor/Driver	57
IT & Library Services	43
Gardening/Outdoor Activities	41
Sports	31
Committee	25
Providing Info/Visitor Guide	23
Hospitals/Allied Health	19
Marketing/PR/Media	15
Arts & Crafts/ Performing	12
Material/Emergency Relief	9
Working with Animals	8
Technical/Maintenance	3
Emergency Services	2
Writing/Research	2

VOLUNTEER LANGUAGES OTHER THAN ENGLISH

219	Chinese
60	European
58	Hindi
50	Sinhalese
41	Tamil
41	Other Asian Languages
26	Middle Eastern Languages
25	Indian Languages
22	Malaysian
21	Vietnamese
11	Indonesian
10	Arabic
8	African Languages
5	Japanese



TOTAL VOLUNTEERS

1,261

29% men
71% women



Our team of committed volunteers, Lisa Odgers, Kathryn Holder, Rhonda Makey, and staff member Mei Ip have been invaluable in making the Volunteer Management Program a success. The majority of our volunteers come to us via the Go Volunteer/Seek website or our MVRC website and each email sent is followed-up with a phone call. This means that our Interview Officers have made almost 2,000 phone calls, had 816 face to face interviews and 849 telephone interviews.

Our Clayton Outreach is as strong as ever and with the retirement of Geraldine Kelly, the role has been taken over by Mei Ip. We still average 20 interviews per month that take place at the Clayton office. We are also able to utilise Mei's language skills to interview more Chinese speaking volunteers in the Clayton, Oakleigh and Dandenong areas.

We have 430 not-for-profit organisations on our database that we assist with referring volunteers, as well as offering assistance with governance, policy and procedures, volunteer issues and OH&S. We have a network group of community organisations that meet bimonthly. We provide training on topics such as bullying legislation, updates on background checking and handling stress. This gives the managers an outlet for brainstorming and seeking information from their peers.

Events

In response to our training survey, we once again joined with Boroondara VRC and Eastern Volunteers to provide a Social Media and eMarketing Workshop, to assist our community service organisations to understand the mystery behind Facebook and Twitter and marketing their organisations without spending a huge amount of money. The facilitator was Brett de Hoedt from Hootville Communications and the workshop was attended by over 50 delegates from the community service

sector. The feedback was excellent and Brett provided hands-on information about how to make using social media simple.

We also conducted another Speed Networking event – this time with a twist. The event was titled Community meets Corporate and we invited participants from business to mix with the community service delegates, giving all a chance to see what was possible in the world of corporate volunteering. Our guest speaker was Dianne Taylor from Sirius Business and she spoke about how to make corporate volunteering work for organisations. The event was held at the Novotel Glen Waverley and the feedback showed that this was a very valued networking opportunity.

Corporate Volunteering

In 2012/2013, we assisted 20 corporate organisations to become involved in community service. We had a variety of organisations participating, many of whom just needed to be pointed in the right direction. What is even more impressive is that it seemed many were looking for hands-on work like gardening or painting. One example of this was in June, GE Money Clayton staff spent a day at Baptcare's Southaven Day Centre. They sent a group of five staff to assist with a garden project. They spent the day removing and replanting garden beds surrounding the driveway and entrance and tidying up the garden in general. Debra Kowalski at the Centre commented "they did a fantastic job – they were a great bunch of guys."

Staff & Volunteers

This year we have had the bitter with the sweet. In December 2012, Geraldine Kelly retired after many years as an Interview Officer, and Patricia Emmanoulidis went back to full time work. We were very fortunate that Rhonda Makey and Kathryn Holder joined our interview team and together with Lisa Odgers and Mei Ip, we

(above) Some of our wonderful volunteers

(opposite page) The team from Bunnings cooking up breakfast for volunteers

had a full contingent. They are a great group and work extremely well together. In June 2013, Jayne Beaty left us and this was a huge loss to the administration team. However, we have had some new volunteers stepping in and assist, and we are very fortunate to have Annes Guan and Julie Clohesy helping in the back office. Our Reception area, coordinated by Kim Lynch, has also had some new additions to the team with Diane Harris, Carol Hodge, Mamta Mehta and Valerie Flowers. These new volunteers join our administration team along with Pat Russell, Liz Bruce, Jan Delaney, Ann Borchert and Yanti Parry, to keep the MVRC office running smoothly. Without their assistance we could not provide the services we do. We can't forget our beautiful garden – cared for by Ron Clohesy and John Jarvis who can be seen outside in all weather. We often get compliments on how lovely it is and therefore thanks to both of them.

Training

MVRC is very fortunate to be able to provide a great schedule of training for volunteers and managers of volunteers, which is free to the participants. Our workshops are open to all not-for-profit organisations and their volunteers. Our Introduction to Volunteering training is available every month at our Glen Waverley office and is conducted by Kay Moore. We also provide the same workshop at our Clayton office every other month. Our schedule of other workshops is developed via feedback from the community service organisations themselves who complete an annual survey. We have been fortunate to have facilitators who either run our workshops free of charge or offer us very reasonable rates. The attendance and feedback this year has been outstanding. We had 455 volunteers and 77 managers attend our training workshops.

Our volunteer workshops included:

Communication Skills & Conflict Resolution
Mediation for the Workplace
Understanding Anxiety & Depression
Working with Older People
Communicating with People with a Disability
Stroke Risks – What Are They?
OH&S and the Volunteer
Counselling 101

Our managers of volunteers workshops included:

National Volunteer Standards
Positive Psychology
Taming Your Stress
The 3 Rs
(Recruit, Retain & Recognise Volunteers)
Performance Management
Policy & Procedure Writing
Making Sense of the 'Checks'
(Background Checks)

We also provided a number of training sessions to students from Holmesglen TAFE, Berengara School and organisations who requested on-site assistance with training.

We have also received funding from the City Of Kingston to conduct some training for organisations in the Kingston area. The training included:

Communications Skills & Conflict Resolution
Recruit, Retain & Reward Volunteers
Introduction to Volunteering
Good Governance
Recruiting New Members for Clubs



VOLUNTEER EVENTS

National Volunteer Week

Most of our volunteers are not looking for any accolades or rewards – they volunteer because of their desire to help out their local community. However, we recognise that we simply could not run our programs without them, so we took a week in May (13th to 19th) to celebrate the amazing contribution that volunteers make.

In April, leading up to National Volunteer Week, we had an opportunity provided to us by the Monash Gallery of Art to highlight volunteering and the organisations in Monash that rely on volunteers. We displayed photographs of volunteers in action and some of the artwork and products produced by community services in the main foyer of the gallery. The organisations we promoted were Best Chance Child & Family Network, Monashlink MPets, Waverley Industries, Wavlink, Ronald McDonald House and of course our own volunteers at MVRC.

This year, to celebrate National Volunteer Week, we decided to try something different. We held two community concerts and afternoon teas, inviting volunteers from the Monash area. 165 people attended and enjoyed performances including a jazz band, Chinese dancers, a string ensemble from Huntingtower School and a community choir, followed by afternoon tea. The Mayor, Micaela Drieberg and Councillor Theo Zographos attended the events respectively and passed on their thanks to all of the volunteers in the Monash municipality.

International Volunteer Day

As part of the international community, we celebrate our own volunteers in December. This year, we organised a barbecue for our volunteers at the Glen Waverley Bowls Club. The Novotel Hotel Glen Waverley, a long term corporate sponsor of Monash Volunteer Resource Centre, catered for the event – the Executive Chef Michael Trew cooked the barbecue whilst the General Manager Andrew Maynard and Emily Flores, Director of Sales and Marketing served the food.

Our thanks to the Novotel for spoiling our volunteers and for their sponsorship of some of our other major events. Partnerships with our sponsors such as the Novotel and the Glen Waverley Bowls Club make a great difference not just to the individuals who attend events but also in allowing us to use limited resources to provide much needed services to the community.

Certificates were presented by Anna Burke, MP for Chisholm, to our long-serving MVRC volunteers. Elaine Layton, Betty McDonald, Wayne Callander, Mary Marshall, Therese Callander, Lesley White and Susan Trowbridge have all volunteered at MVRC for more than 10 years – a fantastic contribution. Michael Gidley, MP for Waverley, also presented certificates to our corporate partners. Our hosts at the bowls club also offered our volunteers the opportunity to participate in barefoot bowling.

(above and opposite page) Performers at National Volunteer Week concerts

CRIMCHECK

For a number of years now MVRC has operated a social enterprise, CrimCheck Ltd, providing national criminal history checks to the not-for-profit sector.

The aim of CrimCheck is to assist community service organisations with an affordable web-based checking service that overcomes the long delays involved with making paper-based applications.

The 2012/2013 year was a successful period for CrimCheck. Approximately 39,000 checks were completed during this time. Of those, nearly 22,000 checks were conducted on individuals undertaking voluntary roles.

In addition to the ongoing growth of the number of checks undertaken, this year has seen an increased focus on:

- › ensuring clients are compliant with relevant legislative and contractual obligations by providing additional training and audit support
- › increasing awareness of the CrimCheck service in the wider not-for-profit community as a result of targeted marketing and communications
- › strengthening the relationship with the relevant Federal Government authority responsible for the provision of criminal history information to third party providers.

The most exciting development of this reporting period has been the complete upgrade of the web-based interface used by clients to complete checks. The momentous task of designing, building and implementing went smoothly and satisfaction reported by clients indicates the project was a great success. Our social enterprise is as focused on clients as the rest of MVRC.

CrimCheck has not been immune to challenges and hurdles along the way, however all have been successfully overcome through careful management. Our sincere thanks to CrimCheck CEO Cameron Glover, the team at CrimCheck and the Board of Directors led by Chairperson Adam Williams, who have done an excellent job in steering CrimCheck to operate successfully as a business, albeit in the not-for-profit space, and in an area of great complexity.

Based on existing data and detailed plans, the future of CrimCheck looks promising. The 2013/2014 reporting period is likely to see continued growth and awareness of the CrimCheck brand and we look forward to reporting on future success.

(opposite page) Volunteer driver Richard arriving at a client's house



A CLIENT'S STORY

'Michael' is an 83 year old man living in Glen Waverley. He has been living in his house for the past 40 years and has been a widower for the last seven.

As a client of MVRC's Social Support Program, he receives invitations to go on outings such as the Mens Lunch, Cinema Outings and Morning Melodies.

In Michael's words:
"What's beautiful about these outings are the friends you make just brighten up your day."

After Michael's wife died, he didn't have many opportunities to interact with other people, aside from the occasional visit from his son, who works a lot. A neighbour recommended MVRC and so he called in to enquire about the possibility of attending a few outings. Now a regular client, he is able to remain connected to other people of the same age group

and has made a few good friends. The Cinema Outings also allow him to indulge in his passion of watching film, while providing a value-for-money service.

When asked how he would be affected if MVRC stopped carrying out its services, he said that he wouldn't have much to look forward to each week. He would also be more reliant on his busy son to bring him out, something that he would not want to do.



(top) Monash University medical students, formerly on placement at MVRC, get together with Rae Kum

(above) This year's evaluation forums



EVALUATION

Students studying medicine at Monash University, Semonti Modak and Bryan Yip, conducted for us what has now become an annual evaluation of client services.

The evaluation included a confidential survey sent to a random sample of people who have used the Transport, Social Support or Safety Register services, and conducting five forums. Our thanks to Bryan and Semonti for their excellent work and the great care they took of the people involved.

The level of satisfaction was very high, another testament to the excellent work of MVRC volunteers. Some highlights include:

- 97.9%** Find it easy to interact and communicate with staff
- 92%** would recommend the Social Support services to family or friends
- 91.6%** found the volunteers calling from the Safety Register easy to talk to
- 100%** feel safe while with our Transport Services drivers
- 97.9%** are satisfied with the way we keep private information confidential

Sadly, the evaluation did show that 33.3% do sometimes feel lonely at home. We are therefore working to establish more services for people in their homes. This is outlined in the Social Support report.

We will now work through the results and recommendations arising from the evaluation to make whatever improvements are possible within the constraints of our resources.

Monash University Medical Students' Report

In order to expand students' awareness of health in the community, second year Monash medical students are allocated to community-based placements (CBP) across Victoria. This year, we had the privilege of being placed at MVRC for 14 weeks.

We would like to thank Rae Kum, our field manager and Manager of Client Services, who took us under her wing and ensured that the time spent at MVRC was purposeful and enlightening. She organised trips for us with the social support groups, nursing home visits, jockeying for volunteer drivers and home visits. It was through these experiences that we developed strong bonds with the volunteers and observed their gentle care and sacrifice for the clients. We can only hope to match their level of compassion and diligence in our future careers.

Our time here included a series of forums where we received feedback regarding services. The evaluations were very positive. Figures aside, the forums were also an invaluable opportunity to exercise our evaluation skills; we also got to know our clients on a deeply personal level. It fulfilled the primary reason we chose to do medicine in the first place – human connection. As we listened to their stories, we came to realise the vast impact MVRC has on the wellbeing of this community.

So as we conclude our reflections on our time here, we would like to send a heartfelt thanks to the staff and volunteers for their exemplary service to the community, but most of all, for patiently taking the time and effort to guide us. We leave this organisation wiser and more strongly equipped to enter the medical profession.

Bryan and Semonti

We have kept in contact with past students who have been on placement and this year we got together for dinner. The students are keen to stay in contact with us and with each other, so this will become a regular event.

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF MONASH VOLUNTEER RESOURCE CENTRE INC

Report on the Financial Report

We have audited the accompanying financial report of Monash Volunteer Resource Centre Inc. (the association) which comprises the statement of financial position as at 30 June 2013 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory information and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Reform Act Victoria 2012 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

Auditor's Opinion

In our opinion:

The financial report of Monash Volunteer Resource Centre Inc. is in accordance with the Associations Incorporation Reform Act Victoria 2012 including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2013 and of their performance and cash flows for the year ended on that date; and
- (ii) complying with the Australian Accounting Standards.

Name of Firm: MORTON WATSON & YOUNG AUDIT PTY LTD
Chartered Accountants
Name of Director: GRAEME A. HALLAM, F.C.A.
Address: 51 Robinson Street, Dandenong Vic 3175
Dated this 21 day of October 2013

	2013 (\$)	2012 (\$)
Revenue (NOTE: 2)	698,344	667,964
Other income (NOTE: 2)	-	1,355
	698,344	669,319
Administration expenses	(47,629)	(48,545)
Advertising expenses	(50)	(761)
Auditors' remuneration (NOTE: 3)	(1,936)	(2,049)
Depreciation and amortisation expenses	(40,341)	(42,246)
Employee expenses	(528,339)	(563,626)
Motor vehicle and travelling expenses	(21,048)	(20,373)
Occupancy expenses	(50,864)	(28,052)
Police check expenses	(1,108)	(878)
Program and project expenses	(39,330)	(33,744)
Volunteers expenses	(9,792)	(9,377)
Loss before income tax (NOTE: 4)	(42,093)	(80,332)
Retained earnings at the beginning of the financial year	721,108	894,435
Profit attributable to the association	679,015	814,103

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the committee the financial statements as set out on pages 35 to 39:

1. Presents a true and fair view of the financial position of Monash Volunteer Resource Centre Inc. as at 30 June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Monash Volunteer Resource Centre Inc. will be able to pay its debts as and when they fall due.

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

President: [Signature]
Treasurer: [Signature]
Dated this 17th day of October 2013

STATEMENT OF FINANCIAL POSITION

	2013 (\$)	2012 (\$)
<i>Assets</i>		
Current Assets		
Cash and cash equivalents (NOTE: 5)	186,402	191,892
Trade and other receivables (NOTE: 6)	8,817	3,178
Financial assets (NOTE: 7)	500,000	450,000
<i>Total current assets</i>	695,219	645,070
Non-current Assets		
Property, plant and equipment (NOTE: 8)	98,911	139,252
<i>Total non-current assets</i>	98,911	139,252
Total Assets	794,130	784,322
<i>Liabilities</i>		
Current Liabilities		
Trade and other payables (NOTE: 9)	16,097	600
Short-term provisions (NOTE: 10)	89,018	62,614
<i>Total current liabilities</i>	105,115	63,214
Total Liabilities	105,115	63,214
Net Assets	689,015	721,108
<i>Equity</i>		
Retained earnings (NOTE: 11)	689,015	721,108
Total Equity	689,015	721,108

(NOTE: 1 – 12)

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

STATEMENT OF CASH FLOWS

	2013 (\$)	2012 (\$)
Cash Flows From Operating Activities		
Receipts from funding/grants	622,955	566,535
Payments to suppliers and employees	(655,018)	(864,914)
Interest received	29,173	37,400
Receipts from other sources	37,400	42,578
Net cash provided by (used in) operating activities (NOTE: 12)	34,510	(218,401)
Cash Flows From Investing Activities		
Proceeds from investments	-	50,000
Payments for equipment and motor vehicles	-	(15,089)
Payments for investments	(40,000)	-
Net cash provided by (used in) investing activities	(40,000)	34,911
Net decrease in cash held	(5,490)	(183,490)
Cash at beginning of financial year	191,892	375,382
Cash at end of financial year (NOTE: 5)	186,402	191,892

STATEMENT OF CHANGES IN EQUITY

	RETAINED EARNINGS (\$)	TOTAL (\$)
Balance at 1 July 2011	894,435	894,435
Profit attributable to members	(80,332)	(80,332)
Transfer to (from) Members Funds	-	-
Transfer CrimCheck	(122,771)	(122,771)
Transfer from income in advance	29,776	29,776
Balance at 30 June 2012	721,108	721,108
Profit attributable to members	(42,093)	(42,093)
Retrospective Adjustments	10,000	10,000
Balance at 30 June 2013	689,015	689,015

INCOME AND EXPENDITURE STATEMENT

	2013 (\$)	2012 (\$)
<i>Revenue</i>		
Fees & Charges Unrestricted	36,255	38,243
Training & Seminar Income	545	5,521
CrimCheck Contributions	-	20,000
Outgoings Reimbursed	9,366	1,615
Donations Received	50	-
	46,216	65,379

Other Revenue

Interest Received	29,173	37,400
Grants		
City of Monash	149,854	145,489
City of Kingston	10,000	-
Department of Health, Victoria	325,052	307,313
Department of Prime Minister & Cabinet	93,630	92,733
In-Kind Rental Assistance	38,419	18,650
Other Grants	6,000	1,000
	622,955	565,185
Profit on Sale of Non-current Assets	-	1,355
	652,128	603,940
Total Revenue	698,344	669,319

Expenditure

Advertising & Promotions	50	761
Annual Report Design	1,200	2,000
Assets purchased < \$5,000	244	712
Auditor's Remuneration	1,936	2,049
Bank Charges	-	115
Board/Governance Expenses	2,963	2,520
Cleaning & Pest Control	6,032	4,251
Computer Expenses	7,363	4,796
Consultancy Fees	325	-
Depreciation	40,341	42,246

	2013 (\$)	2012 (\$)
Electricity & Gas	4,760	3,031
Employees' Amenities	1,938	1,938
Health & Safety	441	-
Holiday Pay Provision	22,880	-
Insurance Premiums	514	1,016
Legal Costs	-	4,200
Long Service Leave Provision	3,524	8,204
Motor Vehicle Expenses	18,047	17,130
Police Checks & Fees	1,108	878
Postage, Freight & Couriers	5,939	5,342
Printing & Stationery	11,505	8,544
Project Expenses	1,800	2,274
Publications & Information	60	430
Registrations, Subscriptions & Conferences	2,101	4,875
Rent of Premises	38,419	18,650
Repairs & Maintenance	1,409	1,408
Social Support Program	37,205	31,470
Staff Training & Development	1,994	2,578
Staff Recruitment	-	734
Sundry Expenses	36	165
Superannuation Contributions	39,139	43,217
Telephone, Fax & Internet	15,948	14,542
Travel & Accommodation	3,001	3,243
Volunteers Expenses	9,792	9,377
Wages & Salaries	447,952	493,304
Workcover	10,471	13,651
	740,437	749,651
Loss before income tax	(42,093)	(80,332)
Loss for the Year	(42,093)	(80,332)
Retained earnings at the beginning of the financial year	721,108	894,435
Retrospective Adjustments	(10,000)	-
Transfer to (from) Members Funds		
Transfer CrimCheck	-	122,771
Transfer from income in advance	-	(29,776)
Retained earnings at the end of the financial year	689,015	721,108



A CLIENT'S STORY

"Monday, my favourite day of the week"

"星期一是我的最愛"

'Mr. Lam' came to join the Chinese Seniors Support group at MVRC in September 2012. He comes to the group every week. He enjoys talking to other members, playing games with everyone and challenging them to beat him (even the staff).

"Before I came to the Chinese group, I felt lonely, because I could not find someone to share the same language and culture background with."

Mr Lam had become lonely after his wife had passed away. "My carer also said I look happier every Monday when I come back from the group meeting" said Mr. Lam.

Recently, with our help, Mr. Lam has installed a personal alarm system at home. "The only thing I am not satisfied with about the centre is that I can only come once a week" said Mr. Lam.

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Waverley RSL
Woolworths The Glen

*(opposite page) A MVRC volunteer
learning to barefoot bowl on
International Volunteer Day*

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(cover image) Volunteer driver Louis on the job