

annual report
2011/2012



Monash
volunteer
resource
centre



Nona Hurrell
on a home visit

a client's story

Stanley has been on the Safety Register since 2003.

He doesn't really remember joining up but his wife arranged it and he just kept on receiving the phone calls when she passed away. His wife used to take most of the Safety Register calls and she really enjoyed the conversations, having a chat with the volunteers, especially as she became housebound.

At 91 years of age, Stanley still doesn't feel he has enough hours in the day. He loves woodcrafts and makes things, as well as gardening, using the computer and going out. He has support from the Council's Home Help, his two daughters and neighbours, but says that the Safety Register "means that someone is interested in me".

Stanley feels that the services for seniors in the City of Monash are "fantastic". He wonders if he might be overdoing it sometimes, as one week he had three MVRC events on consecutive days!

Stanley says it's good that the Safety Register is "tied up with the police" and the afternoon tea with the police band was a way of being reminded of that connection. Knowing that the police have some of his details adds to his sense of security. He also appreciated having face-to-face contact at the function with the volunteers who ring him.

Stanley still has the Safety Register card on his fridge, even though it is nine years old and a bit faded. The card to carry in his wallet "seems to have vanished" but can easily be replaced.

Hours of volunteer service

24,618

Kilometres driven by
volunteers in 2011/2012

79,958

Volunteers interviewed
from a CALD background

54%

Volunteers referred to
community organisations

1428

Telephone calls in coming
to reception in 2011/2012

12,064

Calls to safety
register clients

6,677

Monash
volunteer
resource
centre



Recipient of Order of Australia medal Norm Gibbs, long standing member of MVRC

our vision

A connected community through volunteering and services.

our mission

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

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

Our services belong to local residents and enhance lifestyles.



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our staff

Committee of Management Members 2011/2012

Lisbeth Calder	President
Elaine Forde	Vice-President
Elizabeth Bruce	Secretary
Rod Findlay	Treasurer
Lilian Banks	(from February 2012)
Joan Beard	
Dr. Alison James	
John Jarvis	
Adam Williams	(from April 2012)
Julius Peiker	Ex Officio

Staff

Jayne Beaty	Senior Administration
Vanessa Chan	Volunteer Referral (until April 2012)
Gerardine Gannon	Transport Allocator (from November 2011)
Cameron Glover	Training Development (from October 2011 to January 2012)
Stefanie Hansen	Social Support / Transport (until February 2012)
Nona Hurrell	Safety Register Co-ordinator
Mei Ip	Chinese Seniors / Volunteer Referral
Geraldine Kelly	Volunteer Referral
Irene Khoo	Manager Finance Services
Rae Kum	Assistant Manager / Manager Client Services
Patricia Lauria	Chief Executive Officer
Bernie Lobert	Transport and Social Support Co-ordinator (from July 2012)
Kim Lynch	Reception
Gary Shih	Chinese Seniors
Shirlene Standish	Manager Volunteer Services
Fay Whitehead	Reception (until March 2012)

Casual Staff

Henry Lees	Advertising and Promotion
Kay Moore	Training
Gayle Ellis	Advertising and Promotion (from March 2012)



left: Staff Jayne Beaty, Gerardine Gannon and Kim Lynch

middle: MVRC Volunteers Dorothy Lewtas and Yanti Parry

top: Committee of Management (Lil Banks and Adam Williams absent)

above: Irene Khoo, Bernie Lobert and Geraldine Kelly



our volunteers

Anthony (Tony) Alexander

Lesley M. Atherton

Chrysta Bam

Lilian (Lil) Banks

10 Judith Bayne

10 Joan S. Beard

Magda Benko

Ann Borchert

Ghylene (Gill) Bouchet

Phillip (Phil) Bowden

Paul T. Bowman

Anthony Bray

10 Marie-Luise Broders

10 Elizabeth E. Bruce

Kenneth E. Calder

Lisbeth Calder

Therese Callander

10 Wayne P. Callander

Simon Chan

Shirley A. Chandler

Mei Choo Choo

Julie Clohesy

Ronald Clohesy

Theresa M. Codner

Joanna Comerford

John Dare

10 Anne Davey

Janice (Jan) Delaney

10 Beverley Dungan

John Eade

Gail Ellis

Patrisia (Trisia) Emmanouilidis

Michele Farrar

Allen G. Fary

Alison Ferguson

Roderick L. Findlay

Douglas Fischer

Elaine Forde

20 Norm Gibbs

Annes Guan

Janine Harris

Peter Hill

Kevin Huf

Alison M James

John W. Jarvis

Maureen Jeanes

10 Anne M. Johns

Geoffrey Julian

10 Heljo Kalasim

Janet Kay

Phillip G. King

10 Rae Last

Henry Lees

10 Dorothy Lewtas

Lois Litchfield

10 Bronwyn Lloyd

Terence (Terry) Long

Dianne Macut

10 Helen M. Marshall

10 Elizabeth McDonald

Ross McDowall

10 Beryl Menzies

10 Margaret D. Mercieca

Warren Miller

Luisa (Lisa) Odgers

Damayanti Parry

Richard Parry

Philip A. Parson

Dennis Price

Ying Ling Qi

Raymond Randall

10 Graeme D. Robertson

Ida B. Robinson

Roberta Rooks

Patricia L. Russell

Jennifer A. Sampson

Graeme K. Schober

Leanne Shaw

Gagan Shergill

Yigong Tan

Ian D. Teese

Lan Tiet

Susan Trowbridge

10 Geoffrey R. Valentine

10 Judith Wescott

10 Lesley M. White

Philip S. Whitmee

Adam Williams

Ronald Wilson

10 Patricia A. Witt

10 Lynette G. Wright

10 Robin L. Wright

Yinshan (Anne) Wu

Elizabeth Wynne

Li Hong (Nancy) Xu

Janice Yu

from the president



It's my privilege to present the 27th annual report of the Monash Volunteer Resource Centre on behalf of the Committee of Management.

The new year was greeted with the acceptance of the Enterprise Bargaining Agreement which the committee had negotiated with staff. This was a long process but was carried out in good faith and we are pleased that we now have a tailored agreement specific to our work.

Our strategic planning day addressed the tasks we had set for the coming years and introduced new ones. I'm sure both staff and committee value these occasions where we can share ideas and set our goals for the future of the organisation.

Once again our attendee at the Board Builders Conference reported back that our governance at MVRC continues to be of a high standard.

As mentioned in last year's report, CrimCheck has been separated from MVRC and Cameron Glover was appointed as CEO to take the organisation forward. Our thanks to the staff who ensured that CrimCheck was able to grow to the stage where the new company needed to be formed.

As MVRC and CrimCheck currently have members who attend meetings for both organisations as well as subcommittees, meetings this year for MVRC have become bi-monthly. We are appointing new members to address the differing needs required by the two organisations. As a result, we welcome to the MVRC committee and CrimCheck Board of Directors: Adam Williams from ACS Financial, a not for profit superannuation company and Lil Banks, Manager of Corporate Services, Windemere.

A recent addition to the MVRC committee is Peter Spyker whose interest in MVRC goes back many years. Peter brings his understanding of multicultural issues and the local community to the committee.

My grateful thanks to my committee for acceptance of the changes, and the way they have always been ready to respond to the demands placed on them. I couldn't have asked for a better team. It is with sadness that we farewell three long-standing members of the committee this year: Liz Bruce, Joan Beard and John Jarvis. Between them they have contributed many hours of service, and their knowledge of the organization and the wider community has been priceless to our committee. We look forward to their continued contributions as volunteers and wish them well in their future endeavours.

Our sincere thanks to our funding bodies: the Department of Health, the Department of the Prime Minister and Cabinet and to the City of Monash. Without your support we wouldn't be able to provide the quality services that we do. A huge thank you to our sponsors for their continued support: the Novotel Hotel, Bunnings, Bosch and the pro bono work provided by Norton Rose and Mason Sier Turnbull Lawyers.

To our wonderful volunteers whose smiles and helpfulness are so appreciated by our clients, you really are special, you give so much and we're grateful to you all. Thank you to Patricia Lauria our CEO, whose commitment and passion inspires us all and we look forward to another busy year with her at the helm.

A handwritten signature in black ink that reads "Lisbeth Calder". The signature is written in a cursive, flowing style.

Lisbeth Calder, President.

from the ceo

We have seen so many moves and changes this year that it is nice to stop for a moment and consider where we are and where we are headed. As CrimCheck established itself as a new (albeit related) company, the staff coming on board meant that we needed to branch out into separate office space. We have seen the move of CrimCheck to a new premises but prior to this we were full to bursting and some people were 'desk surfing' on a daily basis. Getting larger is in many ways a nice problem to have but the establishment required considerable time and energy to bring about. One of the MVRC staff members, Vanessa Chan, has changed roles and moved to CrimCheck, so the new company ended up taking more than the files!

MVRC is a community in itself. It has its natural leaders, not just of the official kind, its own characters and problems to solve. Although what keeps us set on our path in reducing social isolation for people in the community and assisting volunteers to find their place in Monash, is the incredible resilience and contribution of a very large number of volunteers. All of these people give so generously of their time and of themselves. Our thanks on behalf of the broader community for this outstanding work.

Hand in hand with this goes the work of our staff team. Again, what is required and what is given is 'hard graft' to ensure that we look to the needs of the clients and provide high quality services. Thanks to each of the staff for their professional and committed approach to their work. In particular thanks to the leadership team of Rae Kum, Shirlene Standish and Irene Khoo. Each of these people has so few resources, but they, along with the staff team, produce amazing results, as is evidenced in this report. They also work in partnership with the CEO so my personal thanks also.

Some of the highlights over the last year have included the introduction of events for community members of our Safety Register. The Victoria Police band *Code 1* provided entertainment for us and the events at the Novotel Hotel saw conga lines, dancing and much laughter. In the words of one lady "I took five dancing lessons in 1951. I can't get up but I am loving every minute of it."

The Chinese Seniors Support Group prepared some very beautiful scrolls which they presented to MVRC to say thank-you for the kindness of the centre and the City of Monash for providing a meeting place. MVRC should really have created scrolls for the Chinese seniors to say thanks for the chatter and laughter that brightens up our Mondays and Fridays when they meet.

Our transport service is now at capacity. As existing clients leave, new clients are added. We have talked for some time about the ageing population and the excellent reputation of the MVRC drivers, with people recommending the service to others. This has translated into more people needing the service, and the impact of this demand is now being felt.

Our Committee of Management continue to provide us with a clear strategic direction and have worked incredibly hard as individuals and a team. My thanks to all of the members for their support of staff, and particularly, support of me!

Enough of the last year, we continue on.



Patricia Lauria,
Chief Executive Officer



social support



For many years, Monash Volunteer Resource Centre has been providing a Home and Community Care (HACC) funded service to the local community which is funded by both the Commonwealth and Victorian Governments.

We have further enhanced the social support program with the Active Service Model approach, which is to assist people in the HACC target group to live in the community as independently and autonomously as possible. We have also developed a diversity plan which focuses on people with special needs in the community. The HACC program is available to people aged over 65, younger people with disabilities and their carers who are living in their own homes in the City of Monash.

This past year has seen an increase in demand for our services and we have been operating at full capacity in both the transport and social support areas. Monash Volunteer Resource Centre is fortunate to have a team of dedicated volunteers who support our service. This contribution is evidenced by the fact that over the last year, with nine less volunteers, an additional 1578 volunteer hours were provided. We acknowledge their incredible contribution to our clients and to our services in the community.

To plan for the following year we continue to evaluate our transport service and our social events by encouraging our clients to assist us with their feedback through surveys, questionnaires and at forums.

Thank you to team members Nona Hurrell (Coordinator of the Safety Register), Gerardine Gannon (Transport Allocator), Bernie Lobert (Transport and Social Support Coordinator), Mei Ip (Chinese Seniors Support Group worker) and Gary Shih (Chinese Seniors Support Group worker) for their support, commitment and exceptional work in client services for MVRC.

Activities

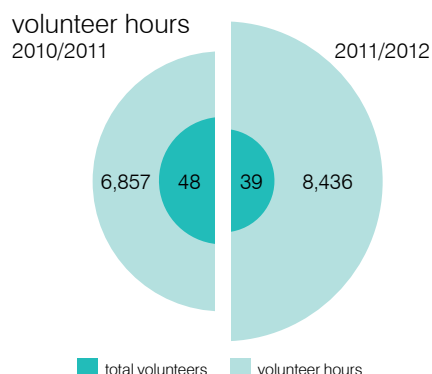
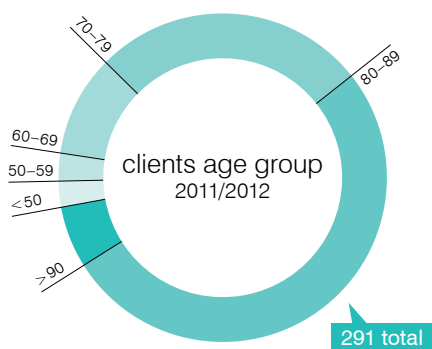
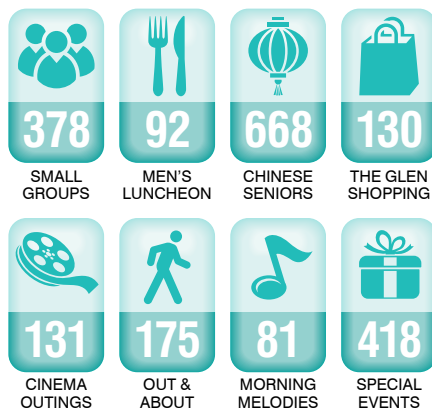
The Monash Volunteer Resource Centre's Social Support program offers a number of activities for HACC clients who are otherwise unable to participate in social activities. These include regular fortnightly lunch groups, shopping trips to The Glen Shopping Centre, Waverley Cinema outings, Morning Melodies and Out & About activities.

The success of the **fortnightly ladies lunch** groups is due to the regular volunteers who make themselves available each fortnight to transport six ladies to and from their homes to share a meal together and catch up on conversation. Volunteers support and facilitate five different lunch groups held at a range of venues within the City of Monash. Many of the clients in these groups have seen great friendships develop over many years.

Our MVRC bus is used to transport clients on a regular **fortnightly men's lunch** to venues in and around the City of Monash. A senior's meal is a wonderful opportunity for the men to get together to share stories and experiences and enjoy each other's company. Regular volunteers continue to contact clients and arrange the pickup times and venues.

Volunteers on a roster assist clients on a one-on-one basis at the **fortnightly shopping trip**. The bus transports clients to and from The Glen where volunteers meet clients at a designated area. This regular outing is an opportunity for clients to do personal shopping, engage with volunteers and share information. The group comes together at the end of shopping time, and during lunch, clients connect with each other discussing the day and comparing their bargains.

activity attendance 2011/2012





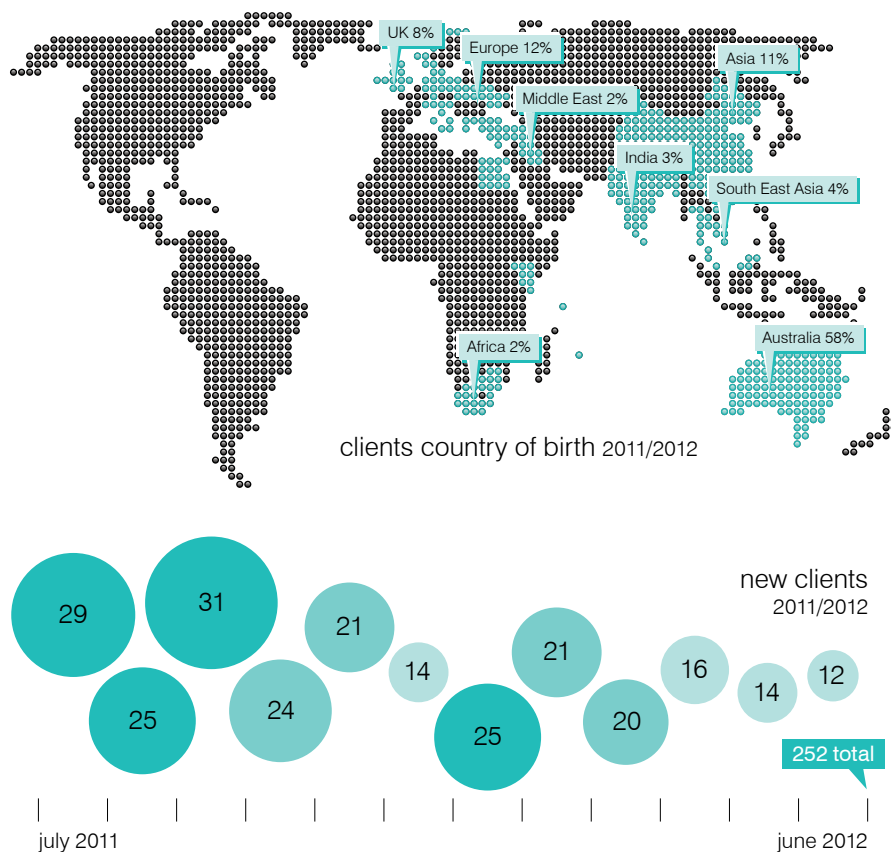
On a Tuesday and Thursday, **movie outings** to the Waverley Cinema at the Pinewood Shopping Centre are well patronised by clients who have a love of movies. Ten people are able to see new release films and then enjoy a basket lunch while discussing the movie. Movies that clients have enjoyed include *Midnight in Paris*, *Morning Glory*, *The King's Speech*, *The Lady*, *The Best Exotic Marigold Hotel*, *Salmon Fishing in the Yemen* and *The Way*.

For clients who enjoy singing and light entertainment, a **Morning Melodies** outing takes place on the second Tuesday of each month. Morning tea and entertainment is an occasion and a chance to sing-a-long with the performer, 'toe tap' or just enjoy the music. Over lunch clients can be heard humming to the familiar music and singing as they make their way home on the bus. Some of the entertainers include a Rock 'n' Roll, Valentine's Day and Elvis shows.

The **'Out & About'** activity which occurs on a Tuesday and Thursday is an opportunity for clients who have good mobility skills to participate in an outing. Destinations are chosen for their picturesque drive and the availability of senior's meals. After the meal, clients are able to go for a short walk before returning home by bus. Popular places for Out & About include Brighton, Mornington, Williamstown, Pakenham, Mt Evelyn and Berwick.

Thanks to volunteers Heljo, Leanne, Joan, Lois, Shirley, Jenni, Marlies, Dorothy, Pat, Ida, Anne, Bronwyn, Elaine, Tony, Terry, John, Warren, Ray, Phil P, Rae L, Lesley A, Judy W, Michele, Geoff, Joan, Mary, Betty, Tony, Lesley W, Judy B, Beryl, Wayne, Therese and Jo who have assisted in this area of the Social Support program.

top of page: Shopping outing at 'The Glen'





top: Santa's visit at the Christmas function

middle: Clients enjoying the 'Back To the 50s'

bottom: Smiles at the Easter function

opposite page: Volunteer Richard Parry drops a client home

Special Events

Christmas Lunch

The Novotel Hotel Glen Waverley once again provided the venue for this very popular event. Eight buses and various private cars driven by our volunteers transported 120 people to the ballroom at the Novotel in November 2011.

The Christmas theme adorned the ballroom with decorations and trimmings on the tables, whilst the three course Christmas menu proved to be very popular. Everyone wore Christmas attire and the excitement in the room could be felt amidst the chatter and laughter.

The ever-popular Brendan Scott entertained the crowd with familiar tunes and Christmas carols. Santa's appearance contributed to a really eventful day and with his help, prizes were given out to the lucky winners.

"Your outings are very well done. I love to come with you every time ... the function is very well organised and we had a great relaxing time."

"The lunch kicked off Christmas for all of us with turkey, ham and Christmas pudding. Thank you for the band of volunteers!"

Easter Celebration

96 people were transported to the Mulgrave Country Club via eight buses and three cars for this event in April. It was the first event for 2012 and most people were renewing acquaintances from the previous function. Easter colours of pink and yellow featured in the room.

A three course meal was served while Mandy Van Zanen entertained everyone with her smooth voice and everyone participated in singing along. The Easter bunny hopped and bounced into the room and gave everyone a wave and handshake before distributing Easter eggs – he was quite an active bunny this year!

"The volunteers are angels and I consider myself very fortunate to be taken out. The meal was lovely and the guest artist was very easy to listen to. Thank you for a lovely day."

"I have been very happy with the help from the volunteers and enjoying the outings."

Back to the '50s

The Highways in Noble Park was beautifully decorated in readiness for our July theme. Clients adorned themselves with leathers, 50s colours and plenty of clothing with a 50s look!

An entertaining day! 85 people were transported by the Monash Volunteer Resource Centre volunteers for a three course lunch and 50s entertainment. Everyone had something to talk about – Elvis, Laminex tables and chairs, full skirts, small waists and frocks, leather jackets, Rock 'n' Roll, the introduction of the TV and the programmes they watched.

Mandy Van Zanen again provided the entertainment and the 50s songs were well received and had everyone participating in the toe-tapping and singing. Bernie, our new Transport Co-ordinator, together with Mandy sang to the beat of the music while our volunteer Joan joined in with her beautiful and well-trained voice. As the afternoon wore on, Joan and volunteer Norm took to the dance floor and with other volunteers and clients gave a great display of their dancing talents. A great day was had by all.

"It's great to have name tags as this helps us to get to know each other quickly."

"I enjoyed the outing very much, thoroughly enjoyed the volunteers' entertainment."

"Great job and a wonderful day."

The Social Support Program of MVRC would like to sincerely thank the following for their support in the past year: Norm Gibbs, Jason Kum, Staff of the Novotel Glen Waverley, Mulgrave Country Club and Highways Noble Park and volunteers who have assisted in transporting clients. ▲



Monash Volunteer Resource Centre provides a transport service to prevent social isolation and provide social links for older people and people with disabilities who are housebound or isolated due to mobility difficulties, lack of confidence, geographic isolation or other factors. The aim of this program is to maintain and enhance the security, independence and the emotional, social and intellectual well-being of our clients living in the City of Monash.

This year we provided the transport service in January which means that we provide a year round service. We provided assistance with transport to day centre activities, social clubs, exercise classes, visiting family and friends, medical appointments, allied health and rehabilitation services and other activities clients chose to attend in 2011/2012.

The service is closely aligned with the social support program. It is a door-to-door service provided by a team of volunteer drivers and this year 252 new clients registered for transport and social support.

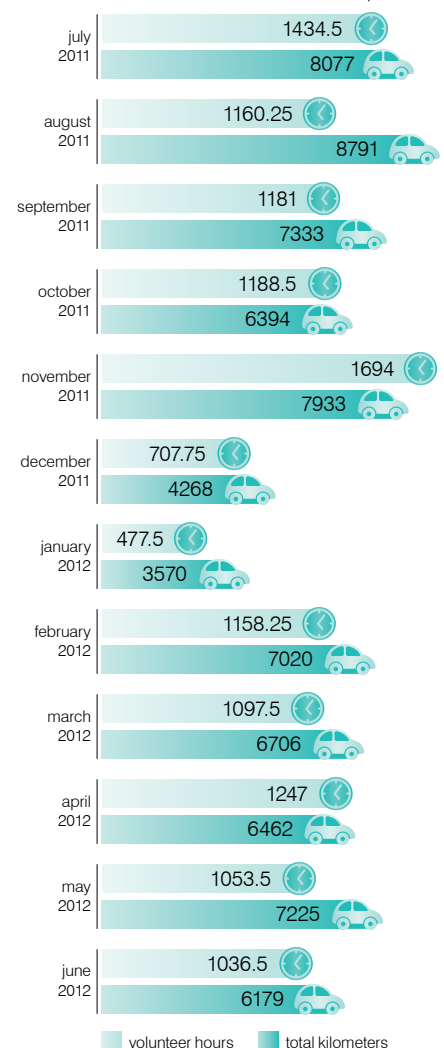
Our fleet of vehicles consists of six late model Toyota Camry sedans

and a Mercedes Benz bus that seats ten passengers that are in use on a daily basis. This year, with our fleet of vehicles, we provided transport for 614 clients. Some had regular ongoing bookings whilst most were occasional requests. We provided 12,500 services that took a total 13,436 hours with a total distance travelled of 79,958 kilometres.

Three driver breakfasts were also organised during the year for our volunteer drivers with thanks to Bunnings who have continued to support us by supplying and cooking the breakfasts. These occasions are an opportunity to acknowledge the enormous contribution that our drivers make, to have guest speakers about interesting and relevant topics, to share information, and for drivers to have the opportunity to meet with one another.

A very sincere thank-you to the team of 47 volunteer drivers who help provide this invaluable service to our clients. We acknowledge and recognise the support, dedication and commitment in the vital role that they play in contributing to the success of our services in the community. ▲

total hours and kilometres 2011/2012



chinese seniors support group

The Chinese seniors support groups operate on a Monday and Friday and give older Chinese people a connection with the community as well as enabling seniors to be more engaged through diverse activities.

The Monday group commenced this year and is as popular as the already established Friday group. Both groups display great teamwork and are now at full capacity, with the workers and volunteers providing a variety of activities that increase our client's social interaction. Activities include weekly Tai Chi, English language classes, games which assist both physical and mental coordination and talks which relate to health, personal safety, social support, general well-being and information about community services. Other social activities include outings, picnics, and yum cha.

This year the groups have had a number of joint functions to celebrate cultural and traditional occasions. As this year is the Year of the Dragon, both groups composed **two special scrolls** which were presented to Monash Volunteer Resource Centre



春迎年龍

市殊納蒙
政感五義
各界溫洲工
同暖四海中
歡似海心
慶親人垂
愛

"The tender care of the Monash Volunteer Resource Centre and council is inclusive of all people from all over the world. Everyone feels the special sense of family warmth as a diverse community celebrates together."

福接壽增

殊納蒙集
榮欣福五
銘笑聚湖
感談首故
市夕同友
政陽歡新
恩豔樂知

"This is a place for gathering old friends and new acquaintances from everywhere in the world. Together we are blessed and enjoy the happiness in this place."

to show the groups' appreciation of the organisation. Staff and Committee of Management were invited to this combined function where representatives from both groups expressed the warmth and sense of belonging that they felt. It was also an opportunity say thank-you to committee members, staff and volunteers.

Clients also participated in a survey and evaluation of their activities:

"Everyone is so happy"

"All of the volunteers are enthusiastic and thoughtful, all of the seniors have developed a good friendship, and the worker is caring"

"Relationships between group members are in good harmony"

"Volunteers are very caring and mindful".

Results from the evaluation revealed that all enjoy the Tai Chi and outings, 99% enjoy the games, 98% enjoy the talks and 97% enjoy the English class, local news and karaoke.

85% of the Chinese Seniors said they understand more about their community's resources and 63% commented that the main reason that they wanted to join the group was to make friends and meet people.

Meeting days are always full of laughter and much enthusiasm and participation from clients. The aim is for the clients to gain more confidence to live in the community and have a greater understanding of Australian culture.

A special thank you to the volunteers: Simon, Janice, Nancy, Ling, Anne, Lan and Tom who help keep the groups running smoothly. ▲

top: Scrolls presented to MVRC

left: Gary Shih and client at the Dragon Boat Festival

opposite page top: President Lisbeth Calder receiving scrolls

opposite page bottom: Group members at the Sky High outing with Mei Ip (far left)



safety register



The Safety Register is a database of information provided by clients about themselves to be kept at MVRCA and Glen Waverley and Mount Waverley police stations. This vital information including the next of kin, medical conditions, who has a house key, etc, can be accessed by the police in an emergency. Each client has a fridge magnet and wallet card to identify their registration.

The Safety Register Coordinator visits all new clients to discuss home safety and other services that are available. A Home Fire Safety booklet supplied by the Metropolitan Fire Brigade has been added to the pack of information given to new people joining the register and has also been given out at events. The booklet helps to facilitate discussions around smoke alarms, the use of deadlocks, and home fire escape plans.

Eight wonderful volunteers keep in touch with the clients on the Safety Register via 5–6 weekly phone calls. Ann, Theresa, Dorothy, Maureen, Pat, Margaret, Kevin and Susan all spend half a day per week at MVRCA to contact clients, check how they are going and confirm that they are safe. Many interesting conversations take place around the extremes of weather, the cricket, football or current world news. *Downton Abbey* and Q&A both get a guernsey, as do travel experiences and interesting books. This year the commitment of the volunteers and two new people,



Ann and Pat, means that we have been able to maintain very regular calling and updating of information.

Referrals are also made to various organisations to provide services as many of the people on the register are socially isolated and in need of extra assistance.

This year it was decided to complete the mandatory updates on clients over the phone rather than by mail. 311 phone updates were done by volunteers conversing with the clients about their current health issues, driving skills, contacts, local doctor and community supports. This has enabled us to keep the database up-to-date and has provided added opportunities to direct people to other community services. Sometimes people are unable to remember who they put down as a contact or who has a key, so the volunteer is able to talk to the client whilst looking at the database. This has meant that any new information recorded is current and accurate. Updating is now an ongoing process so eventually every client's information will have been checked – and then it's time to start again!

A training session was held for the Safety Register volunteers around the usage of medications. Following this, we decided to send each client a booklet to enable them to keep their own up-to-date list of medications rather than attempt the seemingly

impossible task of keeping current, accurate medication details all on the database.

In October, as part of Community Safety Month, **230 Safety Register clients attended events** at the Novotel Hotel. The plan is to do this annually for a different group of clients each time as there are approximately 1000 people on the register. The main aim of the events is to meet with clients rather than having contact via telephone. Another reason for these events is to increase our clients' sense of safety by having the opportunity to meet with local police and build on relationships with them. A number of police from the Mount Waverley and Glen Waverley stations attended events and mingled readily.

The Police Band *Code 1* surprised us with a very interactive performance which meant that many clients and staff just couldn't stay in their seats, but had to get up and dance or sing along. We hope the clients who attended the events are now able to put faces to the names of the volunteers who phone them.

Our thanks to the City of Monash for providing funding for the costs of operating the register. Our thanks also to the Novotel Hotel for sponsorship of these events. ▲

top of page: Images from the Safety Register event at the Novotel Hotel with *Code 1*

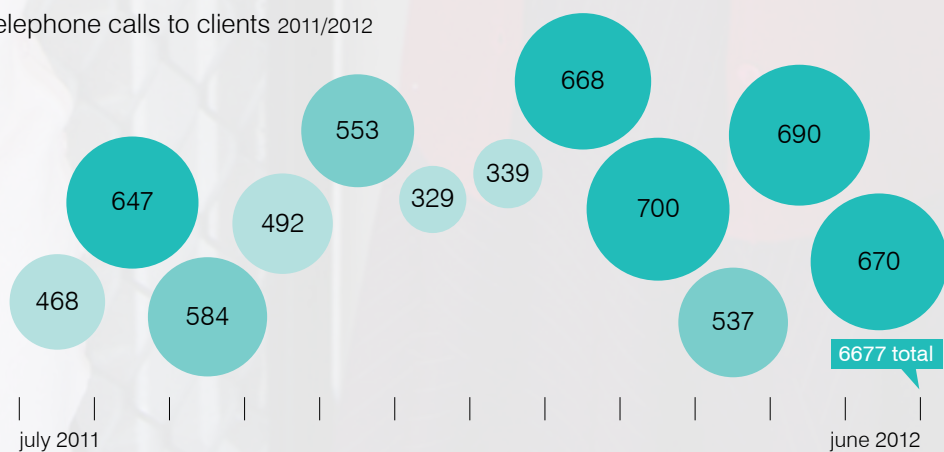
opposite page: Nona Hurrell on a Safety Register home visit



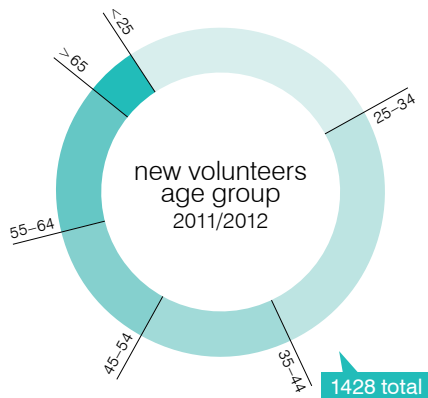
client statistics 2011/2012



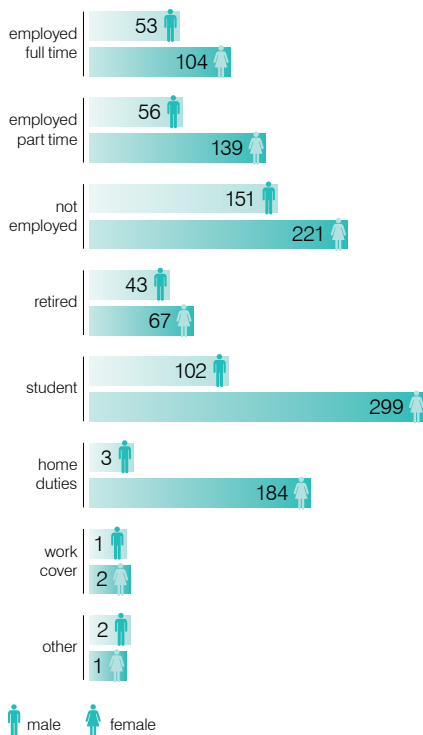
telephone calls to clients 2011/2012



volunteer services



new volunteers 2011/2012



MVRC Volunteer Services has been successfully connecting the community and each year we see more opportunities to make our service better and better. Each year we grow stronger and see changes in the volunteering roles and in the volunteers themselves. When we first started collecting data in 1996, we referred 387 volunteers. In 2011/2012 we referred 1,428 volunteers – an amazing testament to the fantastic community members who are eager to involve themselves in much needed volunteer roles. Of the 1,428 volunteers interviewed, 772 were from a Culturally and Linguistically Diverse (CALD) background, 60 had some type of disability and 220 were referred from Centrelink. These numbers are significantly higher than previous years. We are also seeing an increase in the number of volunteers looking for work experience to gain full time employment. This has led to some challenges, with not-for-profit organisations looking for volunteers prepared to commit long term.

We have approximately 440 active Community Service Organisations (CSOs) on our database located in Monash and the surrounding south eastern suburbs. Many of these organisations are small and have very little time and resources to recruit and train volunteers, so we assist them with this. Our support includes helping with position descriptions, advertising and promoting their organisation and volunteer roles. We do a preliminary interview of potential volunteers and then refer them to the organisation. Each volunteer enquiry from the volunteer websites, the MVRC website or telephone is personally contacted – over 2,300 calls were made to potential volunteers. We provide training, advice on many issues including national standards, retaining volunteers and volunteer recognition and facilitate an ongoing

network meeting. This provides a chance for managers of volunteers to get feedback from their peers and do some training at the same time.

Emergency Volunteers

This year we also commenced an Emergency Volunteer Register of people who are willing to be called upon in an emergency situation and lend assistance in a variety of roles. We keep details of their skills and availability and provide updates on training. We are also working with the City of Monash to discuss the role of MVRC in an emergency and how best to coordinate a response.

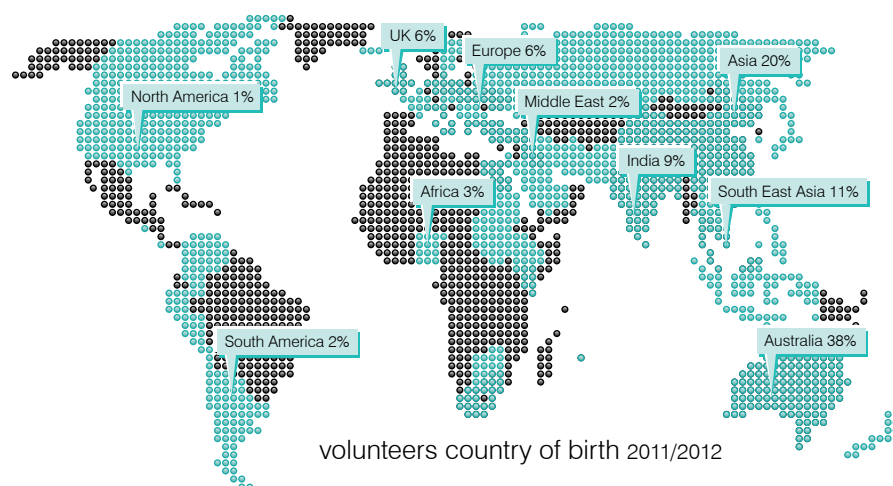
Young Volunteers

Our role with young volunteers is growing as well! Due to the amazing success of the Youth Week project last year, coordinated by MVRC and the Monash Youth and Family Services (MYFS), funding has been allocated to have an ongoing project VOLuME giving young people from 10 to 25 years of age the opportunity to assist in projects around Monash that improve the quality of our community.

We have also presented several volunteering workshops at Monash University and Monash College, as well as running some interview sessions at the university to place students in volunteer roles. The interview officers also participated in two Volunteer Expos at the university and placed well over 80 students into volunteer roles. The enthusiasm the students have is so exciting and contagious!

Events

This year we joined forces with Boroondara and Eastern Volunteer Resource Centres to put together a workshop for volunteer organisations featuring Andy Fryar, who is one of Australia's leading experts on



volunteer languages other than english 2011/2012

Chinese	233	Middle Eastern Languages	30
European Languages	105	Indonesian	20
Hindi	95	Malaysian	17
Sinhalese	52	Arabic	12
Other Asian Languages	41	African Languages	5
Vietnamese	36	Japanese	4
Tamil	35	Total	685



volunteer management. Over 50 organisations from across Melbourne attended from a variety of services, and Andy presented a workshop called *Turn Your Organisation into a Volunteer Magnet*.

We also facilitated a fantastic ‘**speed networking**’ event held at the Novotel Hotel this year. This event involved Community Service Organisations from Monash and surrounding suburbs participating in a fun and informative morning of networking and finding some great opportunities to partner in projects. The feedback has been so positive that we are making it part of our yearly calendar of events.

Outreach

Our Clayton Outreach continues to thrive and most appointments are usually booked out on the days we are in attendance. We commenced an outreach in Mulgrave last year, but after 12 months this was reviewed and we decided to discontinue this for a period of time due to the low number of people using the service. We have hopes of starting another outreach at a later date.

Corporate Volunteering

Our corporate volunteering program has gained some momentum, placing 17 corporate organisations in the community. Some of the businesses had as few as 5 or as many as 60 volunteers wishing to make a difference through volunteering. The programs were as diverse as the businesses themselves, from feeding the homeless, to construction, house painting, training, and gardening just to name a few.

left: The speed networking event at the Novotel Hotel

What's ahead?

Each year we seem to find ways to increase our involvement in the community and I am sure 2012/2013 will be no different. We are excited about some training we will be conducting for community service organisations in the City of Kingston. We are also looking at developing our website to allow volunteers to contact agencies directly for a self referral.

Staff & Volunteers

The Volunteer Services team is an amazing team of staff and volunteers that keep the wheels in motion. I am constantly impressed with the adaptability of our staff and volunteers, taking initiative and keeping the momentum going. We have been very fortunate to have a combination of staff and volunteers working as interview officers and all have assisted in getting through the huge number of emails and phone calls. Geraldine Kelly (Clayton Outreach), Mei Ip (Chinese and Mulgrave Outreach) and Vanessa Chan (Glen Waverley office) all worked together to assist our eager potential volunteers find just the right role for them. We unfortunately lost Vanessa to another area but have had two fantastic new volunteers join us – Patricia Emmanoulidis and Lisa Odgers. They have embraced the roles with enthusiasm and have been a great addition to the interview team.

The whole organisation relies heavily on our administration team of Jayne Beaty (Administrator) and Kim Lynch (Reception). Jayne ensures that our database is up-to-date and works with our HACC programs – wearing two hats! Kim keeps the front office running smoothly and has a wonderful team of volunteers assisting our very busy reception area.

Our thanks go out to Magda Benko, Yanti Parry, Pat Russell, Liz Bruce, Bev Dungan, Jan Delaney, Julie Clohesy and Ann Borchert for their dedication and flexibility, as well as their fantastic 'can do' attitude.



volunteer referrals 2011/2012

Admin / Clerical	209	Working with Animals	41
Education / Tutoring / Teaching / Mentoring	149	Gardening / Outdoor Activities	32
Disability Support Services	113	Providing Info / Visitor Guiding	30
Working with the Aged	113	Marketing / PR / Media	27
Fundraising / Retail	106	Material Relief	19
Visit / Social Support / Driving	93	Arts / Craft / Performing	17
Food Service	90	Community / Sporting Events	12
Counselling / Mediation / Advocacy	74	Professional / Management / Committee	11
Working with Children / Youth	74	Coaching / Umpiring	9
IT / Library Service	51	Writing / Editing / Research	6
Hospitals / Allied Health Assistance	48	Technical/Mechanical / Maintenance	5
		Emergency / Safety / Rescue	4



Training

Monash Volunteer Resource Centre conducted a training program aimed at volunteers and managers of volunteers. Once again we were able to provide our training free of charge to all attendees.

We offered monthly *Introduction to Volunteering* training at our Glen Waverley office and bi-monthly at the Clayton Community Centre, providing essential tools for new volunteers. Over 200 volunteers attended these training courses and we provided a number of other volunteer training workshops to assist volunteers with their roles. These training sessions were open to all volunteers from CSOs registered with us. Some of the training included:

- › Communication Skills & Conflict Resolution
- › Defining Boundaries & Limits
- › What to Do in an Emergency
- › Loss & Grief
- › Working with the Elderly

Our agency workshops were designed to assist the staff and managers of volunteers in Community Service Organisations. We consult with all of the organisations registered with us to ascertain what type of training they would get the most benefit from. 60 people attended workshops which included:

- › New Legislation & the CSO
- › National Volunteer Standards
- › Stress & It's Impact
- › Sexual Harassment Legislation
- › Publicity & Promotions

We also provided on-site training to students at Monash University, as well as other community organisations as requested. ▲



above: Nona Hurrell conducting training for MVRC drivers

left: Volunteer Richard Parry on the job

opposite page top left: Norm Gibbs with a thank-you for volunteers

opposite page top right: Volunteers retiring after many years of hard work

opposite page bottom: Some of our wonderful volunteers enjoying Christmas together

celebrating volunteers



National Volunteer Week

Once a year, for one week in May, Community Service Organisations around the country take time to reflect on the fabulous contribution their volunteers make and use the week to show their recognition.

Most of our volunteers don't look for or expect rewards for their hard work, which is all the more reason to celebrate their efforts. This year the Australia-wide theme was 'Volunteers – Every One Counts!'. Never a truer word was spoken!

During this week, Monash Volunteer Resource Centre once again hosted a **breakfast for over 200 volunteers** in the Monash area, held at the Village Green on Monday, 14 May. The Deputy Mayor of Monash, Councillor Jieh-Yung Lo, kick-started the week-long celebrations with high praise for all Monash volunteers and the community organisations that assist our residents.

Our guest speaker was Susan Pascoe from the Australian Charities and Not-For-Profits Commission and our guests included local, state and federal members of parliament, all there to show gratitude to the many hours our Monash volunteers dedicate to our community. ▲



International Volunteer Day

International Volunteer Day is a United Nations day that is celebrated around the world. It is a day that recognises the contribution that volunteers make to their communities.

The year 2011 was celebrated as the tenth anniversary of the UN's *International Year of Volunteers*. Known as 'IYV+10', the year was an important milestone in the development of global volunteering and the volunteer movement. MVRC held a **photography competition** to celebrate 'IYV+10', based on the remarkable things that volunteers participate in and to show the diversity of volunteers' roles in the local community. Local residents, and people who work or study in the City of Monash, were invited to enter the competition.

The theme 'IYV+10 – Focus on Volunteering' was depicted in the photographic entries that were received and an awards evening was held for finalists, volunteers and other invited guests at the Monash Gallery of Art. Winners were announced and presented with their prizes. The event was generously sponsored by the Novotel Hotel and the Monash Gallery of Art. Winning photographs along with an exhibition of photographs with volunteering subject matter were

displayed in the gallery throughout December and January.

During the evening, Anna Burke MP presented certificates to a number of volunteers who have assisted the organisation for ten years or more. Congratulations went to Geoff Valentine, Pat Witt, Ivan Scully, Karen Winch, Herman Weisz and Graeme Robertson.

Companies who supported Monash Volunteer Resource Centre during the year were presented with a Certificate of Appreciation by the Mayor, Councillor Stefanie Perri.

Special thanks go to the Novotel and Monash Gallery of Art for their support and assistance on the day and with the competition. ▲



top left: Susan Pascoe, AM at the National Volunteer Week breakfast

top right: A winner accepting a prize for the photography competition

above: The Novotel team catering for International Volunteer Day

opposite page: Student Isaac with a client

A major evaluation of our transport, social support and safety register services was undertaken this year by students from Monash University – Isaac Lee and Matthew Lam. This included the use of questionnaires and forums. Overwhelmingly, people were happy with our services and we will be working to implement changes that were recommended. Some of the highlights include:

94.2% found it easy to find information about the services we provide

98.5% were satisfied with the way that we first made contact and the information we provided

98.5% say that it's easy to communicate and interact with our staff

90.6% would recommend the Safety Register service to others

100% find the volunteer drivers from our transport service easy to interact with

94.2% felt that the social events were a good opportunity to network and socialise

Monash University Medical Students' Report

"Wisdom is not a product of schooling but of the lifelong attempt to acquire it." – Albert Einstein

All too often, much of what we learn in university is forgotten. Biochemical molecules that are so confusingly named that one has to wonder whether each name is but an arbitrary selection of numbers and letters. To truly acquire wisdom is to learn, but it is not through an academic context. It is through experience. Einstein's quote rings no truer than in the context of our experiences with MVRC this year.

We were introduced to MVRC by way of the CBP (Community Based Program) organised by our university. This program aims to broaden medical students' perspectives on various health-related organisations operating within local communities. Students and field educators must work together to achieve some sort of change by the end of the year, but the fourteen days which we spend with the organization fall short of the time that we realistically need to make a big impact.

Yet the impact, big or small, is still an impact. For MVRC, what we have done this year will be another stepping stone on the path of progress; a

path that is constantly reshaped and reformed. For us personally, what we can garner from our short time here will be with us for the rest of our career. The experience of working in a tight-knit group of volunteers has opened our eyes to what lies beyond the white coat and stethoscope. It inspires us that the volunteers possess an almost religious-like zeal for their work – small wonder that MVRC has such efficacious results for their programs.

Our year's worth of work culminated in a series of forums we ran in the last few weeks of our placement. This involved inviting a group of clients to MVRC and running activities and discussions in order to gain some suggestions about how to improve services. The interactions with the clients were very rewarding, while the feedback we obtained on the services was extremely positive across the board.

We never expected to learn so much in such a short time, but learn we did. We are truly grateful to MVRC for hosting us this year. Special mention must be made to Rae, willing to sacrifice time and energy not only to look after us, but guide us every step of the way. Through this, we now feel so much more equipped to learn outside of our university, and within our community, to ultimately grow in wisdom. ▲

auditor's report



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

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Email: bc@jcollyerpartners.com.au

INDEPENDENT AUDITOR'S REPORT

To the members of **MONASH VOLUNTEER RESOURCE CENTRE**

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of **Monash Volunteer Resource Centre** which comprises the balance sheet as at 30th June 2012, and the income statement, statement of changes in equity and cash flow statement for the year then ended.

Management's Responsibility for the Financial Report

The management of **Monash Volunteer Resource Centre** is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. 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 judgement, including the assessment of the risks of the 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 directors, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of reasonableness for any reliance on this report or on the financial report which relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

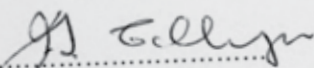
Independence

In conducting our audit, we have complied with the relevant independence requirements.

Auditor's Opinion

In our opinion the financial report of **Monash Volunteer Resource Centre**

- gives a true and fair view of **Monash Volunteer Resource Centre's** financial position as at 30th June 2012 and of its performance for the year ended on that date in accordance with appropriate accounting policies; and
- complying with appropriate Australian Accounting Standards.



Janet Collyer
J L COLLYER & PARTNERS

8th October 2012



Chartered Accountants

DIRECTORS
JANET L. COLLYER FCPA
LIONEL R. ARNOLD CA B.BUS
RAELEN LAM CPA B.COM

LIABILITY LIMITED BY A SCHEME APPROVED
UNDER PROFESSIONAL STANDARDS LEGISLATION

balance sheet

2012 (\$)	2011 (\$)
721,108	894,435
721,108	894,435
950	950
190,942	374,432
0	1,350
450,000	500,000
0	360
5,866	0
647,758	877,092
6,600	6,600
1,752	1,488
4,848	5,112
211,758	197,579
108,751	85,872
103,007	111,707
110,793	109,883
79,396	67,103
31,397	42,780
139,252	159,599
787,010	1,036,691
3,288	50,829
45,000	45,000
17,614	9,410
0	7,242
0	29,776
65,902	142,257
65,902	142,257
721,108	894,435

Equity

Member's Fund

Total Equity

Represented by:

Current Assets

Petty Cash

Cash at Bank

Petrol Vouchers

Term Deposit

Debtors

Provision for GST

Non-Current Assets

Property Improvements

Less Accumulated Depreciation

Motor Vehicles

Less Accumulated Depreciation

Furniture, Fittings & Equipment

Less Accumulated Depreciation

Total Assets

Current Liabilities

Creditors & Accruals

Provision for Vehicle Replacement

Provision for Employee Benefits

Provision for GST

Income in Advance – Future Fittings & Equipment

Total Liabilities

Net Assets

income statement

	2012 (\$)	2011 (\$)
Income		
Contribution – CrimCheck	20,000	0
Donation in Kind	0	80
Sponsorship & Licensing fees	0	250
Transport Contributions	38,112	42,726
Training/Seminar Fees	5,521	0
Interest Received	37,400	42,545
Police Checks	31	1,855
Reimbursements	1,615	2,786
Miscellaneous Income	100	0
Grants		
Health Department of Victoria	307,313	297,963
City of Monash	145,489	140,253
Prime Minister and Cabinet	92,733	92,926
CrimCheck	0	550,601
In-Kind Rental Assistance	18,650	18,650
Safety Register Project	0	9,930
Other	1,000	1,000
Profit on Sale of Non-current Assets	1,355	0
Loss on Sale of Non-current Asset	0	(3,070)
	669,319	1,198,497
Expenditure		
Accountancy Fees	0	9,735
Advertising	761	3,018
Amenities	1,938	1,835
Audit Fees	2,049	1,958
Bank Charges	117	(85)
Cleaning	4,251	5,606
Computer Expenses	4,796	11,436
Consultancy Fees	0	18,000
CrimCheck Project Expenses	0	435,200

2012 (\$)	2011 (\$)	
42,246	57,486	Depreciation
3,031	3,453	Electricity & Gas
11,882	12,805	General & Volunteer Expenses
1,016	1,166	Insurance
4,200	0	Legal Costs
8,204	2,390	Long Service Leave
17,130	18,078	Motor Vehicle Expenses
430	3,400	Publications & Information
0	(3,702)	Refund For Over Provision
974	268	Police Checks
5,342	5,535	Postage
8,544	20,132	Printing & Stationery
2,274	3,044	Projects
734	3,178	Recruitment
4,889	5,846	Registrations, Subscriptions & Conferences
18,650	18,650	Rent
1,408	1,300	Repairs & Replacements
493,304	463,475	Salaries
		Social Support Program
3,310	4,489	Activities
24,771	25,876	Transport
712	682	Sundry Equipment
69	(46)	Sundry Expenses
43,217	33,661	Superannuation Contributions
14,542	16,834	Telephone & Internet
5,967	6,325	Training
3,243	5,116	Travelling Expenses
2000	800	Website Design
13,651	8,956	WorkCover
749,651	1,205,899	
(80,332)	(7,402)	Operating Profit (Loss)

statement of changes in equity

	2012 (\$)	2011 (\$)
Members' Fund at the beginning of the financial year	894,435	901,836
Transfer Crimcheck	(122,771)	0
Transfer from income in advance	29,776	0
Profit (Loss) attributable to members	(80,332)	(7,402)
Members' Fund at 30 June 2012	721,108	894,435

notes

(Forming part of the financial statements)

Note 1:

Statement of Significant Accounting Policies

This financial report is a special purpose financial report that has been prepared in accordance with the Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial report.

Property, Plant & Equipment

Each Class of Plant & Equipment is carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated using the prime cost method over their useful lives to the association commencing from the time the asset is held ready for use.

Employee Entitlements

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be

settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their minimal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the association to employee superannuation fund and are charged as expenses when incurred.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of the GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognized as part of the cost of the acquisition of the asset or as part of an item of the expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

Term Deposit

This amount is invested for the future purchase of premises.

Note 2:

Transfer to CrimCheck

In July 2011, \$135,047.65 was transferred to CrimCheck Ltd being payments made in advance by community service organisations for police records checks. An additional \$14,952.35 was transferred as a small operating grant and was subsequently repaid to MVRC.

cash flow

2012 (\$)	2011 (\$)
566,535	559,723
(864,914)	(1,139,678)
37,400	42,545
42,578	582,392
(218,401)	44,982

Cash Flow from Operating Activities

Receipts from Funding/Grants
 Payments to suppliers and employees
 Interest received
 Receipts from Other Sources
 Net cash provided by (used in) operating activities (Note 2)

(15,089)	(45,060)
50,000	(100,000)
34,911	(145,060)

Cash Flow from Investing Activities

Proceeds from (payment for) property, plant and equipment and motor vehicles
 Proceeds from (payment for) investments
 Net cash provided by (used in) investing activities

(183,490)	(100,078)
375,382	475,460
191,892	375,382

Net increase (decrease) in cash held
 Cash at beginning of year
 Cash at end of reporting period (Note 1)

Notes to the Statement of Cash Flows

Note 1: Reconciliation of Cash

For the purposes of the statement of the cash flows, cash includes cash on hand and in at call deposits with banks or financial institutions, investments in money market instruments maturing within less than two months, net of bank overdrafts.

(a) Reconciliation of Cash

Cash at the end of the reporting period as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

950	950	Petty Cash
190,942	374,432	Cash at Bank
191,892	375,382	

Note 2: Reconciliation of Net Cash provided by operating activities to operating profit

(80,332)	(7,402)	Operating Profit(Loss) after income tax
(18,650)	(18,650)	In Kind Assistance
42,246	57,486	Depreciation of Non-current Assets
(1,355)	0	Profit On Sale
(4,156)	1,743	(Increase)/decrease in current receivables
(54,783)	(8,078)	Increase/(decrease) in accruals/creditors
8,204	2,190	Increase/(decrease) in provisions
13,196	17,693	Fixed Asset changeover
(122,771)	0	CrimCheck Transfer
(218,401)	44,982	

MVRC funded by:



CITY OF
MONASH



home and community care



Australian Government

Department of the Prime Minister and Cabinet

Annual Report sponsored by:



EASTERNPRESS
creative print solutions ▶ ▶ ▶ ▶ ▶

K.W.DOGGETT Fine Paper



our history

Waverley Volunteer Outreach was formed in 1985. Volunteer staff operated from one 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 and 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. It had changed its name 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 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 police 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 135,486 hours, providing 96,736 services. In total they have travelled 1,145,892 kilometres. During the same period 13,445 volunteers have been referred.

Today MVRC has 12 staff, more than 90 volunteers and a fleet of vehicles to deliver services. The programs it began have grown, expanded into different parts of the City of Monash and continue to develop in order to meet the needs of the local community.

our statistics

Clients assisted	Volunteer hours	Volunteers	Service
—	1817.45	10	Office Administration (includes administration, reception and students)
995	826.80	9	Safety Register
1428	102.45	2	Volunteer Information & Referral
440	13436.25	37	Transport
270	8435.75	39	Social Support
17	—	—	Social Support Corporate (matches with CSOs)
456	—	—	Social Support Training (managers and volunteers)
3606	24618.70	97	Total



MVRC Volunteer
Pat Russell

a volunteer's story

“Volunteering is another phase of your life.

I have lived in the City of Monash for over 40 years and have seen a lot of changes in the area. I have enjoyed living in this municipality. This is my way of giving back to the Monash community.

After retiring and going overseas, I felt that I needed another purpose in my life and that is when I decided to do volunteer work.

It couldn't have turned out better for me, as I do reception work two half days a week which I really enjoy as I have a lot of contact with residents in the area. This ranges from organising transport to ringing our social groups for various outings.

Every Wednesday morning I also work in the Safety Register where we call clients to check how they are coping. I really enjoy speaking to the elderly residents and love having a friendly chat.

I work with a lovely group of people at Monash Resource Volunteer Centre and don't know how I coped before volunteering. It is a very fulfilling and satisfying job and has certainly filled a void in my life.

My motto is to be patient and understanding with elderly residents as we are all going to be old one day. It's also a great way of making new friends and gives me a new lease of life.”

P. Russell

acknowledgements

City of Monash

Department of Prime
Minister & Cabinet

Department of Health

Business Economic Development
Unit, City of Monash

Clayton Community Centre

Eastern Press

Glen Waverley Bowls Club

Susan Pascoe, AM

Bunnings

Novotel Glen Waverley

Hotel Bruce County

Pinewood Nursery

Mulgrave Country Club

Monash Gallery of Art

Waverley RSL

Puffing Billy

St. Scholasticas

Highways Noble Park

Coco Lounge

Norm Gibbs

Professionals in Print – Phil Wilde

Glen Waverley Police

Mt Waverley Police

Victoria Police Band Code One

Rob Hartnett, Selling Strategies

Notting Hill Hotel

Jason Kum

Mason Sier Turnbull Lawyers

Norton Rose Lawyers

Robert Bosch (Australia) Pty Ltd

Goldman Sachs Australia

Village Green Hotel

Whealers Hill Library

Ron Kluvers, Swinburne
University of Technology

Monash Youth and Family Services

Dianne Taylor, Sirius Business

Alex Munro, Leader Newspapers

Sharon Porteous, Migrant
Information Centre

Ian Dale, Ambulance Victoria

Maree Davenport & Dr Di McGreal,
Angel Babies Foundation

Leonie Boyle, Wesley DoCare

Renee Tsatsis, Anxiety
Recovery Victoria (ARCVic)

Bronwen Jones, Yooralla