

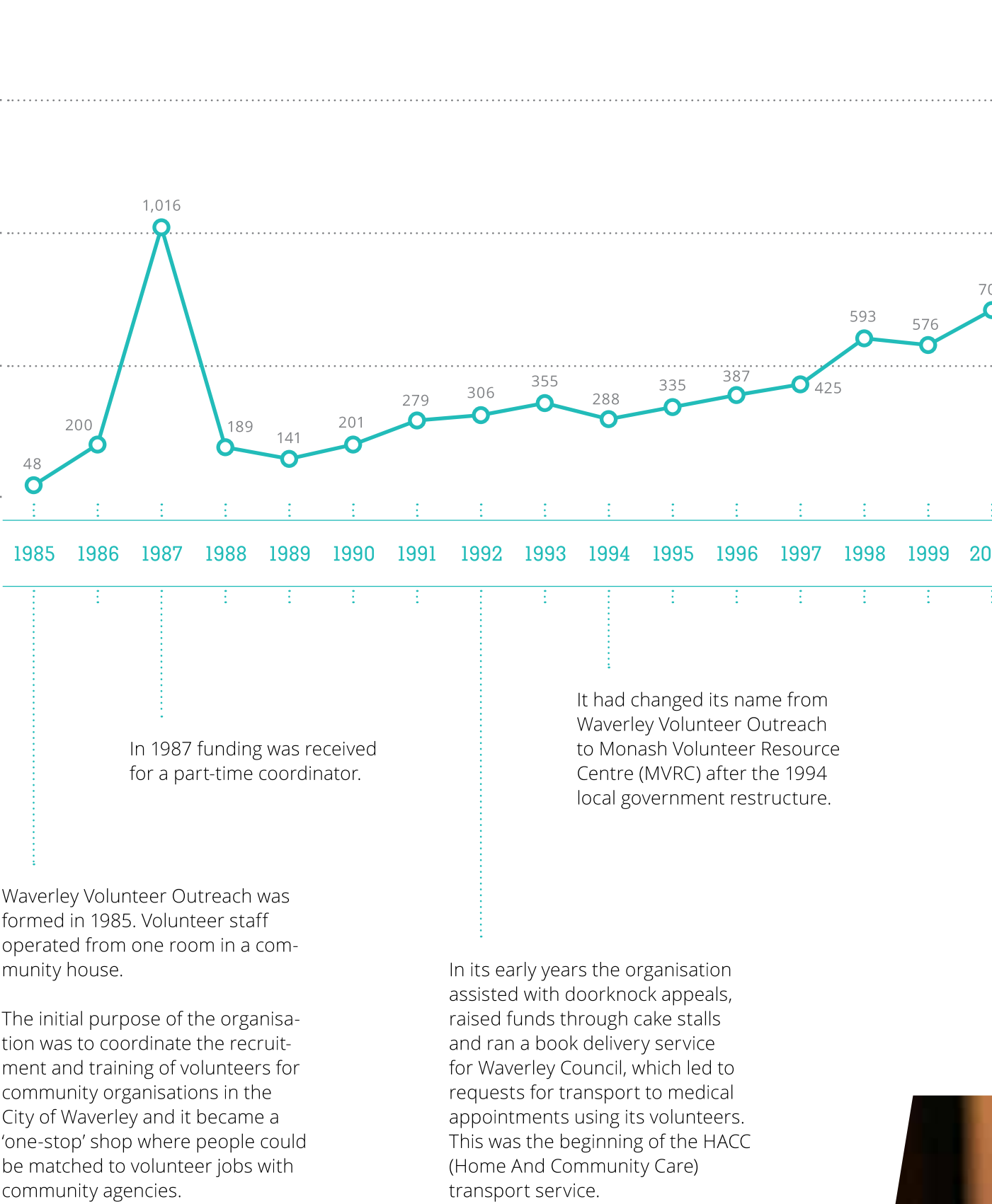
2014/
2015



OUR HISTORY

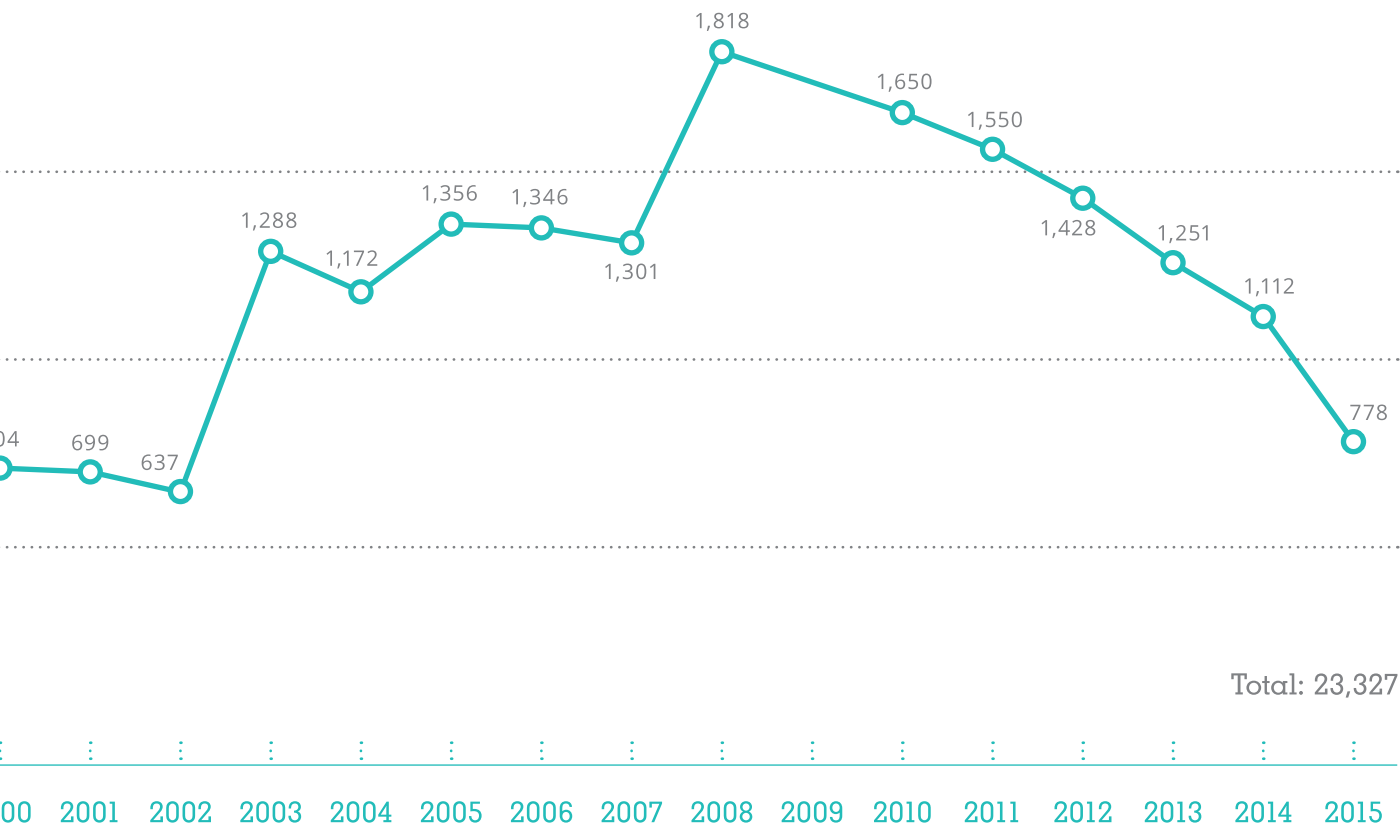
In this South East Volunteers' 30th year of operation we remain true to the original concept of the organisation and continue to be at the forefront of volunteering. Our Social Support Program which is offered to older members and those with a disability living in the City of Monash includes transport and social activities that respond to clients' needs.

Today SEV has 11 s and a fleet of vehic grams it began cor parts of the City o borders. They con the needs of the lo



staff, more than 100 volunteers
cles to deliver services. The pro-
ntinue to expand into different
f Monash as well as beyond these
ntinue to develop in order to meet
ocal community.

VOLUNTEERS REFERRED each year



Between the years 1989 and 2004
the organisation was housed at
Kemp Lodge in Ferntree Gully Road,
then moved to its present purpose-
built premises in Glen Waverley,
courtesy of the City of Monash.

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.

In 2013 the name
changed again to
South East Volunteers,
in recognition of the
larger area serviced
in some programs.

below: Client Betty O’Keefe uses SEV’s transport service and enjoys social activities



AT A GLANCE







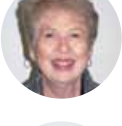





	Clients Assisted	Volunteer Hours	Number of Volunteers
Office Admin (including reception)		1,897	15
Maintenance		51	2
Board of Management		197	9
Festivals		23	5
Safety Register	875	768	9
Volunteer Information and Referral	1,377	812	4
Transport	406	4,638	46
Social Support	249	11,138	39
Corporate (matches with CSOs)	12		
Training (managers and volunteers)	435		
Total	3,354	19,524	129

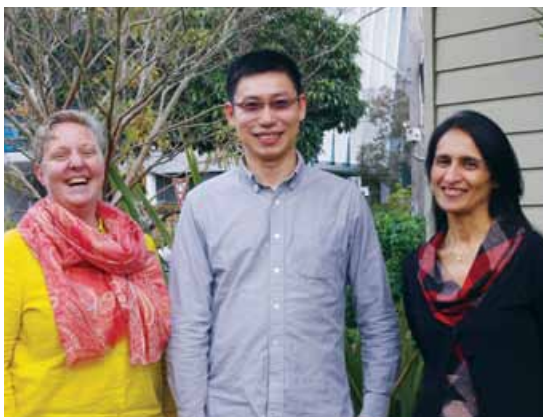
CONTENTS

Our Board	02
Our Staff	03
Our Volunteers	04
From Our Chairperson	06
From Our CEO	07
Client Services	08
From Our HACC Coordinator	11
Social Support	12
Special Events	14
Transport	16
Chinese Seniors' Groups	18
Safety Register	20
Client Evaluation	22
Volunteer Services	24
Volunteer Events	26
Outreach Service	27
CrimCheck	28
CrimCheck Board	29
Independent Auditor's Report	30
Statement of Comprehensive Income	31
Statement by Members of the Board	31
Statement of Financial Position	32
Statement of Changes in Equity	33
Statement of Cash Flows	33
Income and Expenditure Statement	34
Acknowledgements	36

OUR BOARD

BOARD MEETING ATTENDANCE

Directors of CrimCheck		19.08.14	21.10.14	25.11.14	17.03.15	20.04.15	16.06.15
	Chee Pin Ng Chairperson	●	●	●	●	●	●
	Adam Williams (until November 2014)	●	●	●			
	Alison James	○	●				
	Andrew Freeman	●	●	●	●	●	●
	Dean Parker	●	●	●	●	●	●
	Jayesh Kapitan Treasurer	○	●	●	●	○	○
	Jill Linklater Vice-Chairperson and Secretary (until February 2015)	●	●	○	●	●	●
	Julius Peiker Ex-Officio	○	○	○	○	○	●
	Ka-Chi Cheung	●			●	○	●
	Nicola McNeil Secretary (from March 2015)	●			●	●	●
	Peter Spyker	○	○	○	○	○	○
	Wina Kung	●		●	○	●	●



top: CEO Ann Burgess with SEV clients
above (from left to right): Staff members Sarah Day, Gerardine Gannon, Laura Rouhan, Gary Shih, Mamta Mehta, Irene Khoo and Mei Ip

OUR STAFF

Ann Burgess
Chief Executive Officer (from May 2015)

Rae Kum
Assistant Manager / Manager of Client Services

Shirlene Standish
Manager of Volunteer Services

Irene Khoo
Manager of Finance Services

Sarah Day
Social Support Co-Ordinator

Gerardine Gannon
Transport Co-Ordinator

Laura Rouhan
Safety Register Co-Ordinator / Home and Community Care Assessment Co-Ordinator

Mei Ip
Chinese Seniors / Volunteer Referral

Gary Shih
Chinese Seniors

Melissa Mahoney
Outreach Manager

Mamta Mehta
Receptionist

Casual Staff

Phillip King
Advertising and Promotion



above left: Safety Register volunteer Libby Calder and Kevin Huf
above right: Alan Griffin, MP and volunteer Bobbie Rooks

OUR VOLUNTEERS

25+ YEARS

Norman Gibbs OAM
Beverley Dean

15+ YEARS

Joan S. Beard
Beryl Menzies
Marie-Luise Broders
Elizabeth E. Bruce
Anne Davey
Beverley Dungan
Anne M. Johns
Heljo Kalasim
Judith Wescott
Robin L. Wright
Lynette G. Wright

10+ YEARS

Patricia A. Witt
Wayne P. Callander
Therese Callander
Elizabeth McDonald
Susan Trowbridge
Lesley M. White
Lois Litchfield
Raymond Randall
Jennifer A. Sampson
Alison Ferguson
Margaret Mercieca
Ida Robinson
Graeme K. Schober
Bronwyn Lloyd

5+ YEARS

Libby Calder
Joanna Comerford
John W. Jarvis
Philip A. Parson
Elaine Forde
Damayanti Parry
Paul Bowman
Allen G. Fary
Anthony Alexander
Kenneth E. Calder
Simon Chan
Kevin Huf
Philip S. Whitmee
Lesley M. Atherton
Phillip (Phil) Bowden
Theresa M. Codner
Phillip G. King
Ross McDowall
Patricia Russell



top: Nancy, Winsie and Ling at a volunteer Christmas Event
 bottom: Safety Register volunteer Susan Trowbridge and Ladies Lunch Goup volunteer Lois Litchfield

UNDER 5 YEARS

Anthony Bray	Christina Allwell	Brett Gaffney	Joanne Burns
Shirley Chandler	Winsie Au	Gerald Hymas	Yuanhua Chen
Maureen Jeanes	Dennis Dowling	Jayesh Kapitan	Ka-Chi Cheung
Geoffrey Julian	Andrew Freeman	Judith King	Evan Davies
Terence Long	Gail Graczyk	Wina Kung	Phillip Goode
Dennis Price	Diane Harris	Dianne Lewis	Stanley Goricane
Leanne Shaw	David Hawkins	Dean Parker	Colleen Grimwood
Lan Tiet	Louis Ho	Quang Pham	Shirley Grondman
Yinshan (Anne) Wu	Kathryn Holder	Ying Ling Qi	Ding Guo
Li Hong (Nancy) Xu	Siok Tin Holmes	James Read	Miryana Hranilovic
Janice Yu	David Holt	Terry Saundry	Kaye Huxtable
Chrystal Bam	Jill Linklater	Shweta Shah	Norman Lee
Richard Borthwick	Rhonda Makey	Hilary Swinard	Norman McLean
Ghylene (Gill) Bouchet	Chee Pin Ng	Man Ching Tang	Nicola McNeil
Julie Clohesy	Murugaiah Rajmohan	Chi Shun Marina Tong	Julie Myers
Ronald Clohesy	Tien Truong	Rathi Vinay	Stephen Prowse
John Eade	Christine Walker	Scott Vinnicombe	Ian Reid
Caroline Houeix	Stephen Booth	Jue Wang	John Roby
Warren Miller	Vanessa Chan	Ling Yao	Han Seow
Roberta Rooks	Brian Dean	Dennis Blomley	Peter Steele
Fay Whitehead	Wanda Filippelli	Winsome Bowman	



FROM OUR CHAIRPERSON

by Chee Pin Ng

This is my first year as the Chairperson of South East Volunteers (SEV), attempting to continue the excellent work of all the Chairpersons who came before me.

My thanks to the immediate past Chairperson, Alison James, who steered SEV through some challenging times with a steady hand and without fuss.

2014-15 was a year of achievements, not the least of which is that SEV turned 30! Not a mean feat, considering its humble birth in 1985 and with no funding worth the description, transforming itself into a community organisation that 30 years later boasts an annual budget of over \$1,000,000. Of course, many people along the way have helped to shape, nurture and grow SEV to what it is today, delivering sorely needed services of a very high standard that SEV and the many people associated with it can justifiably be very proud of. Of these people, volunteers continue to take centre stage – they are the backbone of SEV services, ably supported by a committed professional staff at SEV.

To commemorate the 30th anniversary, SEV has decided to publish *South East Volunteers: Thirty Years in the Making* and a cookbook, which consists of recipes contributed by members of the Chinese seniors support groups and others at SEV. A big thank you to those who had contributed to the cookbook and the history booklet.

Equally significant and pleasing are the successful funding application outcomes – in an environment where doing more with less is a constant requirement – including a grant from the City of Greater Dandenong to provide the Greater Dandenong Volunteer Resource Service, and a grant from the Federal Department of Social Services to expand its volunteer service to SEV's neighbouring municipalities. SEV was also successful in securing a collaboration grant from the South Eastern Melbourne Medicare Local to provide the Partners in Recovery services related to volunteering and training in the Greater Dandenong region.

The year also saw the departure of our CEO Patricia Lauria in May 2015. Patricia took over from Gloria Mahoney some six years ago and made SEV into the professional and community focused organisation that it is today. We wish her the best in her new endeavour. Patricia is succeeded by Ann Burgess, who within a very short time has already shown her worth as a CEO.

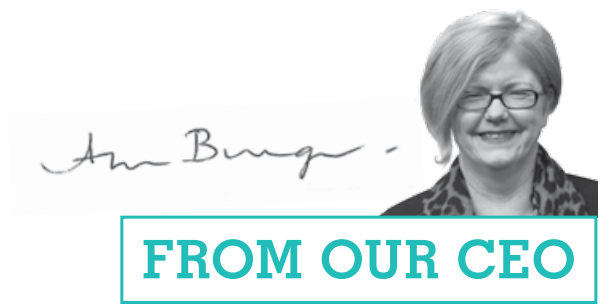
Organisationally, SEV has also undergone a significant restructuring, which resulted in the new CEO being responsible for both SEV and its community enterprise, CrimCheck. The same restructuring also



2014-15 was a year of achievements..

saw the position of the General Manager replaced with a Relationships Manager that focuses on growing, consolidating and managing customer relationships that are vital to the continuing success and growth of CrimCheck as an enterprise serving the not-for-profit sector.

It goes without saying that it is due to the unstinting effort of many people and the support of organisations that has kept SEV operating as smoothly and efficiently as it has. Sincere gratitude goes to Patricia and Ann and the team, as well as the army of volunteers, who together provide the services that the community has come to know so well and appreciate. We are also grateful to our funding bodies – the Federal Department of Social Services, the State Department of Health and our City of Monash. Without their assistance, there would not be an SEV.



by Ann Burgess

I commenced as Chief Executive Officer of South East Volunteers and CrimCheck in May 2015 replacing Patricia Lauria who held the position for six years.

The last year has seen great successes in a time of uncertainty with government changes, adjustments to funding and a growing need for services. Although challenging, it has also been a year for celebrating the 30th anniversary of South East Volunteers, an amazing achievement for a small organisation.

The success of South East Volunteers lies with its volunteers and its staff who bring their passion and commitment to their respective roles every day. These teams support older people to keep their independence, to remain in their home, to ensure that they remain connected to family and friends and live with dignity.

The same teams work with community organisations to provide, train and place volunteers into opportunities that enhance and enrich both volunteer and organisation. One of the better-known benefits of volunteering is the positive impact on the community. Unpaid

volunteers are often the glue that holds a community together and volunteering allows opportunities to make our communities better places to live.

We can also measure the impact of volunteering in dollar terms. Using a model developed by Volunteering Victoria, the hourly rate for volunteering is estimated at \$28.99 per hour, so South East Volunteers are providing almost \$500,000 back to the community.

I hope you enjoy reading our Annual 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 SEV, the results of which can be seen in the feedback we receive from all stakeholders. Thank you also to the Board members, volunteers who give their time after hours to provide governance, leadership and direction.



The success of South East Volunteers lies with its volunteers and its staff.



CLIENT SERVICES

by Rae Kum

Once again this past year has been challenging for South East Volunteers. Staff and volunteers have been extremely busy with transport and social support activities.

The organisation advocates the use of the Active Service Model Approach in providing services to Monash residents who are in the Home and Community Care (HACC) target group. The model focuses on promoting capacity building and restorative care in service delivery. Funding from State and Federal Government for the HACC program supports frail aged people, younger people with disabilities, and carers and people whose capacity for independent living is at risk.

Staff participated in an Annual Planning Day which included discussions and ideas about new directions and recommendations for HACC programmes at SEV. All team members have also attended workshops and forums to ensure that the organisation maintains a collaborative approach that delivers a quality service and achieves the best outcomes for SEV clients.

SEV's assessment officer continues to be busy with referrals which come from family, friends, doctors, social workers, rehabilitation centres, assessment teams and other community based organisations. In the assessment officer's busy schedule this year, reviews and reassessments of clients continues

to be a major priority to ensure that clients' needs are met.

Volunteers continue to be a vital element for the organisation's services and this year they provided 14,093 services and drove more than 88,000 kilometres to transport clients to their appointments, social outings and special events. With 9,000 kilometres more than last year's transport, vehicles are being used to their capacity.

Transport and social activities offered to eligible clients and carers this year has seen an increase of an extra 1,000 services and 2,000 hours. Half of these extra hours and services are attributed to the additional social activities that were provided to clients, and one quarter of the extra hours to the two Chinese groups, who continue to remain popular and in demand by the local Chinese population.

Each year feedback from clients gauges how the organisation is meeting our client needs. This year evaluations indicate an opportunity to explore different group activities and new venues for our social support program. As a result of this the social support co-ordinator has commenced two new groups.

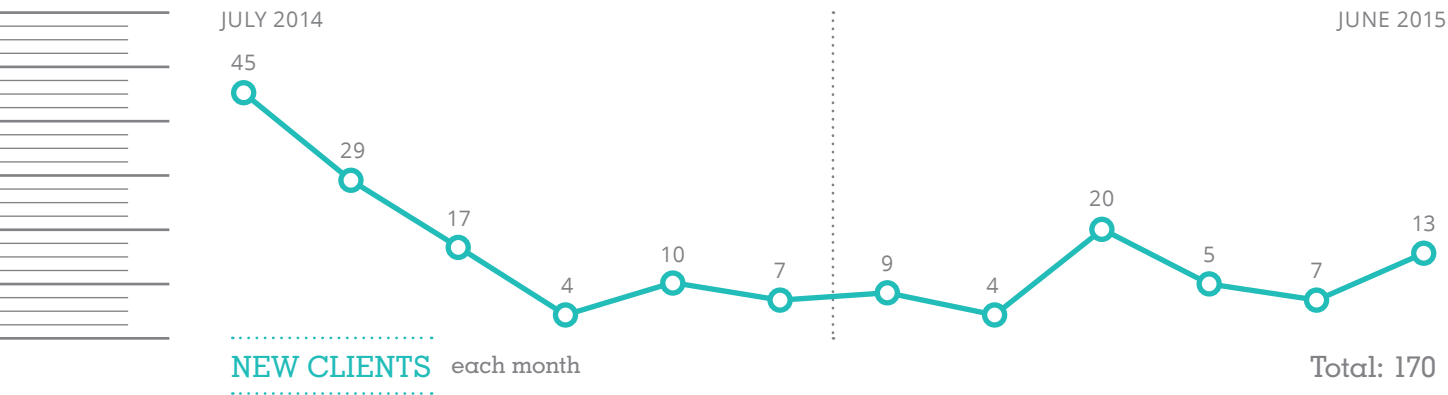


Volunteers continue to be a vital element for the organisation's services and this year they provided 14,093 services...

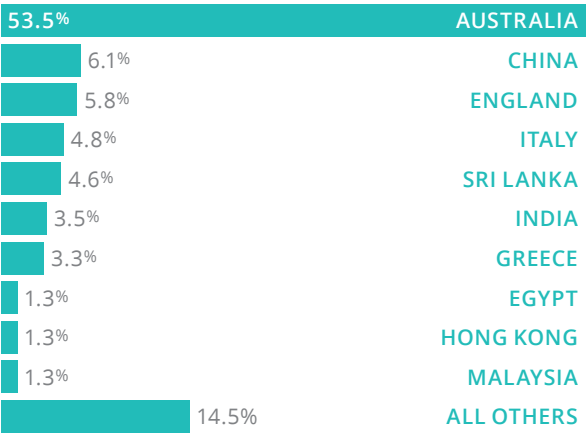
Growth in the transport area continues with feedback from clients remaining extremely positive. This essential service continues to be a main priority for SEV.

My 15th year in this role continues to astound me in the way we deliver a quality service to the local community. To the amazing volunteers who transport and facilitate our groups, a very big 'thank you'. Our clients continue to applaud you for the work that you do for them.

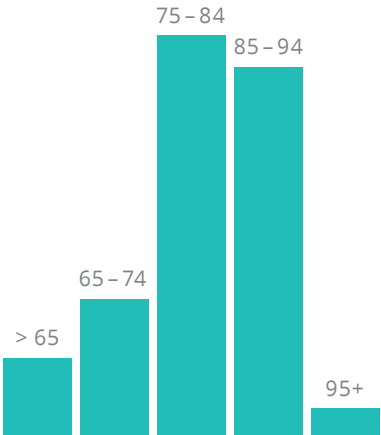
To the Client Services Team for their amazing work this year and who work together to ensure that our clients and volunteers are accommodated: Laura, Gerardine, Sarah, Mei and Gary. Thank you for your enthusiasm and a remarkable year.



top: Emma at a Christmas function at the Novotel / above left: Anna Smiljanic enjoying her time at a special event
 above right: Hamilton Chan and staff member Mei Ip dancing their way through another client event.



CLIENT COUNTRY OF BIRTH



CLIENT AGE GROUPS

848

ACTIVE SOCIAL
SUPPORT AND
TRANSPORT CLIENTS

46%

OF CLIENTS USE
MOBILITY AIDS



FROM OUR HACC COORDINATOR

The Home and Community Care (HACC) Assessment Coordinator position is a new role which began in 2014.

The HACC Assessment Coordinator is a two day a week complement to the Client Services team. The assessment worker is responsible for new client intake and for responding to the needs and changing circumstances of existing clients with regular reviews and reassessments.

The Assessment Coordinator works closely with a network of community health centres, Department of Health representatives, other HACC service providers and local council to plan and deliver quality service information and referral to clients.

Growing and supporting the client base of South East Volunteers is another priority area, since Laura took on this role in September 2014, 200 clients have been reviewed or reassessed and more than 180 new transport and or social support users have joined SEV. Reviewing and refining the processes which support this work have played a big role in its success.

With an ageing population and a consistent demand for services throughout the year, we anticipate our client numbers will continue to grow.

“The best part of my job is the in-home assessment visits. I get to meet some wonderful people and truly see how big the city of Monash is!

Often when people approach us wanting to use our transport or social support services, they are in crisis due to ill health or a sudden change in circumstances. Transport and Social support play an important role in the lives of our clients. Working in partnership with clients, family and carers, we are able to support the independence, inclusion and well being of our service users.

People often remark how thrilled they are to find our service and are overwhelmingly appreciative of the assistance we can offer, whether it is for themselves or a loved one.

Stepping into a new role has also given me the opportunity to refine in-house intake and service delivery systems as well as engage with sector wide advocacy and pending industry change models such as the Commonwealth Home Support Program, the new commonwealth government funding mechanism for aged and community care, set to be introduced by 2019.”

Loneliness is now a pressing social issue causing great suffering for older members of our community who are at higher risk of losing spouses and close friends and experiencing the onset of disability and illness.

Loneliness not only causes terrible mental suffering, but impacts on physical health, with negative effects including alcoholism, chronic illness, anxiety, depression and suicide, as well as increased risk of premature admission into residential care.

The South East Volunteers Social Support Program is an incredibly important service for these very reasons. By providing the opportunity for over 65s and younger people with disabilities to join in regular outings, SEV builds a connected community in which people feel valued and welcome, allowing them to appreciate their own worth.

In light of this, we were very happy to increase the time we spend engaged with clients by 22% this year with a grand total of 11,137.5 hours of direct support provided through social support activities.

The SEV bus provides a door to door service with attentive volunteers on hand to assist those with limited mobility, so that clients who are least mobile and potentially most isolated are able to participate. We travelled an additional 4,246 kms including ever more people in our activities, an increase of 20%. It's hard to believe our bus has travelled 20,178 kms this year!

Our most popular social support activity remains the Out and About excursions to senior friendly venues two or three times a month. This year we ventured to old favourites in Frankston, Williamstown and Lilydale, took in some new sights at Pier 25 in Port Melbourne and supplemented lunch with some fine art and botany at

the Heide Museum sculpture park and Cranbourne Gardens.

Monthly Morning Melodies offer a chance for a sing-a-long and morning tea and trips to the Waverley Cinema also proved a treat. *The Imitation Game* received especially good reviews from our discerning cinema group who have the chance to compare critiques after the show over a quiche or shepherds pie at the aptly named Connections Cafe.

While these group outings provide a lively atmosphere, with ten participants and two volunteers packing the bus for each occasion, some people prefer a more intimate social experience. SEV's fortnightly small lunch groups provide this alternative. These groups of six meet fortnightly at their favourite lunch spots around Monash, allowing the continuity in which long friendships can develop.

The volunteers belonging to each group hold the responsibility of organising venues, confirming who is attending and transporting group members – in other words they do all the work and become a great support to all those involved.

The two Men's Lunch Groups continue to be popular, with the bus transporting the men to their favourite eateries. Suggestions of venues with great food have seen the men's group travel to some very popular places around the outskirts of Monash. The camaraderie between the volunteers and clients has become a very important part of these lunches.

Last but not least is the much loved fortnightly trip to The Glen Shopping Centre



378

CHINESE
SENIORS

363

OUT AND
ABOUT

283

SPECIAL
EVENTS

276

SMALL
GROUPS

that provides an opportunity for participants to do their shopping with a volunteer at their side. With several new enthusiastic volunteers joining the group this year, we are able to accommodate more shoppers than ever.

In 2015 we were very excited to receive additional funding to further extend the Social Support Program. After countless conversations and the distribution of a client survey, we established there was keen interest in gentle exercise, singing, crafts, board games and theatre. This feedback has led to the creation of the Jells Park Walking Group which meets regularly to enjoy an outdoor stroll, the Singing Group led by beautiful piano accompaniment, and the soon to be knitting and crocheting up a storm Craft Group.

As always, we are only able to create these new groups thanks to the dedication of our volunteers who are the heart and soul of the organisation. Thank you!



177

MEN'S LUNCH
GROUPS

148

CINEMA
OUTINGS

107

THE GLEN
SHOPPING

86

MORNING
MELODIES

top: Volunteer Therese Callander with client Nancy
above: Ron and Lois enjoying a dance at the Christmas Special Event

SPECIAL EVENTS

A Christmas Celebration

It's always a joy to walk into a Christmas themed room that is filled with beautiful table decorations and Christmas lights. Christmas hats and reds and greens added to the multitude of colour as 100 people were greeted with this Christmas scene as they entered the Ballroom of the Novotel for this end of year function. Transport to the function was provided by South East Volunteers who drove the numerous buses and cars that enabled clients to attend this function.

The three-course Christmas fare was thoroughly enjoyed by everyone and was accompanied by great entertainment from Brendan Scott. Santa's arrival created a festive atmosphere and together with prizes and giveaways the mood was likened to a carnival, which included some clients who took to the floorboards to dance alongside Brendan. The community singing of carols also made this a very special day and you could still hear the echo of singing as clients made their way to their transport.



We had a wonderful time and my husband got up and had a few dances. The meal was excellent

Very happy with both the outing and all care and attention of the volunteers

An Easter Celebration

Easter always conjures up visions of eggs and the Easter Bunny and our event is a great way to share stories with each other over lunch. This first event of the year is also a wonderful opportunity to catch up with clients after Christmas. Evaluations from this function over the years have shown that clients like to use this first special outing of the year to renew old friendships and have a good long chat! Using buses and cars, volunteers transported over eighty clients to the Mulgrave Country Club for this Easter function.

Night and Day provided entertainment with great background music for clients to talk amongst themselves and enjoy a three-course lunch at the Mulgrave Country Club. For those of us who enjoy chocolate, the Easter Bunny is the perfect solution for this much loved sweet. Everyone happily either ate their chocolate or took it home.

The very satisfying Easter event concluded with prizes and giveaways.



I am more than satisfied with the entertainment and social interaction you provide. It's nice to have the company over a lovely meal. Look forward to coming.

It's always lovely to see the Easter Bunny. I had a lovely time. The meal was excellent and it was nice to see my friends and the volunteers. I love coming to lunch.

60 years of Disney

This event was an opportunity to celebrate 60 years of Disney. Everyone remembered music from the original Disney productions - *Snow White and the Seven Dwarfs*, *Bambi*, *Dumbo*, and who can forget *Pinocchio*! In recent year movies such as *The Lion King*, *Aladdin* and *Frozen* continue to have memorable pieces of music that the clients enjoyed. The function room of The Highways was themed with character balloons including Mickey Mouse, Daisy and Donald Duck and other favourite Disney characters. Posters and interesting articles and history of some of the Disney films also adorned the walls and tables.

Seventy people, who were transported by volunteers in buses and cars, enjoyed the music provided by Diana Woodhouse, and the three course menu. Clients and volunteers wore Disney memorabilia and had great discussions about the first Disney movie they saw.

Prizes and giveaways were a great end to a most enjoyable day. Overall, a great opportunity to meet up with old friends.



The lunch was nice and everyone was fantastic. The music brought back good memories.

It was lovely to catch up with my friend. The meal was cooked to my liking and the entertainment was just right. I had such a good day.



Clients enjoying various Special Events throughout the year

This year we have seen our Transport active client base grow considerably.

We registered 120 new clients from November last year until the end of June, almost all of whom required transport. Last year our cars were booked out up to ten days ahead and with the greater demand on our service this year, transport is sometimes booked out up to three weeks ahead.

We purchased another car in February to cope with this extra demand, making a total of seven cars in our fleet of vehicles. With this extra vehicle we have learnt to be more organized both in the administration area and in the logistics of housing vehicles on the property. We can now transport an extra fifteen to twenty clients per week with a minimum waiting list. Permanent ongoing bookings make up just under half of all our bookings and we continue to encourage clients to contact us as early as possible to book their transport.

Our client base is ageing and as a result, the proportion of clients using walkers has grown from 20% to around 45% of all transport clients. This year there has been a larger proportion of clients who bring their carers with them. As clients are becoming increasingly frail, they continue to rely on our services more than ever.

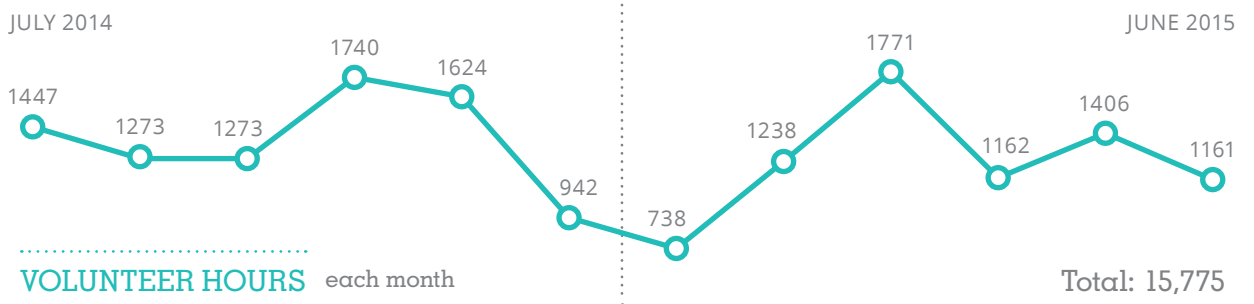
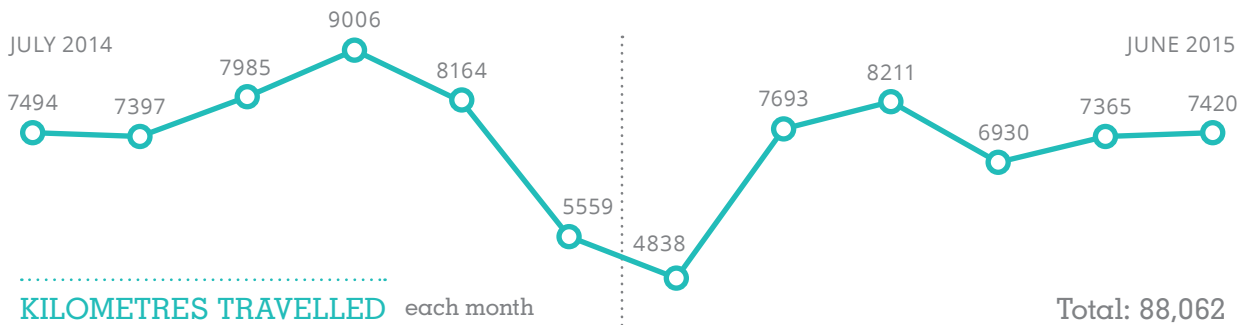
From feedback through the drivers and office staff, clients have indicated that they “trust our service”, they are at ease with our staff and feel safe travelling with our drivers. Clients continue to praise our volunteer drivers for their patience and understanding. Our clients often tell us they would not know what to do if we could not take them to their appointments and keep them involved socially.

The extra workload that increased demand has created on our services has meant that we needed to create a more efficient system to allocate transport. After some brainstorming sessions we have improved the existing system. By modifying our database and working on the setting up of extensive spreadsheet formulas, we can now instantly calculate the number of bookings at any given time of day – something we were only able to do previously by counting manually. This means we can quickly identify empty spaces in cars that come up during the day and we are able to accommodate waiting clients, and estimate our driver breaks and car services better – making much more efficient use of resources. More accurate planning also helps to reduce the stress of drivers, clients and also the transport allocators.

With the ageing process of our clients some are often forgetful, and cannot remember if they have either booked or cancelled appointments. For this reason, our cancellation rate rose to about 30% early last year. This year we have put in place office volunteers who phone clients to confirm their appointments one to two days ahead. This has made a huge difference, ensuring that we make the best use of resources and keep cars busy, with less down time, and turning away fewer waiting clients.

This past year our volunteer drivers attended a number of training sessions. Two informal afternoon bbq's were also well attended by all drivers that provided opportunities for information sharing, updates and discussions around client related policies. Our volunteer drivers provide an incredible service and we greatly appreciate the time they spend on the road as well as their understanding of our clientele.

It has become apparent that our transport service is greatly needed in the City of Monash and is vital to the welfare of many of our clients. It is thanks to the hard work and dedication of our staff and volunteers that it is constantly praised by our clients.



Volunteer David Hawkins assisting Betty and Isobel on the Walking Group outing

CHINESE SENIORS' GROUPS

The south eastern suburbs are home to a significant number of Chinese migrants and South East Volunteers provide these seniors with group activities.

The activities and social connection reduces isolation for older people who are faced with a new country and a new language. During the year groups meeting have provided fun, friendship, and a wide range of activities for residents who live in the Monash area. It provides a place for socialising and the opportunity to be more engaging through diverse activities.

During the 2014–2015 year, the groups were provided with weekly general meetings, outings, talks, festival celebrations and other events. The aim is always to provide more opportunities to meet friends and connect to the local community. Recently, a group member moved to a local nursing home and many of the members chose to visit, to ensure their friend was not isolated.

This year we divided the groups into either Mandarin or Cantonese so that group attendees are socialising with others who speak their language and this has had beneficial results. We still need to use both languages and volunteers play an important role as translators.

The groups also shared local news and information as well as assisting each other to understand information about local events and talks such as recycling of house waste and changes in public transport. They have also had the opportunity to share their own stories with each other which has created a network of social friendship. One presentation provided group members with information about Home and Community Services to assist them to find the right service when needed. Other information sessions also included a session on diabetes and a spe-

cial talk on vitamins for seniors. Seniors were advised on how to look after themselves better, and informed about possible health and food myths.

Most meetings start with Tai Chi to help maintain mental well-being and physical flexibility, but board games remain the most popular activity. Fall prevention sessions and qigong lessons were also introduced to help clients maintain better balance. They love to play *Rummikub* and *Advance to 99*. This year some new games were introduced to add to the old favourites. Many members report that they play these games with their grandchildren and this has helped to build emotional bonds within the families. The activities continue to maintain their independence and autonomy.

Special thanks go to the volunteers (Simon Chan, Vanessa Chan, Winsie Au, Anne Wu, Janice Yu, Lynn Wang and Lan Tiet) who help to run the groups. Without their friendly and enthusiastic help, the groups would not be as much fun, especially for the festival celebrations which are vitally important in Chinese culture.

This year we also took on a special project of a recipe book. The book will be a part of the 30th Anniversary celebrations and will be available at the Annual General Meeting. Group members supplied some of the recipes and they were translated into English by volunteers.

A second special project has also started – the production of a video clip in both Cantonese and Mandarin. It will be used to encourage new migrants to join the groups.



Chinese seniors enjoying boat racing, Tai Chi and morning tea together.



SAFETY REGISTER

The Safety Register is a joint initiative of the City of Monash, South East Volunteers, Mt Waverley and Glen Waverley Police that provides support and information to older people and people with disabilities living in the Monash area.

Membership is open to Monash residents over the age of 55 and exists to enhance the confidence and safety of older people and people with disabilities living in the community, by offering regular friendly contact, information, advice and referral.

The Safety Register Coordinator supports a team of dedicated volunteers who telephone clients every 4 weeks to see how they are going and to ensure they are safe and well. These regular calls represent a vital monitoring function, allowing us to support, advise and refer clients when necessary, to other services for additional support.

Clients discuss a range of topics with us such as council services, affordable activities for seniors in the area, personal alarms, and transport with SEV, not to mention all the conversations about sport, health, families and general well-being. For some members, this regular phone call and chat with a SEV volunteer is the only social contact they receive, so we believe it is important to be responsive to each individual and give them the time and support they need.

Members also receive quarterly newsletters and invitations to social functions and forums held throughout the year – all hosted by SEV.

"It was fantastic to meet the volunteers face-to-face, we have been chatting on the phone together for years!"
– Val, Safety Register Member



Never in our nation's history have the services and care needs of older, frail people been at the centre of so much contention and planning than they are now.

Reflective of the cultural diversity within the City of Monash, the Safety Register has several volunteers with additional language skills which allows us to better support and engage with Monash residents who do not speak English as a first language.

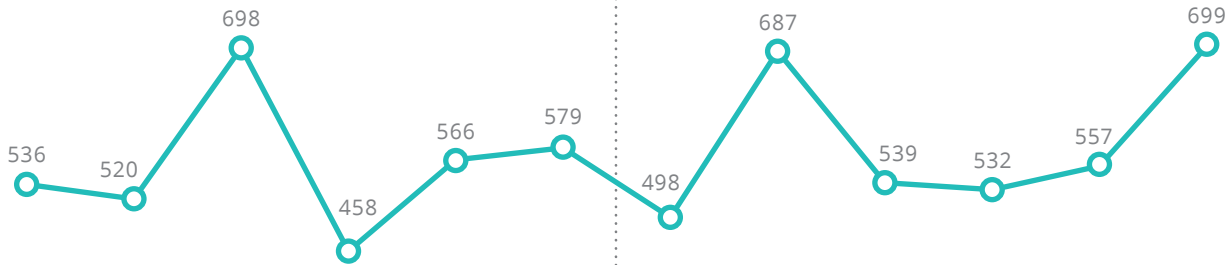
Volunteers are supported by the Safety Register Coordinator with training and supervision to support them in their role and increase their skills and knowledge working to support our clients.

We also acknowledge that volunteers as well as clients get a sense of belonging, satisfaction and friendship from their volunteering with SEV.

"My husband passed away recently and this is the first time I have ever lived on my own. Knowing that someone will call me to ask how I am is a huge relief, to me and my family. I know that someone is always there if I ever need anything."
– Mrs. K, Safety Register Member

JULY 2014

JUNE 2015



SAFETY REGISTER CALLS each month

Total: 6,869



above and over the page: The Annual Safety Register Concert with the Royal Australian Navy Band

In accordance with Department of Health guidelines and principles of best practice, heatwave and emergency response plans were reviewed and updated, enabling us to closely monitor at risk clients during extreme heat. Volunteers receive specialised training on supporting members to stay health in the heat and relevant emergency responses.

The Safety Register continues to provide support for the residents of Monash who would otherwise be socially isolated. We recognise the important role social connection plays, that a person's psychosocial needs are just as important as their physical needs and the negative impact on health and overall wellbeing being lonely and socially isolate can have.

Never in our nation's history have the services and care needs of older, frail people been at the centre of so much contention and planning than they are now.

The HACC services South East Volunteers provide exist in a time of change and innovation. This presents us with the opportunity to continue to provide quality, meaningful services which support the health, independence, wellbeing and community engagement of a growing number of people in our region.

With the continued support from volunteers and a dedicated team of staff at SEV, we will continue to reach more members of the community to deliver vital services.

281
NOT BORN IN
AUSTRALIA

348
85+ YEARS
OF AGE

875
TOTAL
CLIENTS

CLIENT EVALUATION

Each year SEV conducts an evaluation of client services programs. This year, confidential surveys, small forums, one on one and telephone interviews were conducted with a random selection of clients who use our transport, social support and safety register programs.

Our focus this year was on interviews and intimate conversations as a way of capturing client experiences to hear first hand, what impact our programs have on client wellbeing, inclusion and community participation.

Creating and supporting a culture of feedback and open communication, where people freely share ideas and experiences gives us the ability to connect and respond to our clients in a responsive, meaningful way.

Levels of satisfaction, as with previous years, remain high with staff and volunteers receiving a high level of praise.

Findings from our 2014 evaluations, lead us to make some changes to our social support programming, to include a new range of activities. This year, new singing, music, walking and art and craft groups are beginning. We have also had high levels of interest in a group aimed at learning to use technology: such as mobile phones, computers, email, Facebook and the Internet. Inter-generational programs and gardening are also social support groups being worked on.

One of the most uplifting things has been the large number of clients who have offered to run and support groups. Engaging older volunteers is a great way to participate and get involved in various activities.

A staff member's experience:

The Client Services area is an extremely active part of SEV. As well as its transport, social activities, a Safety Register and Chinese Elderly group, the organisation is fortunate to have dedicated staff and volunteers. Staff and volunteers are privileged to have the opportunity to hear and see the difference that our services make in the daily lives of its clients.

It is a pleasure to talk to clients face to face and hear what a difference our transport and social support service makes in their lives.

One client explained to me that she was afraid to drive since having an operation on her foot and she found it difficult to get to the shops and felt quite lonely spending so much time on her own in the house. It's great to see how helpful it is by doing something as simple as taking someone to the shops regularly, and how much joy they get out of the house and spend time with our other people. She told us that just getting out of the house and spending time with people made her feel so much better, like she was part of a community and had purpose in her life.

Another client has nothing but praise for the volunteer drivers who take her to her appointments and daily exercise as she feels she can remain in her own home and still be independent.



Client Joan enjoying an outing

100%

FEEL SAFE WITH OUR
VOLUNTEER DRIVERS

“

Knowing I can get transport really puts my mind at ease. It's one less thing I need to worry about or ask my family for help with. My independence is so important and SEV gives me that.

100%

ARE SATISFIED WITH HOW
THEIR INFORMATION AND
PRIVACY IS TREATED

97%

FEEL STAFF ARE EASY
TO COMMUNICATE
AND INTERACT WITH

“

The drivers are so friendly and helpful. I would be lost without all your help.

93%

WOULD RECOMMEND
SOCIAL SUPPORT
PROGRAMS TO OTHERS

“

Keep up the good work!

95%

FIND THE SAFETY
REGISTER VOLUNTEERS
EASY TO TALK TO

“

Getting a call to see how I am and have a chat makes my day.



VOLUNTEER SERVICES

by Shirlene Standish

This year we have had quite a number of challenges as well as some great opportunities for the Volunteer Management Program.

One of the first challenges was a reduction in funding at the beginning of the financial year, which has meant a reduction in services, including the closure of the Clayton Office. This has had a major impact on the number of volunteers we were able to interview and refer as well as agencies we were able to support.

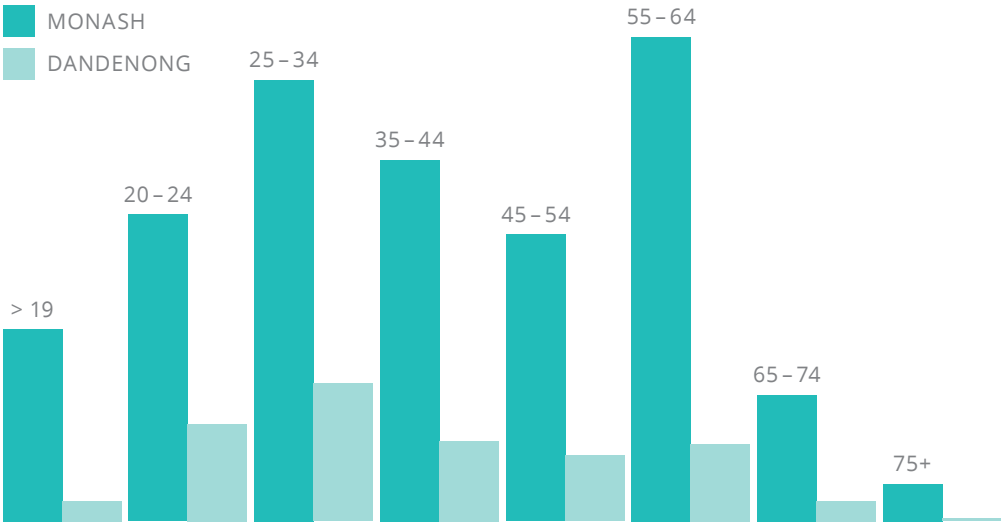
We also received renewed funding from the Department of Social Services and with this funding came a defined geographical area that we will be responsible for including Monash, Dandenong, Casey, Kingston and Bayside. Plans to open up an outreach in Casey are well under way and will provide another great opportunity for SEV to meet the needs of the local community.

It goes without saying that SEV and its many services would not be able to continue without the unbelievable support from all of our volunteers – 118 of the most dedicated and loyal volunteers an organisation could hope to find. Our volunteers do so much for our programs – they are our most valuable asset. Volunteer drivers and social support volunteers ensure that SEV clients feel that they continue to be a part of the community. Safety Register volunteers continue to keep clients connected and help them to understand that they are not alone.

Our front office is managed by our Receptionist, Mamta Mehta, who seems to manage to do so many things so well and all at the same time. And where would we

be without our committed reception volunteers – Shweta Shah, Annie MacLeod, Yanti Parry, Pat Russell, Chris Walker, Hilary Swinard, Kaye Huxtable, Diane Harris and Liz Bruce. These volunteers are SEV's front line, answering and make hundreds of phone calls each month, providing friendly and helpful information to clients, potential volunteers and members of the public. Also hard at work are the 'unseen' volunteers – the backbone of South East Volunteers - Rathi Vinay, Marina Tong, VyVy Vu, Bev Dungan and Stephen Prowse, who work on data entry, stats, filing, market research and just about anything that is asked of them.

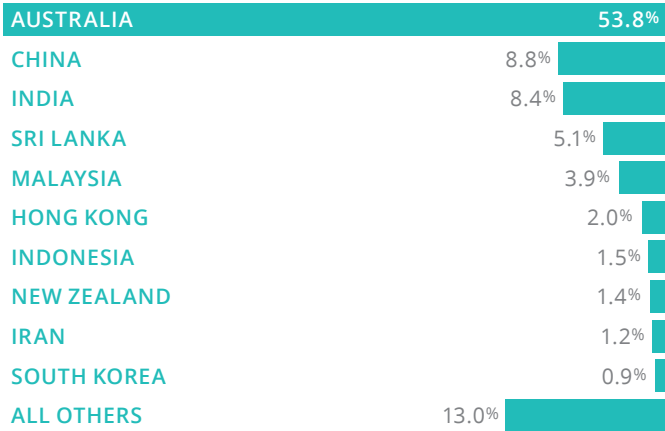
This year as part of the Volunteer Management Program, we recruited volunteers for 471 non-profit organisations, referring a combined total of 955 volunteers. We couldn't come even close to achieving the high standards we have without the support of five incredible people. Mei Ip is a staff member who has turned her expertise to assisting with the Dandenong Outreach, as well as conducting interviews for Chinese volunteers. Judi King, Tina Allwell, Rhonda Makey, and Kathryn Holder all put so much effort each week into finding the right job for the right volunteer. These volunteers made thousands of phone calls and interviewed 778 volunteers. Of the 778 volunteers interviewed, 465 were from a CALD background, originating from 62 different non-English speaking countries, 288 were unemployed and 25 had a disability.



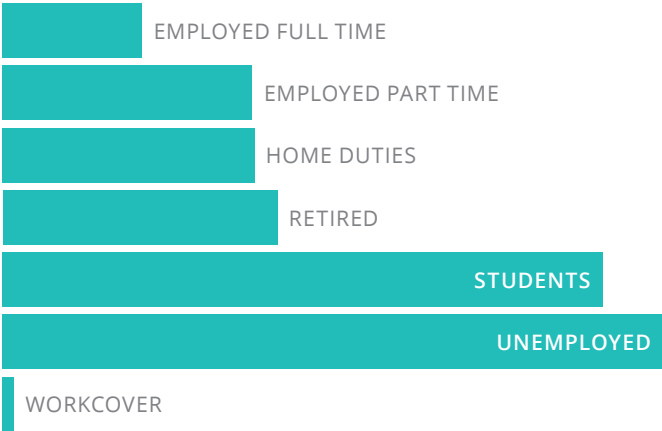
VOLUNTEER AGE GROUPS

955
ACTIVE VOLUNTEERS
AT MONASH AND
DANDENONG

67%
OF VOLUNTEERS
ARE FEMALE



VOLUNTEER COUNTRY OF BIRTH



VOLUNTEER EMPLOYMENT STATUS

Corporate Volunteering

This year we referred 12 businesses into community service projects across Melbourne. This number is slightly down from previous years due to funding cuts and less hours available for the service. However, we continue to be impressed with the many businesses that make volunteering a part of their work culture.

Training & Workshops

We have a fantastic training program available for our non-profit agencies, and we are still able to provide the majority of training free of charge, thanks to the facilitators and experts in their field who either offer their services for free or at a greatly reduced cost.

We continue to offer our Introduction to Volunteering each month at our Glen Waverley office.

Our facilitators are amazing and the feedback from the workshop attendees has been excellent. Many thanks to Life Psychology, SCARF Consulting, Sirius Business, NIBS Consulting, St John's Ambulance, Alzheimer's Australia (VIC) and Nicole Ryan for their commitment to providing quality training and workshops for our managers and volunteers. This year we trained 70 Volunteer Managers and 365 volunteers from a variety of community service organisations.

As a commitment to our own SEV volunteers, we facilitate mandatory

training to help our volunteers stay informed and to be able to do their volunteer work with confidence. This year we conducted a workshop on Harassment in the Workplace, presented by Roger Pallant from NIBS Consulting. Not only did we have some excellent training and information for our volunteers, but we also used it as an opportunity to have some social time, providing some savoury and sweet pies after the workshop, many cups of tea and lots of chats.

There is nothing we love better than celebrating the volunteers who make our services possible and as usual we celebrate the two official days that are set aside for volunteers.



top: The Bunnings team from Notting Hill assisting with volunteer driver functions
 above left: Heljo and Leanne at National Volunteer Week 2015 Celebrations
 above right: Hilary at a volunteer Christmas Event

VOLUNTEER EVENTS

International Volunteer Day

International Volunteer Day is the 5th of December and is celebrated around the world, honouring all the volunteers from all walks of life who donate their time and talents to making the world a better place. This year's event was 'Afternoon at the Movies' followed by a lovely afternoon tea.

National Volunteer Week

This year we wanted to do something a bit different. We sought some feedback from our volunteers and the overall request was a social lunch, something local, where our volunteers could catch up and celebrate with their fellow volunteers. Our venue was the New Royal Garden Chinese Restaurant where the management

and staff made the celebration a fantastic success. Client Services area assisted by arranging transports to work around the lunch so that 75 volunteers could attend. A great time was had by all!

Looking Ahead

We have a very supportive CEO in Ann Burgess and a Board of Management that are forward thinkers in supporting our commitment to providing volunteering opportunities to the communities in the South East Region. We have the financial support of the Department of Social Service, the councils of Monash, Greater Dandenong and Casey and the community, so 2015/2016 is going to be an exciting time.



OUTREACH SERVICE

by Melissa Mahoney

We have had an eventful year establishing the Greater Dandenong Volunteer Resource Service (GDVRS).

The City of Greater Dandenong recognised the need to establish a VRS in 2014, and the successful tender application by SEV witnessed a quick set up of the VRS in Dandenong. This includes providing a volunteer matching and referral service as well as support to community service organisations and managers of volunteers, three days per week.

With a diverse community residing in the City of Greater Dandenong, and thousands of asylum seekers, the GDVRS has identified the need to offer a culturally and linguistically diverse service in the municipality which is unique to other areas of the South East.

In February, we moved into our temporary premises located in central Dandenong and immediately began interviewing potential volunteers. We have seen a large number of our clients coming from the local asylum seeker and refugee community, and have been successful in placing them in local community service organisations.

In the first six months the VRS has assisted over 160 people into volunteering and developed key partnerships with community service organisations in the municipality. Monthly Introduction to Volunteering sessions and a variety of sessions with specific topics for volunteers and managers were well attended.

We have a committed team of volunteer Interview Officers who collectively speak twelve languages, most importantly, community languages such as Farsi, Dari, Hazagari and Urdu. Mohammad Haidari has been volunteering at the VRS since March 2015 and has committed his time to the centre two days per week, conducting interviews, assisting with community presentations to non English speaking groups and asylum seekers. As an asylum seeker himself, Mohammad enjoys being able to be part of the community and learn about the Australian workforce culture, as well as assisting other asylum seekers into voluntary roles.

Our other dedicated volunteer Interview Officers, Asha Dhanasiri Adrienn Jenofi and Elizabeth Matovu, work with our diverse and complex clients. Without the dedication and commitment from our volunteers we would not be able to deliver the culturally and linguistically diverse service to our community.

In addition to our Interview Officers we also rely on the assistance and commitment of our Administration Office VyVy Vu. VyVy assists the GDVRS by completing administrative tasks which are essential in the smooth running of our service.



CRIMCHECK

by Ann Burgess

CrimCheck's mission has always been to provide high quality criminal checking for the not for profit sector. The 2014/15 year has been successful and the team made up of Debbie, Peter M, Vanessa, Bridie and Peter H provided more than 60,000 checks.

During the year, they trialled webinars as a way to train community organisations on how to use the CrimCheck system and they also conducted a small trial on using an electronic portal for document checking.











Given the highly confidential nature of the work undertaken, the team have reviewed its privacy and security processes and Bridie, the Quality and Compliance Worker, implemented the findings of the first customer satisfaction survey.

In July, Peter Helft, the new Manager, was recruited and in September, we bid goodbye to Bridie who resigned to take up a new position.

In early 2015, the Boards of both CrimCheck and South East Volunteers decided to streamline their governance processes. In order to achieve the optimum benefit, the South East Volunteers Chief Executive Officer agreed to take on the additional role of CrimCheck Chief Executive Officer, with management responsibilities in both sectors.

All staff, those with SEV and with CrimCheck, are thanked most sincerely for their hard work and dedication throughout the year, especially during this period of transition.

CRIMCHECK BOARD

		BOARD MEETING ATTENDANCE							
		29.07.14	14.10.14	25.11.14	27.01.15	17.03.15	29.04.15	12.05.15	16.06.15
	Chee Pin Ng	●	●	●	●	●	●	●	●
	Nicola McNeil	○	○	○	○	○	○	○	●
	Andrew Freeman	○	○	○	○	○	○	○	●
	Ka-Chi Cheung	●	●	●	●	●	●	●	●
	Jayesh Kapitan	●	●	●	●	●	●	●	○
	Jill Linklater	○	○	○	○	○	○	○	●
	Wina Kung	○	○	○	○	○	○	○	●
	Dean Parker	○	○	○	○	○	○	○	●
	Adam Williams (until November 2014)	●	●	●					
	Alison James (until November 2014)	●	○	○					

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF SOUTH EAST VOLUNTEERS INCORPORATED
A.B.N. 66 484 048 216

Report on the Financial Report

We have audited the accompanying financial report of South East Volunteers Incorporated (the association) which comprises the statement of financial position as at 30 June 2015 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 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 auditors' 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 auditors consider 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 South East Volunteers Incorporated is in accordance with the Associations Incorporation Reform Act 2012 including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2015 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
MORTON WATSON & YOUNG AUDIT PTY LTD
Chartered Accountants

Name of director:

Kerpal S Harnam
Kerpal S Harnam - Registered Company Auditor

Address:

51 Robinson Street, Dandenong VIC 3175

Dated this

16TH day of *October* *2015*

STATEMENT OF COMPREHENSIVE INCOME

	NOTE	2015 (\$)	2014 (\$)
Revenue	3	831,063	728,883
Other income	3	10,769	3,016
		841,832	731,899
Administration expenses		(47,512)	(41,020)
Auditor's remuneration	4	(2,800)	(2,300)
Depreciation and amortisation expenses		(27,653)	(31,708)
Employee expenses		(552,710)	(495,337)
Motor vehicle and travelling expenses		(17,620)	(26,214)
Occupancy expenses		(52,776)	(50,252)
Police check expenses		(1,088)	(966)
Program and project expenses		(42,169)	(67,330)
Volunteers expenses		(5,159)	(5,254)
<i>Profit before income tax</i>	5	92,345	11,518
<i>Retained earnings at the beginning of the financial year</i>		700,532	689,015
<i>Total comprehensive income for the year</i>		792,877	700,533

STATEMENT BY MEMBERS OF THE BOARD

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

In the opinion of the board the financial statements as set out on pages 30 to 35:

1. Presents a true and fair view of the financial position of South East Volunteers Incorporated as at 30 June 2015 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that South East Volunteers Incorporated will be able to pay its debts as and when they fall due.

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

Chairman: 

Treasurer: 

Dated this 15 day of October 2015

STATEMENT OF FINANCIAL POSITION

ASSETS

<i>Current assets</i>	NOTE	2015 (\$)	2014 (\$)
Cash and cash equivalents	6	877,572	186,333
Trade and other receivables	7	780	31,055
Financial assets	8	-	500,000
<i>Total current assets</i>		878,352	717,388

NON-CURRENT ASSETS

Property, plant and equipment	9	121,824	90,534
<i>Total non-current assets</i>		121,824	90,534
<i>Total assets</i>		1,000,176	807,922

LIABILITIES

<i>Current Liabilities</i>			
Trade and other payables	10	106,639	22,743
Provisions	11	100,660	84,646
<i>Total current liabilities</i>		207,299	107,389
<i>Total liabilities</i>		207,299	107,389
<i>Net assets</i>		792,877	700,533

EQUITY

Retained earnings	12	792,877	700,533
<i>Total equity</i>		792,877	700,533

Notes (1 – 14)

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

STATEMENT OF CHANGES IN EQUITY

	RETAINED EARNINGS (\$)	TOTAL (\$)
<i>Balance at 1 July 2013</i>	689,015	689,015
Profit attributable to members	11,518	11,518
<i>Balance at 30 June 2014</i>	700,533	700,533
Profit attributable to members	92,345	92,345
<i>Balance at 30 June 2015</i>	792,878	792,878

STATEMENT OF CASH FLOWS

CASH FLOWS FROM OPERATING ACTIVITIES	NOTE	2015 (\$)	2014 (\$)
Receipts from funding/grants		666,694	634,124
Payments to suppliers and employees		(621,927)	(686,399)
Interest received		22,071	23,643
Other income		172,574	48,878
<i>Net cash provided by operating activities</i>	13	239,412	20,246
 CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of equipment and motor vehicles		19,753	7,124
Proceeds from investments		500,000	-
Payments for equipment and motor vehicles		(67,926)	(27,439)
<i>Net cash provided by (used in) investing activities</i>		451,827	(20,315)
 Net increase (decrease) in cash held		691,239	(69)
Cash at beginning of financial year		186,333	186,402
<i>Cash at end of financial year</i>	6	877,572	186,333

INCOME AND EXPENDITURE STATEMENT

REVENUE	2015 (\$)	2014 (\$)
Fees & Charges Unrestricted	37,132	61,570
Training & Seminar Income	2,962	1,168
CrimCheck Donation	95,000	-
Outgoings Reimbursed	7,155	8,204
Donations Received	50	174
	142,299	71,116
OTHER REVENUE		
Interest Received	22,071	23,643
Grants		
City of Monash	152,361	153,209
Department of Health, Victoria	376,392	345,807
Department of Social Services	97,940	95,689
In-Kind Rental Assistance	-	38,419
Other Grants	40,000	1,000
	841,832	634,124
Profit on Sale of Non-current Assets	10,769	3,016
	699,533	660,783
	841,832	731,899

EXPENDITURE	2015 (\$)	2014 (\$)
Annual Report Design	1,692	1,500
Assets purchased < \$5,000	1,009	590
Auditor's Remuneration	2,800	2,300
Bank Charges	-	39
Board/Governance Expenses	3,740	1,160
Cleaning & Pest Control	6,541	5,971
Computer Expenses	8,566	5,788
Consultancy Fees	-	12,910
Depreciation	27,653	31,708
Electricity & Gas	3,737	4,083
Employees' Amenities	3,198	1,533
Health & Safety	-	472
Holiday Pay Provision	8,554	(2,764)
Identity Re-branding Expenses	2,331	10,745
Insurance Premiums	940	1,155
Long Service Leave Provision	7,460	(1,608)
Motor Vehicle Expenses	12,933	22,435
Police Checks & Fees	1,088	966
Postage, Freight & Couriers	6,330	6,353
Printing & Stationery	10,589	10,108
Project Expenses	3,814	3,352
Registrations, Subscriptions & Conferences	4,772	3,426
Rent of Premises	40,759	38,419
Repairs & Maintenance	730	1,189
Social Support Program	36,024	40,323
Staff Recruitment	206	473
Staff Training & Development	6,841	1,427
Sundry Expenses	144	-
Superannuation Contributions	43,577	39,388
Telephone, Fax & Internet	10,739	11,491
Travel & Accommodation	4,687	3,779
Volunteers Expenses	5,159	5,254
Wages & Salaries	471,484	446,378
Workcover	11,390	10,038
	749,487	720,381
PROFIT FOR THE YEAR	92,345	11,518



Clients Shirley and Mavis at a Special Event

ACKNOWLEDGEMENTS

Australian Government Department of Social Services

Bambra Press

Brad and Anastasia Desmond, Life Psychology

Bunnings Notting Hill

Business Economic Development Unit, City of Monash

City of Monash

Department of Health & Human Services

Dianne Taylor, Sirius Business

Federation Centres - The Glen, Brandon Park, Oakleigh

Fiona McMahon, ADEC

Glen Waverley Bowls Club

Glen Waverley Police

Glen Waverley Uniting Church

Helen Telfer and Alison Burley, SCARF Consulting

Highways Hotel

Laurel Gourlay, Alzheimer’s Australia (VIC)

Mt Waverley Police

Mulgrave Country Club

New Royal Garden Restaurant – Syndal

Nicole Ryan

Novotel Glen Waverley

Public Libraries, City of Monash

Roger Pallant, NIBS Consulting

Royal Australian Navy Band

St John’s Ambulance

Underdog Design

Waverley Gardens Shopping Centre

Waverley RSL

A VOLUNTEER'S STORY



My husband and I lived and worked in New Caledonia for 4 years between 2008–2012, after which time we returned to Melbourne to devote our time and energy to our three granddaughters, then 5 years, 4 years and 6 months. However, after being back in Melbourne for just one year, our son, his wife and our three granddaughters decided to relocate, to Tasmania for work reasons. As a consequence, I found myself with lots of time and energy on my hands. After passing random coffee mornings with friends, I decided that I would prefer to be doing something more productive and structured with my time. It was then that I saw an advertisement in our local paper for volunteers at, what was then, Monash Volunteer Resource Centre.

Subsequently, I made contact with MVRC and was invited to attend an interview with Mei and Shirlene, after which, I was offered a position as an Office Volunteer in MVRC reception at Glen Waverley, now South East Volunteers.

My motivation for approaching SEV was to find a productive focus and structure for my time that also allowed me some

flexibility. At SEV I joined an office environment that enabled me to draw on some of my past skills in front-line management and customer service. It also gave me the opportunity to learn new skills, make new friends, socialise and interact with clients and colleagues in a productive way.

What keeps me at SEV today, apart from those things mentioned above is the supportive, friendly environment and the feeling that my contribution is valued. I enjoy my Wednesdays and Fridays as part of the SEV team working to achieve one common goal in service to the community. The flexibility shown to volunteers by management, in particular the Manager of Volunteer Services, still allows me time to pursue other interests/holidays and attend to family needs.

Finally, having lived in Monash for 23 years I have found that through volunteering I have become closer to the local community. Because of my, essentially, customer service role, between SEV, its services and its clients, I've gained insight and greater connection to my local community that I otherwise wouldn't have had.

– Christine Walker

OUR VISION

Connected community through volunteering and services.

OUR MISSION

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

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

Our services belong to local residents and enhance lifestyles.

A CLIENT'S STORY

Violet's husband Bert passed away ten months ago and this is the first time Vi has lived on her own. Her family are nearby and supportive, but Vi is still adjusting. "We were married for fifty-five years. Bert was a lovely man, I miss him everyday but life goes on. I'm luckier than most."

Violet does not drive and usually walks or catches the bus to any appointments she needs to get to. As Violet puts it: "I like to do as much for myself while I still can."

Violet has trouble getting to appointments, because her health is changing and she is simply getting older. She is independent and has recognized she isn't getting out as much as she used to. "A friend told me about your cars and the lunches. I never knew there was anything like this out there. It's such a great idea and what a lovely thing to do for oldies like me! At first I wasn't sure, I thought there were people out there who need the help more than me, but I was made to feel welcome and cared about. Then I thought I was

Violet is an energetic and independent eighty-something year old woman.

just being silly, we all need help sometimes and I know that whatever I need help with, it is no trouble for the girls to help."

Since joining SEV, Violet has been using our transport and social support services.

"Some days I don't feel like going out, but I get dressed and put my face on to go to the ladies lunch. By the time I get home, I just feel different, better. Going out, having a chat and being around people really makes a difference, it's what keeps me feeling well and I would be lost without it."

"All the Staff and Volunteers at SEV need to understand how important the things they do are. Transport and the social groups keep me well, gets me out of the house and reassures my family that I am okay and doing things. It all means I get to stay in the home my husband built and be as independent as I can."

