

2015/2016



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.**

Total Client
Services
volunteer
hours

16,040

Social
Support &
Transport
services

14,920

Kilometres
driven

91,080

Active Social
Support &
Transport
clients

935

New Social
Support &
Transport
clients

14%

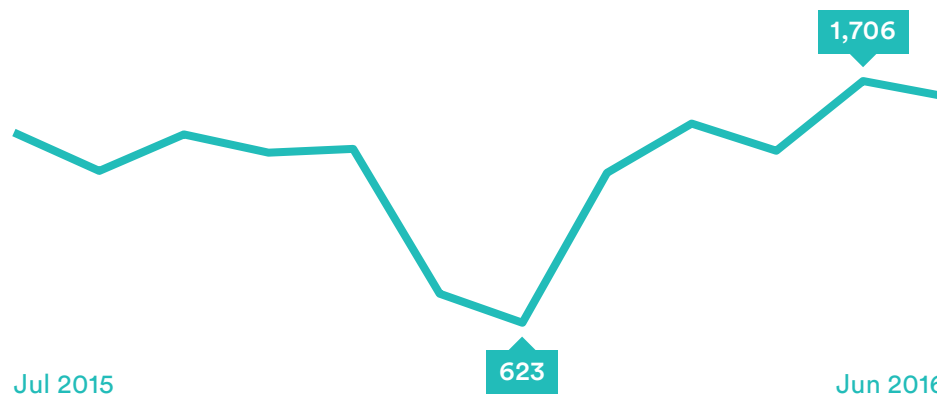
Safety
Register
calls

5,506

Safety
Register
clients

735

Volunteer
hours by
month



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Past chairpersons Jenny Hill, Libby Calder and Bev Dean with current chairpersons Pin Ng

	Aug 2015	Oct 2015	Nov 2015	Feb 2016	Apr 2016	Jun 2016
Chee Pin Ng Chairperson	●	●	●	●	●	○
Jill Linklater Vice-Chairperson	●	○	●	●	○	●
Andrew Freeman Treasurer	○	●	●	●	●	●
Nicola McNeil Secretary	●	○	●	●	●	●
Dean Parker Board Member (until October 2015)	●	●				
Wina Kung Board Member	●	●	●	●	○	●
Jayesh Kapitan Board Member	●	●	○	●	●	●
Ka-Chi Cheung Board Member	●	●	○	●	●	●
Julius Peiker Ex-Officio (until October 2015)	○	●				



Ann Burgess

Chief Executive Officer

Rae Kum

Client Services Manager

Shirlene Standish

Volunteer Services Manager

Melissa Mahoney

Dandenong & Casey Outreach Manager

Hannah Landray

Safety Register Co-Ordinator /
Assessment Co-Ordinator
(from April 2016)

Gerardine Gannon

Transport Co-Ordinator

Mei Ip

Chinese Seniors / Volunteer Referral

Gary Shih

Chinese Seniors

Christina Saladino

Social Support Co-Ordinator
(from October 2015)

Irene Khoo

Finance Services

Mamta Mehta

Reception

May El-Abyad

Data Entry
(from May 2016)

Sarah Day

Social Support Co-Ordinator
(until October 2015)

Laura Rouhan

Safety Register Co-Ordinator /
Assessment Co-Ordinator
(until April 2016)

Brett Holland

CrimCheck Relationship Manager

Melinda Tyro

CrimCheck Sales

Samuel Lucas

CrimCheck Audits & Sales

Pratyasi Chowdhury

CrimCheck Administration

Alyson Ritchie

CrimCheck Finance Services

Phillip King

Advertising and Promotion *(casual)*

Our staff (from top
to bottom): Hannah
and May, Gary and
Mamta, Irene and
Mei, Christina and
Gerardine



Celebrating 30 Years of SEV at the Novotel

Top: Our guests enjoying the festivities

Left: Volunteer Ray Randall with current Treasurer Andrew Freeman

Right: Life Member Norm Gibbs with past treasurer Graham Mollett

Over the page: Life Members Bev Dean and Norm Gibbs cutting the cake



25+ YEARS

Norm Gibbs, OAM
Bev Dean

15+ YEARS

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

10+ YEARS

Lisbeth Calder
Therese Callander
Wayne P. Callander
Joanna Comerford
John W. Jarvis
Lois Litchfield
Bronwyn Lloyd
Elizabeth McDonald
Philip A. Parson
Raymond Randall
Jennifer Sampson
Graeme K. Schober
Susan Trowbridge
Lesley White

5+ YEARS

Anthony Alexander
Lesley M. Atherton
Phillip Bowden
Paul Bowman
Anthony Bray
Kenneth E. Calder
Simon Chan
Theresa M. Codner
Allen G. Fary
Kevin Huf
Maureen Jeanes
Geoffrey Julian
Phillip G. King
Terence Long
Ross McDowall
Yanti Parry
Dennis Price
Patricia Russell
Leanne Shaw
Lan Tiet
Philip S. Whitmee
Yinshan (Anne) Wu
Li Hong(Nancy) Xu
Janice Yu



UNDER 5 YEARS

Christina Allwell	Linda George	Dianne Lewis	Peter Steele
Winsie Au	Phillip Goode	Jill Linklater	Vijay Susarla
Chrystal Bam	Stanley Goricane	Rhonda Makey	Hilary Swinard
Dennis Blomley	Gail Graczyk	Norman McLean	Yunhong Tan
Richard Borthwick	Colleen Grimwood	Nicola McNeil	Man Ching Tang
Ghylene (Gill) Bouchet	Shirley Grondman	Warren Miller	Rathi Vinay
Winsome Bowman	Peter Halliday	Julie Myers	Scott Vinnicombe
Joanne Burns	Diane Harris	Chee Pin Ng	Christine Walker
Vanessa Chan	David Hawkins	Richard Parry	Jue Wang
Ka-Chi Cheung	Kathryn Holder	Quang Pham	Fay Whitehead
Julie Clohesy	Siok Tin Holmes	James Read	Ling Yao
Ronald Clohesy	Miryana Hranilovic	Ian Reid	
Evan Davies	Kaye Huxtable	John Roby	
Brian Dean	Gerald Hymas	Roberta Rooks	
Jennifer Fairley	Jayesh Kapitan	Bronwyn Scott	
Wanda Filippelli	Judith King	Han Seow	
Andrew Freeman	Wina Kung	Shweta Shah	
Brett Gaffney	Norman Lee	Nola Sim	



Hot on the heels of celebrating its 30th birthday last year, SEV notched up some impressive results this year.

Our CEO Ann Burgess, who settled in her new role quickly since her appointment at the end of the last financial year, has achieved impressive results and has met challenges with professionalism and integrity. One of the pleasing achievements is the successful grant applications that have significantly defrayed the cost of replacing our ageing bus with a new one, and which enabled the purchase of a defibrillator and a movie camera, as well as the much needed upgrading of other audio-visual equipment.

Following the appointment of Ann, SEV and its Board were streamlined, which resulted in the same SEV Board members also appointed to the CrimCheck Ltd Board, as well as bringing CrimCheck under the direct management of the SEV CEO. The latter – and under the professional stewardship of the CEO and the new CrimCheck Relationship Manager – has resulted in a three-fold increase in CrimCheck's income over the year in review.

A challenge facing SEV – and other community organisations like it - now and in the coming months is the transitioning of the funding for the Victorian Home and Community Care (HACC) services to the Commonwealth Home Support Programme (CHSP) for clients aged 65 years and over, while the Victoria government continues to fund HACC services to clients under 65, with some clients transferring to the National Disability Insurance Scheme (NDIS) as it rolls out in Victoria. All this means that SEV, under

the guidance of the CEO, has to remain vigilant so that it will not lose out financially under the very complicated funding arrangements between the two tiers of government.

It goes without saying that it is due to the unstinting effort of many people and the support of other organisations and local businesses that SEV operates as smoothly and efficiently as it does. Sincere thanks goes to Ann and her team, as well as the team at CrimCheck, and the army of volunteers, who together provide the services that the community has come to know so well and appreciate. We are also grateful to our funding bodies – the Commonwealth Department of Health, the Victorian Department of Health and Human Services and the cities of Monash, Dandenong and Casey. Without their support and assistance, there would not be an SEV.

Sadly, we say goodbye to Jill Linklater, Vice-Chairperson, who leaves the SEV Board at the conclusion of the AGM. We appreciate and will miss the professionalism and experience she has brought to the SEV Board and value her contribution. We wish her all the best in her Ministerial appointment to the Board of Eastern Health and the Disability Services Board.

Many thanks also go to my fellow Board members, who have unstintingly devoted their valuable spare time and professionalism to SEV and in making sure that SEV is as vibrant and relevant today as it was for the past 30 years, and in supporting me.

A handwritten signature in dark ink, likely belonging to Pin Ng.

While our 30th year in 2014/15 was a tremendous time of celebration and reflection of the past, the 2015/16 year has been a time of strengthening and extending services for the future.

The year started with some major changes to CrimCheck, including the appointment of new staff. We said goodbye to Debbie Coe, Vanessa Chan and Peter Milic and hello to Brett Holland, Melinda Tyro, Sam Lucas and Pratyasi Chowdhury. The team worked hard to recruit new clients to the online police checking system and with part of their profits, we purchased an extra car for the Social Support program.

In September, we invested in our infrastructure by replacing the server and computers.

In October, the Safety Register concert was a resounding success with music provided by the talented Australian Naval Band and delicious food provided by Novotel.

In November, we had a celebration at the Annual General Meeting to acknowledge 30 years' delivery of services in the south east of Melbourne.

Also in November, Melissa Mahoney and her team ran a successful Volunteer Organisation awards night in Dandenong acknowledging the volunteers and organisations that work in the region. The Greater Dandenong Volunteer Resource Centre was able to acquire another year of funding from the Greater Dandenong Council and Casey Council continued to fund the Casey Outreach. Thank you to both Councils for supporting South East Volunteers to continue to extend its' Volunteer program.

The Partners in Recovery mental health program was a casualty of government changes and was not renewed for a second year. To continue some mental health training, the Andrews Foundation provided some funding

for a regional seminar in Greater Dandenong. Thank you to the Foundation.

Chinese New Year was in early March and there were numerous celebrations including the City of Monash Councillors who attended an afternoon tea.

In April 2016, we ran a Strategic Planning Day and identified initiatives and changes that will assist in building the capacity of SEV from 2016 to 2018. Also in April, we passed the Department of Health and Human Services audit on our quality system.

In May and June, responsibility for community funding was moved from the State government to the Commonwealth government and the transition went smoothly.

During the year, we were able to replace two fleet cars and with CrimCheck profits purchase an eighth car. We were also successful in receiving grant money and this allowed the purchase of a defibrillator for the bus, a movie camera for outings and some new electronic equipment.

Thanks are extended to many people; to Alan Griffin M.P. who assisted SEV in acquiring \$15,000 towards a new bus; to the Glen Shopping Centre for allowing SEV to do some fund-raising and to the Department of Social Services Volunteer grants for funding for a defibrillator.

And last but never least, thanks to the Board members who provide governance and direction and to staff and volunteers who attend every day with great passion to deliver high quality services to older people in need.



A handwritten signature in dark ink that reads "Ann Burgess".

**Giving clients access
to services within our
community can have a
huge impact on their lives.**



The commitment of SEV volunteers continues to ensure that the organisation's services meet client needs.

Together with the Active Service Model approach, goal directed care planning is used to assist Monash residents in the Home and Community Care (HACC) target group in setting their own goals for their health and wellbeing.

Our assessment process is about listening to values, needs and priorities of clients so that we can understand what's important, and to start to talk about how best our organisation can support clients to reach their goals.

Funding from State and Federal Government for the HACC program encourages independence for frail aged people, younger people with disabilities, and carers and people whose capacity for independent living is at risk.

This past year has been a very stimulating year for the Client Services Team of South

East Volunteers as we prepare for the transition from State to Federal funding. Both staff and volunteers have been overwhelmed with transport and social support requests from our target group.

The Client Services Team have participated in workshops and forums to ensure that the organisation continues to deliver a quality service and achieve the best quality of care for SEV clients. Our goal is to continue to provide a quality service and to increase services where we have the capacity to do so.

New referrals, reviews and reassessments have kept our Assessment Officer busy this year. Referrals are initiated through family, friends, doctors, social workers, rehabilitation centres, assessment teams and other community-based organisations.



Left: Clients Hamilton and Peter conversing at a Special Event

Right: Client Francesca at a Special Event



This year our committed team of volunteers provided 14,920 services and drove 91,080 kilometres to transport clients to their appointments, social outings and special events.

Our annual evaluation gives us the opportunity to consider new group activities for the social support program. Social outings are always in great demand and provide clients the opportunity to improve their quality of life through socialising. This year 63% of the total hours were delivered to clients in the social support program. Client comments remain very positive about SEV's transport service which continues to be significant in keeping clients in their own homes.

Giving clients access to services within our community can have a huge impact on their lives, we are aware of this by the countless

'thank you' cards and phone calls that we receive from our clients and the positive feedback we receive on the performance of our drivers.

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.

Thank you to the Client Services Team: Hannah, Gerardine, Christina, Mei and Gary for their amazing work this year. Your enthusiasm towards our clients' needs continues to be exceptional.

Above: Clients Helen and Alma enjoying an outing

Over the page: Craft Group member Lynne crocheting



A CRAFTY BUNCH

“

Since the Craft Group started we continue to have a wonderful time. Volunteers who look after us include Winsome, Wanda and Peter (our bus driver). We enjoy the company of each other and have a productive day exchanging ideas and patterns for our knitting, sewing or card making. Tea, coffee, fruit and biscuits are provided to add to our bring our own lunch, and occasionally Peter bakes a cake for us to share while we learn new skills (crocheting and pom pom making). On some days we reminisce about our younger years, the hardships and how much easier it is for the new generation.

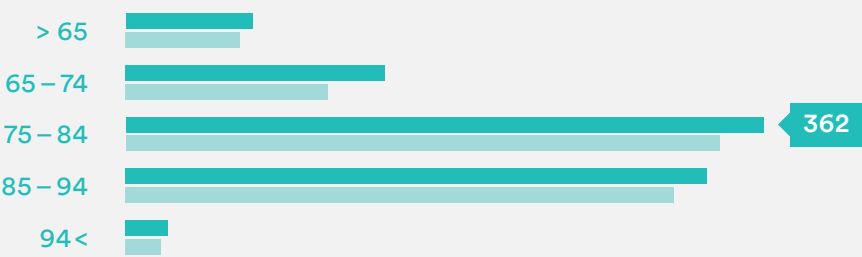
A little bit about us: May enjoys coming for the social interaction with new friends (wishes it was every week), Kathleen likes coming to interact with the group (she is unable to knit but enjoys the conversations), Irene makes lovely cards, Bernice crochets blankets for cats and makes cards for her friends and Lyn's first visit has found us to be a friendly group.

We appreciate that a 94 year old can teach an 84 year old to crochet! How good is that! Thank you so much for bringing us together.

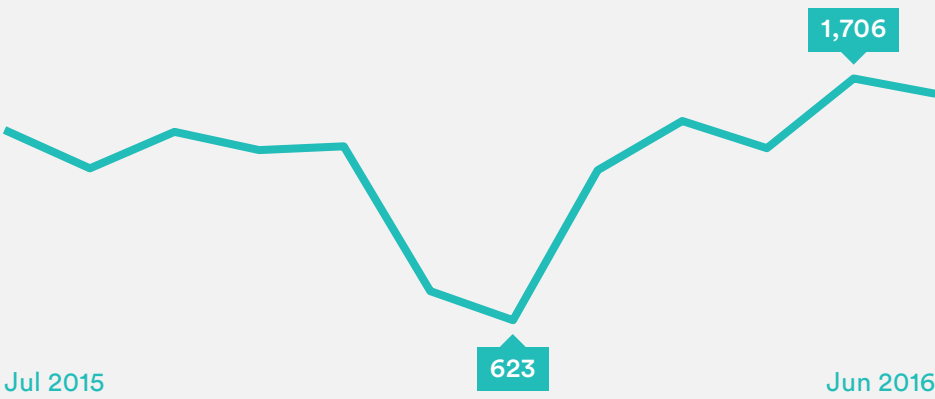
— *The Craft Group Ladies*

CLIENT SNAPSHOT

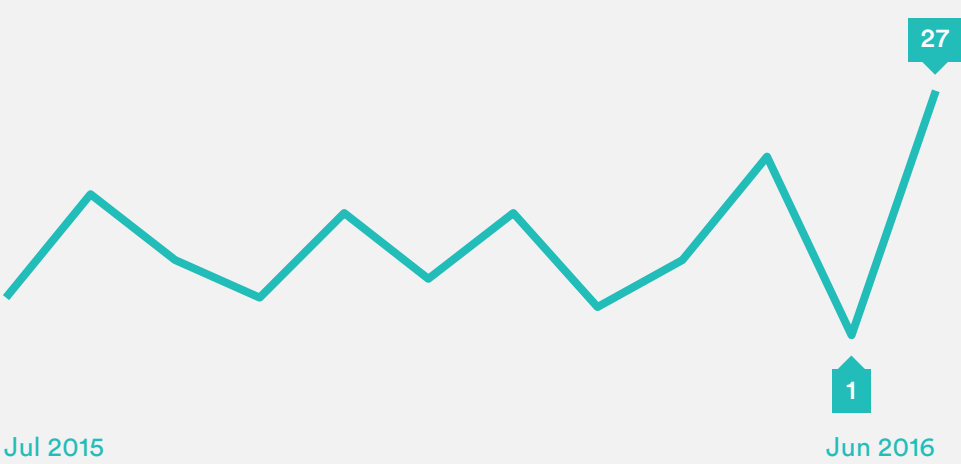
Client age
groups



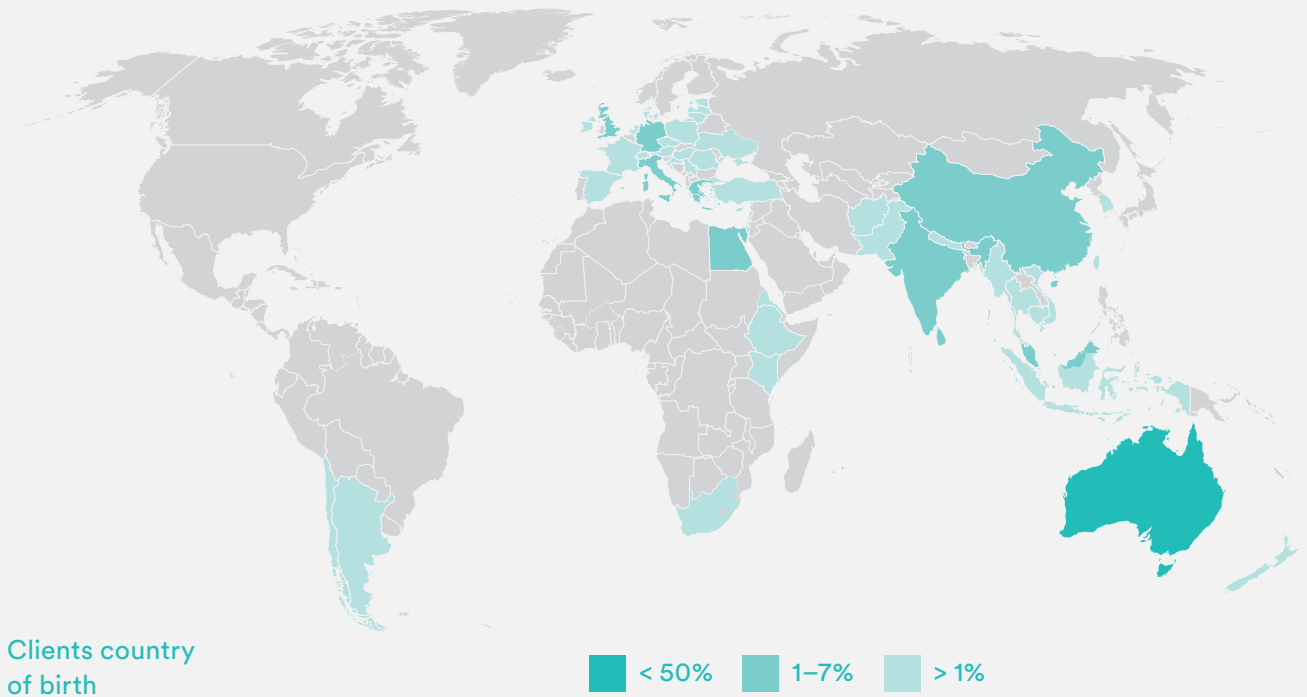
Volunteer
hours by
month



New clients
by month



2015/16 2014/15



935

Active Social Support
& Transport clients

New Social Support &
Transport clients

131

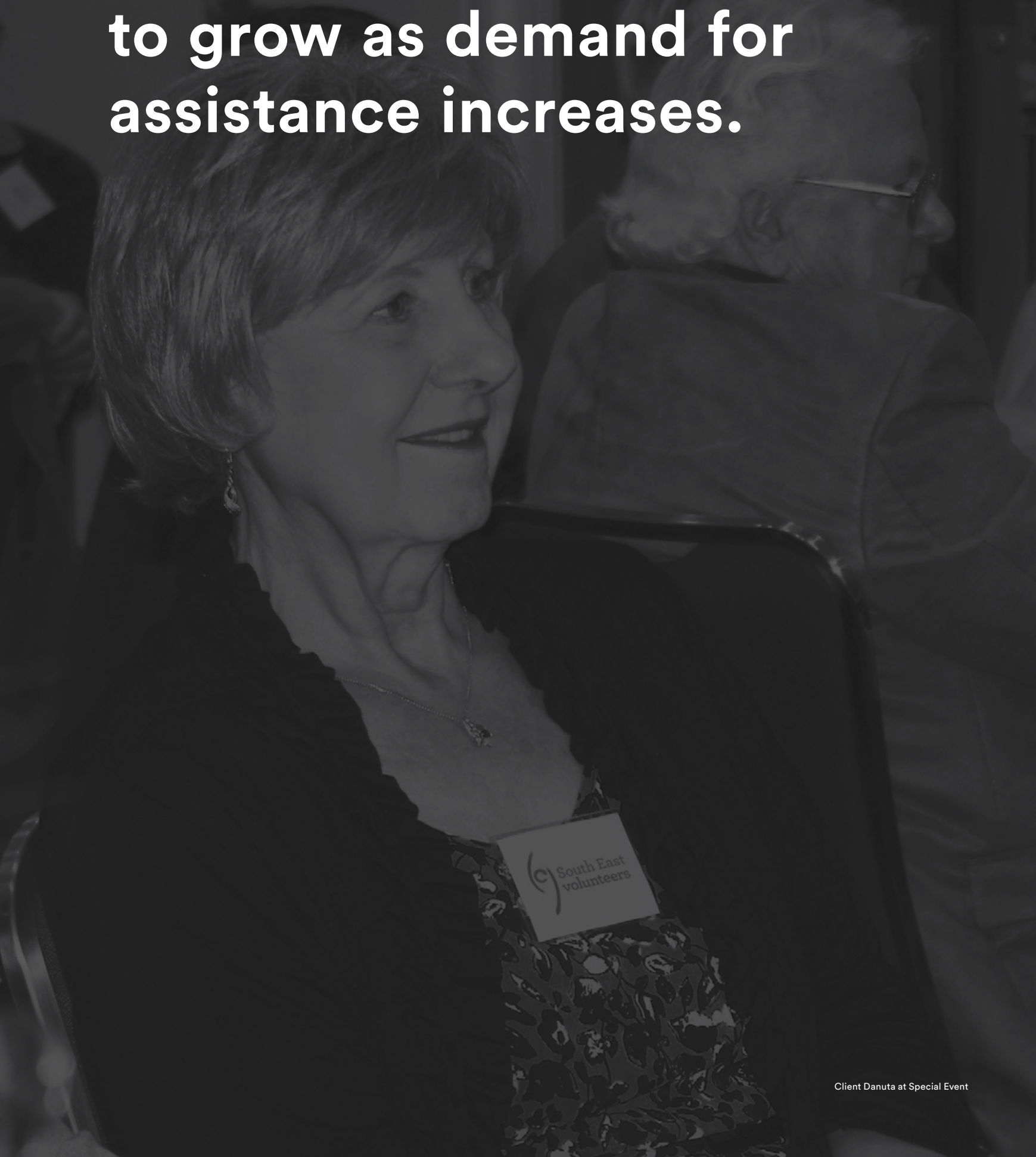
Volunteers from Culturally
& Linguistically Diverse
Backgrounds

64%

Clients use
mobility aids

44%

**Client numbers continue
to grow as demand for
assistance increases.**



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

The Intake and Assessment coordinator is part of the Client Services team. In June, I took on the position and I am responsible for new client intake and for responding to the needs and changing circumstances of existing clients with regular reviews and reassessments.

Our transport service and social support opportunities provide assistance and connectedness to our ageing Monash population. This means supporting our residents to remain independent and in their own homes. We can help reduce isolation and this is very appreciated and realised as I visit new clients who are relieved that there is a service that supports them in this way. We provide alternative options which gives them choice, which is integral and empowering in the ageing process for well-being and quality of life.

Services like ours are very important for the relatives of our clients also, to know that their loved ones have an alternative source of support. They have peace of mind and relief from the pressure of juggling their busy lives.

Client numbers continue to grow as demand for assistance increases. We are responding to the need when circumstances in

someone's life changes due to ill health of themselves or a loved one.

Monash is a multicultural region and we support this demographic. We can utilise interpreters to be present at assessment or have family members present who can translate so that we ensure we are accessible to the diverse nature of residents.

We are always keen to receive feedback from clients to ensure we are delivering an up-to-date service that responds to the needs of the service users.

I look forward to working in this role as the Commonwealth Home Support Programme comes into effect. This is a change being made by the Australian Government to the aged care system to help older people stay independent and in their homes and communities for longer. This programme is one consolidated programme providing entry-level home support for older people who need assistance to keep living independently.

It is a pleasure to be able to connect with those I meet on my home visits, to meet and listen and to be part of building and sustaining a stronger community where older residents are valued, so they can thrive and continue to be active participants.

Our Social Support Program provides frail older people and people with disabilities with opportunities for friendship and social activities in a supportive environment.

Activity
attendance

299

Small Groups

334

Chinese Seniors

124

Cinema Outings

80

Morning Melodies

133

Men's Lunch

106

The Glen Shopping

202

Out and About

229

Special Events

60

Walking Group

36

Craft

24

Singing



The program addresses social isolation and assists individuals to improve confidence and become involved in their community.

The Social Support program has been very busy this year and 63% of the total hours were provided to SEV clients who participated in the Social Support program.

Clients continue to enjoy all the social activities. The oldest client who attends our Social programs is 99 years old and still loves to attend our Out & About outings on a regular basis.

In 2015 -16 new groups that commenced towards the end of last year continue with great success. These include the fortnightly Knitting/Craft group and the Walking group. The Knitting/Craft group meets in the training room of SEV while the Walking group is held at a number of local parks and venues, with The Glen Shopping Centre as an option when there is inclement weather.

The SEV bus has been taking clients out every day of the working week and on occasions if there has been more than a full bus we have used the Social Support car to accompany the bus. This car is used to transport clients who want to participate in the outings but have mobility challenges.

Out and About groups are held at a variety of locations and remain very popular. Outings are an opportunity to explore areas out of the area whether it be the beach or a day in the outer eastern suburbs of Melbourne.

Morning Melodies held at local venues give clients an opportunity to participate in singing and the cinema is an occasion to see the latest movies.

The five fortnightly ladies lunch groups continue to operate with six clients and two volunteers – these remain popular. The two men's lunch groups use the SEV bus and they often travel with ten men looking for the 'best meal deal'.

Feedback from clients continues to praise the volunteers for their patience and understanding, and for the opportunity to participate in outings.

Thank you to all of the volunteers for their tremendous effort in making a difference in the lives of SEV clients.

Special events are a chance for our clients to improve their quality of life through socialising.

A CHRISTMAS LUNCH

The Novotel continues to provide an amazing venue for the end of year Christmas function for SEV clients. Table decorations and a Christmas tree trigger memories of Christmases past as you enter the grand ballroom.

Buses and cars transported 80 clients dressed in Christmas colours to this event and were welcomed at the door by SEV and Novotel staff. Lunch is always an opportunity to catch up with clients and chat about their Christmas arrangements. During the three course meal Brendan Scott entertained everyone with his singing and dancing – a highlight for everyone to watch and clap along. Santa made a quick visit and had a chat with everyone. He was a great addition to the festivities as were the prizes that he handed out to the winners on each table.

AN EASTER CELEBRATION

Eighty clients arrived by buses and cars to participate in the Easter function. The function room at the Mulgrave Country Club provides a great atmosphere with Easter colours around the room.

There is always endless chatter and laughter as everyone greets each other like old friends at this first event for 2016.

Bill Pyman, guitarist and singer extraordinaire provided some great entertainment as clients dined to their three course meal. Easter Bunny hopped in and handed out chocolate eggs towards the end of the meal. The very satisfying Easter event concluded with prizes and giveaways.

THE MUSIC OF GERSHWIN

George and Ira Gershwin will always be remembered as the songwriting team whose voice was associated with the sounds and style of the Jazz Age. 75 people arrived in buses and cars to celebrate their contribution to music with a Music of Gershwin function at the Highways Hotel.

The three-course meal from the kitchens of the venue was thoroughly enjoyed by everyone and along with entertainment by Diana Woodhouse the day was a great success. A small booklet with words of the popular songs of the era was used in the singalong.

The day was a great opportunity for talking to friends and singing to the music that brought back memories of an extraordinary era. Prizes and giveaways were a perfect end to a very musical day.



Client feedback

I think it was excellent and enjoyable.

Always have a great day at an SEV day out.
Thank you all for your great work.

A chance to make new friends and to find other interests. The artists you find are all excellent, top notch, how could you improve?

My mum enjoys the lunches and has a lot of praise for all the volunteers. She particularly enjoyed the Easter Bunny.

What a day – the food, music and singing was perfect. A wonderful event!

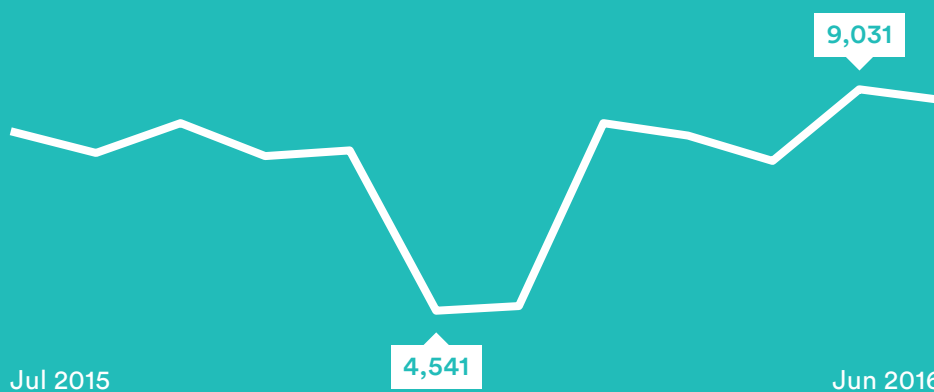
The volunteers are especially helpful and I had such a good time. It's nice to be out with others to have a meal together and to chat with someone else.

Our Transport service remains the service most requested by our clients, and continues to grow.

Kilometres
driven

91,080

Kilometres
driven by
month





We continue to investigate ways we can make our systems better able to adapt to the greater demand.

To meet demand, we made a number of changes which greatly improved our efficiency and reduced stress levels.

We visited with other Community Transport providers to compare and learn from each other, ways in which we can fine tune our logistics to handle future growth and make a smooth transition from reporting to the new funding provided by the Commonwealth Home Support Program.

Christina, Social Support Coordinator and I have also worked with a software programmer to speed up quite considerably the time taken to enter bookings and travel statistics for social event bookings and we have been able to reduce a thirty-minute process down to three minutes.

Vehicles are serviced on a regular basis and this year we added another car to the fleet taking the total number of cars in the fleet to eight. This car is a social support car and on occasions acts

as an extra car for transport while cars are repaired. With this extra car we are able to provide a less fragmented service which keeps staff and clients happy.

Training sessions for drivers occurred twice during the year. These were opportunities for information sharing and to reinforce client related policies and processes to both the long-standing and new volunteers. Last year refreshments included a pizza lunch. This year, a special thank you to the team at Bunnings Springvale for assistance with the barbecue.

Client feedback continues to be very positive about the service including praise for the drivers.

“I don’t know what I would do without your service. Your drivers are marvellous and so caring.”

Very special thanks to our wonderful drivers and jockeys who always make our clients feel safe, and provide the best community transport.

Pictured: Volunteer Peter assisting clients Kathleen and Lyn after a Craft Group meeting

The Chinese Senior Social Support Groups meet on Monday and Fridays and have around 60 members.

During the year we ran 74 meetings, 14 outings, 6 talks, 4 Festivals and 3 other events.

People know about the groups through word of mouth, and many of them know that these groups provide friendship and social support through diverse activities.

Tai Chi is one of the activities that everyone enjoys. It gives them a feeling of holistic wellbeing, because it helps to maintain mental and physical health. Understanding how to improve the seniors' health is important to us. Different activities are introduced to aid in this endeavour; for example, we have fall prevention exercises which help group members to improve on their physical balance. Singing, Mahjong and card memory games are also introduced to keep their brain active.

Health talks and community news are important and let the group members keep up to date. English lessons are another activity that they love. This gives them confidence and they feel more integrated into the community. They love attending the traditional celebrations of Chinese Festivals which they say feels like a gathering of an extended family. All these activities give them support, companionship and pleasure.

A special thank you goes to all the dedicated volunteers and their commitment to the groups: Janice Yu, Nancy Xu, Simon Chan, Vanessa Chan, Lan Tiet and Winsie Chan. Thanks to volunteers Anne and Lynn who have left the group. We welcomed Sarah who can speak both Cantonese and Mandarin. She is patient with the group members and bubbly with everyone. Lan, another regular volunteer has been away and will return next year.



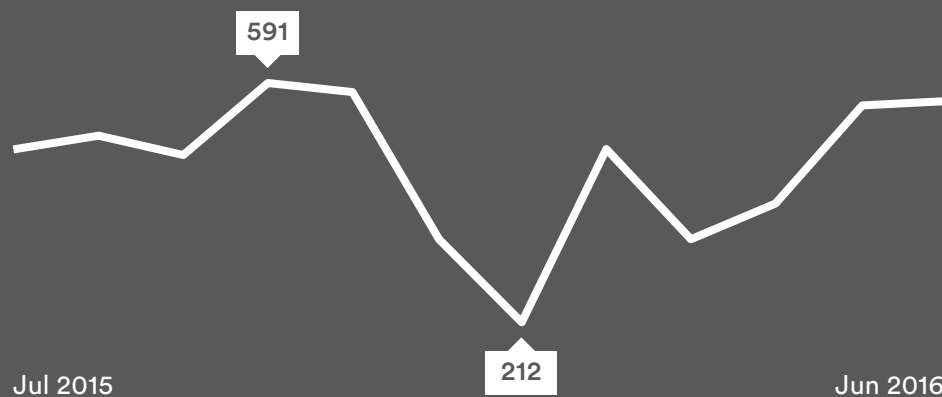
Pictured: Chinese
Groups participating
on outings and
in-house activities

The Safety Register which operates in the northern part of the City of Monash continues to be an integral service of South East Volunteers.

Phone calls
made

5,506

Phone calls
by month



Number
of clients

735

Clients over
the age of 85

49%



The Register provides a support service for older people, and people with a disability, who live alone or are socially isolated.

Those enrolled as members receive an identity card, a fridge magnet, quarterly newsletters and regular phone calls.

Member's records are kept in a secure environment at SEV and essential data is held at the local police stations. If a phone call and follow-up calls are not answered, the members nominated emergency contact is notified and local police officers check on the member's well-being.

During the summer months, phone calls were made to check on members' well-being, provide useful information, and pass on Department of Health information about staying healthy in the heat.

This past summer many of our members have shared their knowledge with the volunteers on how they have managed to stay cool when temperatures have reached

35 degrees and over. From the forums completed in May, Safety Register members continue to praise the volunteers and the often timeliness of the phone calls – sometime they have returned from a stint in hospital, or have not been well. The welcome voice of the volunteer is very much appreciated.

The Annual Safety Register Concert attracted over 120 people who enjoyed the surroundings of the Novotel Ballroom, a lavish afternoon tea and entertainment by the Royal Navy Band. This event is an opportunity for members to meet the staff and volunteers of the Safety Register as well as local police officers.

Client feedback from the event was very positive:

“ They (Safety Register) are beautiful people

“ Thank you for keeping in touch with me. I enjoy the chat because I have no family and my friends have all left or passed away.

“ It was good to meet volunteers that I chat to on the phone. It's always nice to be asked out!

During the year dedicated volunteers have provided incredible telephone support for nearly 800 clients who live in the City of Monash. Their rapport with registered members provides an opportunity for a chat and advice on safety issues.

From a survey conducted in June, Safety Register volunteers enjoy the relationships that are made through the phone calls. Volunteer feedback also indicated that they would like to have regular meetings and training to further develop their skills to ensure consistency in the way they support members of the register.

Thank you to the dedicated and enthusiastic volunteers who enhance this service and make a difference to people's lives.



For the past number of years we have been conducting an evaluation of our client services.

Social activities from last year's evaluation were implemented with greater interest in the walking group and craft group.

This year a number of major forums were conducted at various venues with clients who use our transport, social support and safety register programs. The forums were an opportunity for clients to provide feedback about their experience of services as well as opportunities for improvement and creating new services that respond to SEV client needs. As with previous forums the idea of coming together for a chat over refreshments is an ideal way to ensure that everyone is comfortable with open discussions. In comparison to previous years, statistics are similarly conclusive.

Questions that were asked included reflecting on current services and activities, identifying what we could do better as an organisation, how we support carers and if clients were aware of people who were missing out on assistance from SEV.

In line with previous evaluation reports the level of satisfaction is extremely high with staff and particularly SEV volunteer drivers who were given high praise for their kindness and patience.

A common response regarding social support was that social interaction provided the opportunity to meet other people and to get 'out and about', whilst safety register clients were impressed with the way volunteers regularly made contact with them. Transport was very much appreciated by clients and everyone felt that costs were affordable.

New suggestions for other social activities to name a few include armchair travel, cultural days and card games. It was noted that clients were also aware that carers are reluctant to ask for help and that ongoing support can be addressed through regular contact either through lunches, coffee mornings, relevant talks and guest speakers and the opportunity to 'talk it out' with others in a similar situation.

This year it was interesting that clients had numerous suggestions to assist in promoting our services to the local community including letterbox drops, giving current clients a spare brochure to pass on to others, approaching council to assist with advertising the service.

We will continue to work through all recommendations that have been made to improve our services where possible.

Clients would recommend
social support to others

97.5%

Clients find Safety
Register volunteers
easy to talk to

98%

Clients found staff
& volunteers easy to
communicate with

88%

Clients feel
safe with our
volunteer drivers

100%

Clients satisfied
with how we respect
their information &
privacy

98.5%

Client feedback

Excellent staff
and volunteers

Wonderful, caring, thoughtful

Very friendly and understanding

Everyone very good and respectful

Love our drivers also staff!

Great and appreciate the volunteers

Caring

They are beautiful people

Good drivers

**A community service
is only as good as the
volunteers who give so
generously of their time
and talents.**



Our 112 volunteers are invaluable, from driving our clients to appointments, taking them on outings, calling them monthly to keep them connected to ensuring our newsletters get out in a timely fashion. They are all stars and we would be lost without them.



I seem to say every year, but— what an exciting year this has been! Such a great team effort by staff and volunteers, helping us to expand our services and to ensure that our community stays connected.

With the funding from the Department of Social Service, City of Monash, City of Dandenong and the City of Casey – we now have been able to expand, currently working out of 4 offices – Glen Waverley, Clayton, Dandenong and Narre Warren and are covering 6 local government areas.

We have a team of committed administration volunteers: Shweta Shah, Bronwyn Scott, 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 in the back office ensuring our databases stay in top order are the 'back office' volunteers: Rathi Vinay, VyVy Vu, Bev Dungan, who assist with stats, data entry and some filing, not always so exciting, but vital to our organisation.

With the establishment of our Outreach offices, we are now recruiting for 511 Non Profit organisations, referring a combined total of 1258 volunteers. Out of this 1258 volunteers, 774 were from a CALD background, 329 were unemployed and we assisted 452 students with volunteering roles.

This incredible effort is only possible because of some amazing staff and volunteers. Mei Ip has taken on the staffing of the Clayton office, covering parts of Monash, Kingston and Bayside as well as interviewing 143 Chinese speaking volunteers. Melissa Mahoney, has done an incredible job with the Dandenong and Casey outreaches, basically building them both from the bottom up. Our volunteers in the Monash office: 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, as well as referring volunteers on to our outreach offices.

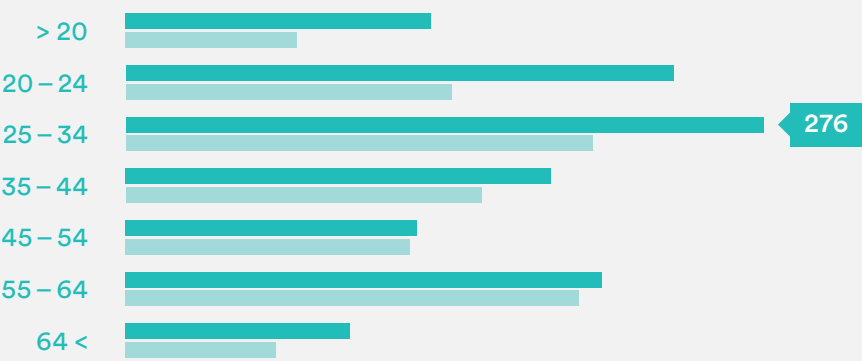


Left: Volunteers at the end of year Christmas function

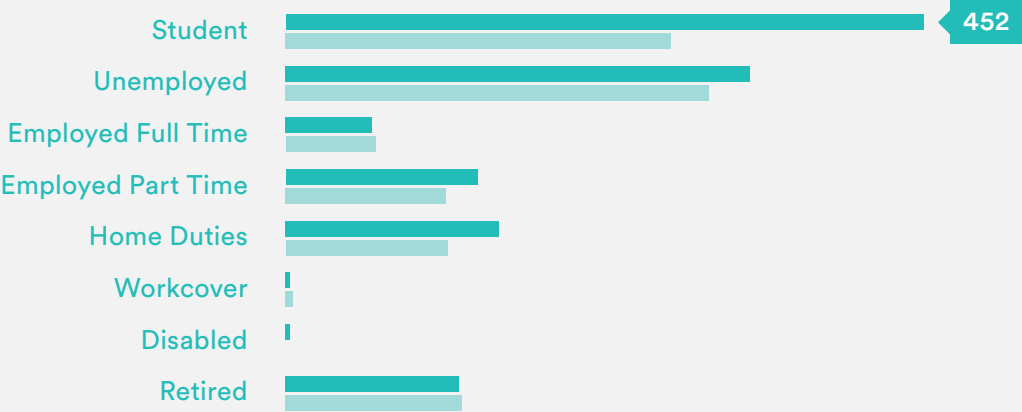
Right: Volunteer Anne with husband Austin receiving the Caroline Chisholm Award

VOLUNTEER SNAPSHOT

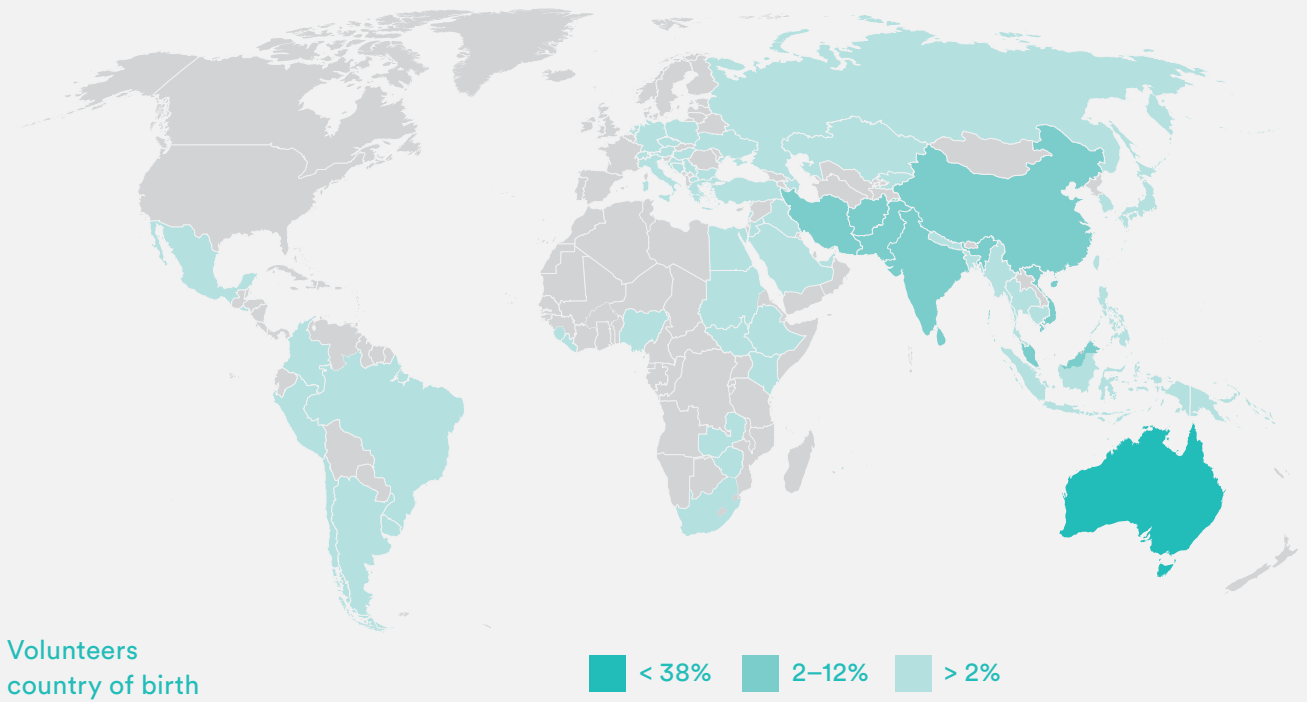
Volunteer
age groups



Volunteer
employment
status



2015/16 2014/15



1,258

Total volunteers
interviewed & referred

Volunteers from Culturally
& Linguistically Diverse
Backgrounds

62%

Annual increase in
volunteers referred

32%

Volunteers
are students

36%



TRAINING & WORKSHOPS

We have been very diligent with the training we provide to the NFP sector – seeking feedback and ensuring that what we are offering is what is of value to the managers and their volunteers. With the opening of the Outreach offices, we have broadened our network and have been able to make more workshops available in local areas. This financial year we trained 559 volunteers and 131 Managers.

Our facilitators are experts in their fields and the feedback has been excellent. Many thanks to Life Psychology, SCARF Consulting, Sirius Business, NIBS Consulting, Leonie Boyle (Bridges CC), Kathryn Jenkins (Volunteer West), Polaron Language Services, Meg Philips (Balanced for Life) and Nicole Ryan for their commitment to providing quality training and workshops for our managers and volunteers.

It is important that we keep our volunteers trained and up to date on information that affects their work and our clients. This year, we ran two training sessions, one on Diversity and one on Mental Health Awareness. Both were very well attended, and gave our volunteers a chance to ask questions, share experiences as well as sharing some supper and a cuppa.

CORPORATE VOLUNTEERING

8 businesses were referred to local community service organisations to assist with a variety of projects, from painting to gardening, to more specialised assistance such as database development. More and more businesses are making community service a part of their work environment and often use it to do some team building, while providing valuable assistance to the Not for Profit Sector.

NATIONAL VOLUNTEER WEEK – MAY 2016

As always, we use any opportunity to celebrate our volunteers and to thank them for all they do. This year we had a lovely lunch at the Wheelers Hill Hotel, with some pictures, chats and some good food!

THE ROAD AHEAD

We are extremely fortunate – we have 112 dedicated volunteers, we have a very supportive Board, a CEO that has a real heart for the community and staff that are committed to the organisation and the future. In 2017/17, we would like to expand some programs to increase under 18 year olds to volunteer – encouraging them to actively participate. So the coming year will be filled with challenges and opportunities I'm sure, but with the team of staff and volunteers at SEV we look forward to new horizons.

Above: A training session for volunteer drivers

Right: Volunteer Ross McDowall receiving the Premier's Outstanding Adult Volunteer Award



OUTSTANDING EFFORT

“

Ross McDowall commenced volunteering for the then Monash Volunteer Resource Centre in April of 2010, becoming a driver for our Client Services Transport Program. This program assists clients who are vulnerable to get to their allied health appointments. Ross picks up clients every week – sometimes up to 5 clients a day, and drives them to their appointments and then brings them home again. Since 2010, Ross has assisted with over 250 transports. Ross's work as a volunteer driver helps local clients stay in their own homes and keeps them connected to the community.

But Ross's volunteer work doesn't stop there! Ross is a volunteer for MND Australia, visiting and supporting a client who is suffering from Motor Neurone Disease. Ross visits the client at home, takes him on outings and helps him feel that he is not alone. Ross also volunteers with a bereavement support group with Eastern Palliative Care and has been doing this since 2010. Ross has also served on the umpire committees for both football and cricket, volunteering for 8 years on both committees.

As well as a wonderful volunteer, Ross is a very involved grandfather. Monday's are his "Grandpa Day" where he takes his young granddaughter out to the library for story time, a tradition that has extended to the nieces in the family and will most like extend to new generations of the McDowall clan.

What makes Ross an Outstanding Volunteer? He has all the attributes that an organisation values in their volunteers – he is reliable and takes his volunteer role seriously; he is a quiet achiever, no fanfare, just gets on with the job. He is always willing to help out when he can and truly cares about the clients and the program. His gentle and kind nature is so important to the clients as well as to the organisations he volunteers for.

When we asked Ross what his motivation was for volunteering in the first place, he had a number of reasons to offer. The first thing he said was that if he was able to help the community then he should. He said that the clients he has met deserve all the help we can give them, however small. His reward is meeting the amazing and varied people that make up our community.

– Ross McDowall is the recipient of the 2016 Premier's Outstanding Adult Volunteer Award.

OUTREACH SERVICE

Melissa Mahoney
Outreach Manager

This year has seen the South East Volunteers Outreach Services grow—and we've sure been kept busy.



In 2015, we began Outreach operations in the City of Casey, we also developed a ten-month Mental Health and Well-being Project funded through South East Melbourne Primary Health Network and the Greater Dandenong Volunteer Resource Service is in its second year of operations.

CASEY OUTREACH

In 2015, SEV was funded through the City of Casey to establish an outreach volunteer information and referral service and free volunteer training workshops. The SEV Outreach located in Narre Warren offers a complimentary service to the City of Casey Volunteer Matcher website. In the first year of operation we assisted over 90 Casey residents into voluntary roles with 60% of the volunteers born outside of Australia.

GREATER DANDENONG VOLUNTEER RESOURCE SERVICE

In January 2016, the GDVRS moved to the old Council building located at 39 Clow Street, Dandenong. We have quickly established our services in our new offices assisting over 85 not-for-profit organisations within the Greater Dandenong municipality in finding suitable volunteers for their programs.

With a diverse community residing in the City of Greater Dandenong, and thousands of asylum seekers, the GDVRS operates with a focus on working with the culturally and linguistically diverse community by being responsive to the needs of individuals. We have provided assistance and information to over 700 potential volunteers from over 63 difference countries of birth.

MENTAL HEALTH & WELL-BEING PROJECT

The South East Volunteer Mental Health and Well-being Project began in 2015, this project was funded for ten-months through the South East Melbourne Primary Health Network. The key objectives of the project were to increase the provision of volunteering and training opportunities suitable for people living with severe and persistent mental illness in South Eastern Melbourne. To promote a community based recovery model to underpin all clinical and community support services delivered to people experiencing severe and persistent mental illness with complex needs. As well as, increase the capacity of employment, volunteering and training service providers in South Eastern Melbourne to support people living with mental illness to participate in employment, volunteering and training opportunities.



CrimCheck's mission has always been to provide high quality criminal history checking for the Not For Profit sector.

We enjoyed a successful year with many new staff coming into the organisation, Brett Holland (Relationship Manager), Pratyasi Chowdhury (CrimCheck Administrator), Samuel Lucas (Audits and Sales) and Melinda Tyro (Sales). We could not have achieved the success that we did without our volunteers Yanti and Nora.

The financial year also saw CrimCheck recognised by the Australian Charities and Not for Profit Commission as a Public Benevolent Institution in November, allowing us more flexibility to operate within the Not for Profit sector with common goals to our clients. We also finalised the development and implementation of self-service portals

to allow our clients to deliver a unique URL to their applicants so that people who are remote can fill in their details online and expedite the national criminal history process. That combined with a number of system improvements allowed our clients to process record numbers of National Criminal History Checks. The system performance was impeccable with 84% of all criminal history checks being processed having a response within five minutes.

During the year we also managed to bring another 140 organisations into the system enabling a steady growth in the overall number of National Criminal History Checks being processed. We were also able to exhibit at the Not For Profit People Conference in Melbourne, The National Volunteering Conference in Canberra and the Communities in Control Conference at Moonee Valley. Combined with numerous presentations to volunteering coordinator meetings across Melbourne we have been able to provide excellent support in answering most of the general enquiries from our clients whilst improving the overall effectiveness of criminal history checking for the Not For Profit sector across Victoria and interstate.

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 2016 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 2016 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:

Kerpel S Harnam
Kerpel S Harnam - Registered Company Auditor

Address:

51 Robinson Street, Dandenong Vic 3175

Dated:

This *6* day of *September* *2016*

STATEMENT OF COMPREHENSIVE INCOME

	Note	2016 (\$)	2015 (\$)
Revenue	3	1,179,779	831,063
Other income	3	2,802	10,769
		<u>1,182,581</u>	<u>841,832</u>
Administration expenses		(50,167)	(47,512)
Auditor's remuneration	4	(3,050)	(2,800)
Depreciation and amortisation expenses		(34,141)	(27,653)
Employee expenses		(692,461)	(552,710)
Motor vehicle and travelling expenses		(27,301)	(17,620)
Occupancy expenses		(59,388)	(52,776)
Police check expenses		(1,086)	(1,088)
Program and project expenses		(56,166)	(42,169)
Volunteers expenses		(5,134)	(5,159)
Profit before income tax	5	<u>253,687</u>	<u>92,345</u>
Retained earnings at the beginning of the financial year		792,877	700,532
Total comprehensive income for the year		<u><u>1,046,564</u></u>	<u><u>792,877</u></u>

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 36 to 41:

1. Presents a true and fair view of the financial position of South East Volunteers Incorporated as at 30 June 2016 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:

Chairperson: 

Treasurer: 

Dated: This 2 day of September 2016

STATEMENT OF FINANCIAL POSITION

	Note	2016 (\$)	2015 (\$)
ASSETS			
Current Assets			
Cash and cash equivalents	6	481,280	877,572
Trade and other receivables	7	37,080	780
Financial assets	8	500,000	-
Total Current Assets		1,018,360	878,352
NON-CURRENT ASSETS			
Property, plant and equipment	9	167,840	121,824
Total Non-Current Assets		167,840	121,824
Total Assets		1,186,200	1,000,176
LIABILITIES			
Current Liabilities			
Trade and Other Payables	10	28,317	106,639
Provisions	11	111,319	100,660
Total Current Liabilities		139,636	207,299
Total Liabilities		139,636	207,299
Net Assets		1,046,564	792,877
EQUITY			
Retained earnings	12	1,046,564	792,877
Total Equity		1,046,564	792,877

NOTES

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 (\$)
Balance at 1 July 2014	700,532	700,532
Profit attributable to members	92,345	92,345
Balance at 30 June 2015	792,877	792,877
Profit attributable to members	253,687	253,687
Balance at 30 June 2016	1,046,564	1,046,564

STATEMENT OF CASH FLOWS

	Note	2016 (\$)	2015 (\$)
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from funding/grants		989,502	666,694
Payments to suppliers and employees		(961,395)	(621,927)
Interest received		4,884	22,071
Other income		148,783	172,574
Net cash provided by operating activities	13	181,774	239,412
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of equipment and motor vehicles		15,461	19,753
Proceeds from investments		-	500,000
Payments for equipment and motor vehicles		(93,529)	(67,926)
Net cash provided by (used in) investing activities		(78,068)	451,827
Net increase in cash held		103,706	691,239
Cash at beginning of financial year		877,574	186,333
Cash at end of financial year	6	981,280	877,572

INCOME AND EXPENDITURE STATEMENT

	2016 (\$)	2015 (\$)
REVENUE		
Fees and Charges Unrestricted	38,276	37,132
Training and Seminar Income	-	2,962
Donation from CrimCheck Ltd	138,000	95,000
Outgoings Reimbursed	6,930	7,155
Donations Received	1,878	50
	<u>185,084</u>	<u>142,299</u>
OTHER REVENUE		
Interest Received	4,884	22,071
Grants		
City of Monash	133,853	152,361
Department of Health and Human Services, Victoria	485,592	376,392
Department of Social Services	101,224	97,940
In-Kind Rental Assistance	41,982	-
City of Greater Dandenong	80,000	-
SEMPIR Grant	100,000	-
City of Casey	40,000	-
Other Grants	6,851	40,000
	<u>989,502</u>	<u>666,693</u>
Sundry Income	309	-
Profit on Sale of Non-current Assets	2,802	10,769
	<u>997,497</u>	<u>699,533</u>
	<u><u>1,182,581</u></u>	<u><u>841,832</u></u>

	2016 (\$)	2015 (\$)
EXPENDITURE		
Annual Report Design	1,692	1,692
Assets purchased < \$5,000	5,249	1,009
Auditor's Remuneration	3,050	2,800
Bank Charges	1	-
Board/Governance Expenses	5,386	3,740
Casey Outreach Expenses	3,305	-
Cleaning and Pest Control	6,280	6,541
Computer Expenses	11,618	8,566
Consultancy Fees	380	-
Depreciation	34,141	27,653
Electricity and Gas	3,772	3,737
Employees' Amenities	1,714	3,198
Health and Safety	10	-
History Book Expenses	9,535	-
Holiday Pay Provision	7,199	8,554
Identity Re-branding Expenses	-	2,331
Insurance Premiums	934	940
Long Service Leave Provision	3,460	7,460
Motor Vehicle Expenses	20,749	12,933
Police Checks and Fees	1,086	1,088
Postage, Freight and Couriers	5,507	6,330
Printing and Stationery	9,949	10,589
Project Expenses	6,857	3,814
Registrations, Subscriptions and Conferences	2,833	4,772
Rent of Premises	41,982	40,759
Repairs and Maintenance	2,105	730
SEMPIR Expenses	7,975	-
Social Support Program	37,649	36,024
Staff Recruitment	831	206
Staff Training and Development	3,970	6,841
Sundry Expenses	86	144
Superannuation Contributions	55,818	43,577
Telephone, Fax and Internet	12,161	10,739
Travel and Accommodation	6,552	4,687
Volunteers Expenses	5,134	5,159
Wages and Salaries	596,195	471,484
Workcover	13,729	11,390
	<u>928,894</u>	<u>749,487</u>
Profit for the Year	<u>253,687</u>	<u>92,345</u>

**We can help reduce
isolation and this is
very appreciated.**

ACKNOWLEDGEMENTS

Andrews Foundation

Australian Government Department of Social Services

Bunnings Springvale

Business Economic Development Unit, City of Monash

City of Monash

Department of Health and Human Services

Department of Infrastructure and Regional Development

Federation Centres - The Glen, Brandon Park, Oakleigh

Glen Waverley Bowls Club

Glen Waverley Police

Highways Hotel

Huntingtower String Ensemble

Janet Myers-Creed

Melissa Hiah

Mt Waverley Police

Mulgrave Country Club

Novotel Glen Waverley

Public Libraries, City of Monash

Puffing Billy

Royal Australian Navy Band

Waverley Gardens Shopping Centre

Waverley RSL

Cover image:
Volunteer Susan
with client Beverley
at the annual Safety
Register concert

AT A GLANCE

	Clients Assisted	Volunteer Hours	Volunteers
Office Administration (including reception)		1,627	18
Maintenance		68	2
Board of Management		101	8
Festivals		10	3
Safety Register	735	708	11
Volunteer Information & Referral	1,258	1,130	6
Transport	395	5,864	45
Social Support	247	10,176	44
Corporate (matches with CSOs)	8		
Training	690		
<hr/>			
Total	3,333	19,684	137