

2013  
/  
2014



	CLIENTS ASSISTED	VOLUNTEER HOURS	NUMBER OF VOLUNTEERS	CONTENTS
OFFICE ADMIN (includes admin and reception)		1,595	14	01 our vision & mission
MAINTENANCE		48	2	03 our history
BOARD OF MANAGEMENT		113	7	04 our board & staff
FESTIVALS		27	2	05 our volunteers
SAFETY REGISTER	881	814	9	06 from the chairperson
VOLUNTEER INFORMATION & REFERRAL	1,115	713	4	07 from the ceo
TRANSPORT	399	4,813	44	08 client services
SOCIAL SUPPORT	265	9,117	44	10 social support
CORPORATE (matches with CSOs)	18			12 special events
TRAINING (managers and volunteers)	491			14 transport
Total	3,169	17,239	126	16 chinese seniors' support groups
				18 safety register
				20 volunteer services
				23 volunteer events
				24 crimcheck
				25 evaluation
				26 independent auditor's report
				27 statement of comprehensive income
				27 statement by members of the board
				28 statement of financial position
				29 statement of changes in equity
				29 statement of cash flows
				30 income and expenditure statement

## OUR VISION

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*Connected community  
through volunteering  
and services.*

## OUR MISSION

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*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.*





*top*  
 Bev Dean is awarded SEV life membership in 2013 with fellow life member Norm Gibbs OAM

*above left*  
 Jonathon Welch AM guest speaking at the 2013 SEV Annual General Meeting

*above right*  
 Anna Burke MP with SEV volunteer John Jarvis, recipient of the Caroline Chisholm Award 2014



# OUR HISTORY

Waverley Volunteer Outreach was formed in 1985. Volunteer staff operated from one room in a community house. The initial purpose of the organisation was to coordinate the recruitment and training of volunteers for community organisations in the City of Waverley and it became a 'one-stop' shop where people could be matched to volunteer jobs with community agencies. In 1987 funding was received for a part-time coordinator.

Between the years 1989 and 2004 the organisation was housed at Kemp Lodge in Ferntree Gully Road, then moved to its present purpose-built premises in Glen Waverley, courtesy of the City of Monash. It had changed its name from Waverley Volunteer Outreach to Monash Volunteer Resource Centre (MVRC) after the 1994 local government restructure. In 2013 the name changed again to South East Volunteers, in recognition of the larger area serviced in some programs.

In its early years the organisation assisted with doorknock appeals, raised funds through

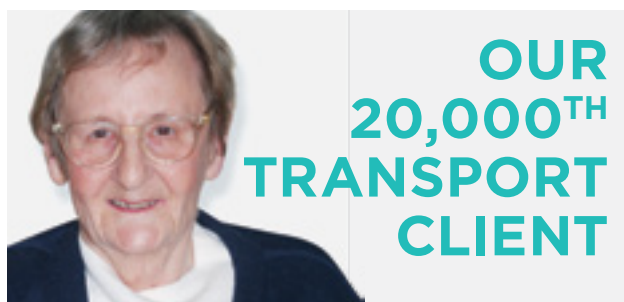
cake stalls and ran a book delivery service for Waverley Council, which led to requests for transport to medical appointments using its volunteers. This was the beginning of the HACC (Home And Community Care) transport service. In 2002 MVRC was funded to provide a Senior Citizens Register in the northern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

In this, South East Volunteers' 29th year of operation, some important milestones have been reached – we have placed our 20,000th volunteer and provided our 20,000th transport service.

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



Vikram Harsha Kumar came to SEV, having just arrived in Australia from Chennai, India, looking for a way to get involved in the community. He is an IT specialist and while looking for work, wanted to help others through volunteering. Vikram feels that volunteering is a great way to learn about the Australian culture and at the same time utilise his time and talents to help others. Vikram was referred to Dixon House and also volunteers at the Springvale Adult Learning Centre, assisting older clients to learn about IT, iPhones, iPads – anything technology related. This is his first volunteering experience in Australia and he says he is sure it will not be his last.



In 2008 Christine registered for our transport service for allied health appointments and social activities, and was our 20,000th transport allocation on 14 February 2014!



# OUR BOARD

Dr. Alison James*	Chairperson
Jill Linklater	Vice-Chairperson / Secretary from May 2014
Andrew Freeman	Treasurer
Samantha Eyre-Herring	Secretary (until May 2014)
Adam Williams*	
Peter Spyker	
Chee Pin Ng*	
Julius Peiker	Ex-officio
(* Directors of CrimCheck Ltd)	



# OUR STAFF

Sarah Day	Social Support Co-ordinator
Gerardine Gannon	Transport Co-ordinator
Nona Hurrell	Safety Register Co-ordinator (until April 2014)
Mei Ip	Chinese Seniors / Volunteer Referral
Irene Khoo	Manager Finance Services
Rae Kum	Assistant Manager / Manager Client Services
Patricia Lauria	Chief Executive Officer
Kim Lynch	Reception (until February 2014)
Mamta Mehta	Reception (from March 2014)
Laura Rouhan	Safety Register Co-ordinator (from April 2014)
Gary Shih	Chinese Seniors
Shirlene Standish	Manager Volunteer Services



# TEMPORARY & CASUAL STAFF

Arthur Jones	Training (from September 2014)
Phillip King	Advertising and Promotion
Kay Moore	Training (until July 2014)
Pamela Tucker	Assessment Co-ordinator (from May to August 2014)



above (from top to bottom)  
Staff members Sarah Day and Gerardine Gannon  
Staff members Laura Rouhan, Gary Shih and Mamta Mehta  
Staff members Irene Khoo and Mei Ip  
Volunteer Joan Beard with Assistant Manager Rae Kum

image: Volunteer Judy on a shopping trip at The Glen





# OUR VOLUNTEERS

Anthony Alexander ●	Annes Guan	Warren Miller
Christina Allwell	Sylvia Hall	Chee Pin Ng
Lesley M. Atherton	Diane Harris	Damayanti Parry ●
Winsie Au	David Hawkins	Philip A. Parson ●
Chrystal Bam	Peter Hill ●	Quang Pham
Joan S. Beard ●●●	Louis Ho	Dennis Price
Stephen Booth	Susan Hocking	Murugaiah Rajmohan
Richard Borthwick	Kathryn Holder	Raymond Randall ●●
Ghylene (Gill) Bouchet	Siok Tin Holmes	James Read
Phillip (Phil) Bowden	David Holt	Ida B. Robinson ●●
Paul T. Bowman ●	Caroline Houeix	Roberta Rooks
Anthony Bray	Kevin Huf ●	Patricia Russell
Marie-Luise Broders ●●●	Gerald Hymas	Jennifer A. Sampson ●●
Christine Brown	Alison M James	Terry Saundry
Elizabeth E. Bruce ●●●	John W. Jarvis ●	Graeme K. Schober ●●
Kenneth E. Calder ●	Maureen Jeanes	Shweta Shah
Lisbeth Calder ●	Anne M. Johns ●●	Leanne Shaw
Therese Callander ●●	Geoffrey Julian	Peter Spyker, AM
Wayne P. Callander ●●	Heljo Kalasim ●●	Hilary Swinard
Simon Chan ●	Jayesh Kapitan	Man Ching Tang
Vanessa Chan	Janet Kay	Lan Tiet
Shirley A. Chandler	Judith King	Chi Shun Marina Tong
Julie Clohesy	Phillip G. King	Susan Trowbridge ●●
Ronald Clohesy	Esther Koh	Minh Tien Ngoc Truong
Theresa M. Codner	Kathleen Kronenberg	Rathi Vinay
Joanna Comerford ●	Maureen Kutner	Scott Vinnicombe
Anne Davey ●●●	Dianne Lewis	Christine Walker
Brian Dean	Dorothy Lewtas ●●	Judith Wescott ●●
Dennis Dowling	Jill Linklater	Lesley M. White ●●
Beverley Dungan ●●	Lois Litchfield ●●	Fay Whitehead
John Eade	Bronwyn Lloyd ●	Philip S. Whitmee ●
Samantha Eyre-Herring	Joe Lo Presti	Adam Williams
Allen G. Fary ●	Terence Long	Patricia A. Witt ●●
Alison Ferguson ●●	Rhonda Makey	Lynette G. Wright ●●
Wanda Filippelli	Mary Marshall ●●	Robin L. Wright ●●
Elaine Forde ●	Elizabeth McDonald ●●	Yinshan (Anne) Wu
Andrew Freeman	Ross McDowall	Elizabeth Wynne
Norm Gibbs, OAM ●●●●●	Beryl Menzies ●●●	Li Hong (Nancy) Xu
Gail Graczyk	Margaret D. Mercieca ●●	Janice Yu





## FROM THE CHAIRPERSON

This year, as with every year, has had its challenges.

We, of course, started the year with a unanimous vote at our AGM in November to change our name from 'Monash Volunteer Resource Centre' to 'South East Volunteers'. This really was a momentous occasion. The change in name was not taken lightly – you may be surprised to know how much time and effort was expended to come up with a name that reflected what we did, as well as where we are now and where we want to be in the future. As with so many things that, once decided on seem so obvious, the final choice of name was only chosen after many, many others were considered and then discarded. The pleasing thing is that the change of name has been accepted widely, and I think our re-branded cars with the new name and logo across the side look fantastic.

This was the first year of the Board of Management for SEV (previously the strategic management was via a Committee of Management). We welcomed two new members onto the Board at last year's AGM – Jill Linklater and Andrew Freeman. Both have thrown themselves into the activities of the board and SEV, agreeing to take on executive roles: Jill as Vice Chairperson and then as Secretary during the year, and Andrew as Treasurer. We did say farewell to one Board member during the year (Samantha Eyre-Herring) who due to family and work commitments had to stand down. I would like to thank them, and the other board members, for their commitment to helping with the strategic guidance of SEV.

One challenge we did face during the year, while not impacting SEV directly, was the change at the top of our social enterprise, CrimCheck. The departure of the CrimCheck CEO created a lot of new and extra challenges and the bulk of these landed on the shoulders of SEV's CEO. As with everything that Patricia seems to do, she handled this extra challenge without fuss and with supreme ability.

It is wonderful that CrimCheck now has a new leader in Peter Helft – if you see him around please say hi to him and make him

welcome. Peter comes to CrimCheck with lots of corporate experience which I think will be extremely valuable for CrimCheck, and ultimately to SEV, in the next phase of our social enterprise.

As we all know, SEV operates on the 'smell of on oily rag'. Our CEO Patricia Lauria and the team at SEV manage to generate so much good for our community on very little funding. I want to thank Patricia and her wonderful team, who do their jobs with little public recognition. I also want to acknowledge our funding bodies – the Federal Department of Social Services, the State Department of Health and our local City of Monash. Without their assistance there would be no SEV. Even with funding, there would still be no SEV without our wonderful SEV volunteers. It is through your dedication, enthusiasm and commitment that SEV is able to supply services to our community and live up to our vision of providing 'social interaction', 'safety for vulnerable members of our community' and 'volunteering opportunities'. Thank you to each and every one of you.

I have enjoyed my time being Chairperson this year – it has certainly presented its own challenges which have, at times, been interesting! However as you all know, being involved in something like SEV brings very unique pleasures – particularly of feeling that, in a small way, you are contributing positively to our community. Having said that, I regret to announce that I will be stepping down from the Chairperson's role at our AGM this November. I don't believe I am able to commit the time that this position and this organisation requires and deserves. I thank SEV for the opportunity of being Chairperson for the last 12 months, and of being a member of the Board/COM for a total of 4 years. I wish SEV and everyone involved with SEV a very bright future – keep up the wonderful and rewarding work that you have always done.

**Alison James**  
Chairperson



## FROM THE CEO

Paul Smyth, a Professor of Social Policy at the University of Melbourne, addressed a forum recently and the title of his presentation was 'The Lady Vanishes: Australia's Disappearing Voluntary Sector.' He warned that current trends and changes to government policy mean that there is a risk of the community sector having to compete as rival businesses, with their mission becoming irrelevant. South East Volunteers can attest to defying this warning right now, but to having experienced the effects of a system that looks to be heading this way.

Our staff have spent a considerable part of this year hearing about tenders, responding to tenders, and submitting for funding for services that we have provided since our very beginnings. Hopefully our mission and the results of our work will speak for themselves.

What has been our saving grace is that the services on the ground haven't skipped a beat. The voluntary sector in the south east is strong. The people that make it happen are our team of volunteers, who just keep turning up, and smiling, and getting the job done. The clients tell us that the service is outstanding, so thank you to everyone for your efforts this year.

There have been many highlights along the way: Managers of Volunteers have spent time hearing from youth about their experiences of volunteering and being challenged on engaging with young people; Joan Garde became the inaugural winner of the SEV Monash Manager of the Year Award; Seniors in Monash were treated to a Rogers and Hammerstein get-together; the Safety Register members danced to the music of the Victoria Police Band; the Chinese Seniors are always celebrating (and singing); the transport service

re-branded itself and the drivers and vehicles have a new stylish look.

Behind the highlights there is the nitty-gritty of daily work and the statistics, in addition to much more that happens without being counted, are a spotlight on what the people involved at SEV contribute. 79,569 kilometres travelled, 6376 phone calls made for the Safety Register, 9117 hours taking people to the movies, shopping and on outings. Not to mention the hours spent in the garden, or in the back office, working away at administration or matching volunteers.

Our leadership team have managed to retain a sense of humour and kept juggling the various roles we have taken on, so my sincere thanks to Rae Kum, Shirlene Standish and Irene Khoo. To our small but mighty staff team, your hard work has been much appreciated. We have a new dedicated position to visit clients and assess their needs, taken on by Laura Rouhan, which is a great addition to our services. Nona Hurrell and Kim Lynch have left this year and we wish them well for the future.

Thanks also to our Board of Management, who have needed to step into varied roles and attend many extra meetings. They have done all of this whilst providing us with outstanding commitment to the tasks at hand and support of the CEO. In particular I acknowledge the work of Alison James, our Chairperson, who has bridged the changing of the guard at SEV, seen us develop from a committee to a board, and has contributed greatly to CrimCheck. On behalf of myself, and the membership, our thanks to Alison as she leaves the role.

Despite the challenges, we look forward to remaining a strong presence in the south-east over the coming years.

**Patricia Lauria**  
Chief Executive Officer



# CLIENT SERVICES

South East Volunteers continues to provide its services to residents in the City of Monash using the Active Service Model to assist people in the Home and Community Care (HACC) target group, to live in the community as independently and autonomously as possible. Funding is provided by State and Federal Governments to support frail aged people, younger people with disabilities, carers and people whose capacity for independent living is at risk.

The organisation has had a very busy year, with an extra 1261 services and 733 hours of transport and social activities compared to the previous financial year. We have had an extraordinary year, with new referrals to our service coming from clients' families, friends, doctors, social workers, rehabilitation centres, assessment teams and other community based organisations.

This year, team members have participated in Goal Directed Care Planning training which will further enhance the quality of service that we deliver to our clients. It places the client at the centre of their care and encourages staff to work in partnership with the client, their family, carers and other service providers to deliver care in a way that is responsive to their individual needs and priorities.

Transport to appointments and to social activities including outings and special events has been delivered by our very enthusiastic volunteers who have driven over 79,000 kilometres – 5000 more kilometres than last year.

Many of our clients enjoy the opportunity to participate and socialise on these outings and always look forward to the next one. Their comments are taken into account when planning our activities for the coming year.

Our feedback forums and surveys continue to be a great source of information to assist us in future planning, as questions are designed to reveal how our clients find the experience of using our services. Results have allowed us to maintain and improve transport and social activities to our clients.

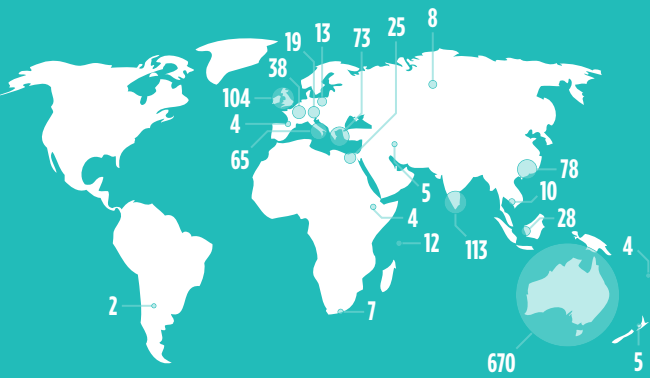
We are very fortunate to have exceptional help from our volunteers - thank you for the wonderful support you give our clients and staff.

To the Client Services Team – Laura, Gerardine, Sarah, Mei and Gary – you have been amazing. Thank you for your great work and commitment to our services for our clients.

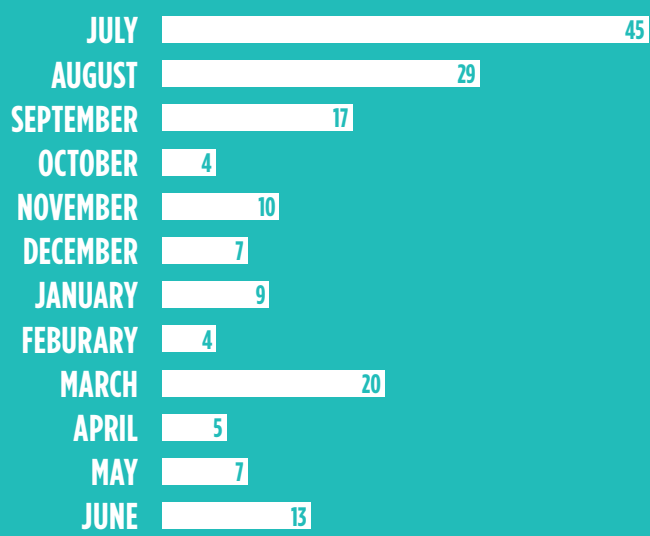
*image: Volunteer Betty with a client*



# CLIENT'S COUNTRY OF BIRTH



# NEW CLIENTS

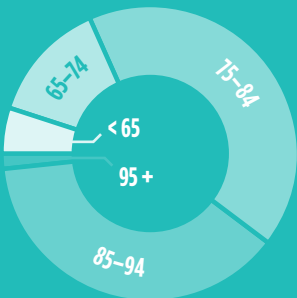


1287 CLIENTS ARE REGISTERED FOR SOCIAL SUPPORT AND TRANSPORT

43.5% OF CLIENTS USE MOBILITY AIDS

170 NEW CLIENTS REGISTERED IN 2013/2014

# CLIENTS AGE GROUPS



OUR  
NUMBERS  
IMPROVE  
LIVES.





image: The new Men's Lunch Group

# SOCIAL SUPPORT

For many older members of our community, their greatest concern is the prospect of having to leave their beloved home and move into residential care. Leaving home can mean losing a sense of continuity, emotional comfort and independence. However, living alone with limited mobility or with a partner who themselves needs care can be a very isolating and lonely experience.

Loneliness not only causes terrible mental suffering, but is broadly accepted to affect physical health. Recent research by the University of Chicago reports that feelings of extreme loneliness can increase an older person's chances of premature death by fourteen per cent and have twice the impact on early death as obesity.

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,

South East Volunteers builds a connected community where no one need feel they are alone. By supporting people to stay social and active, the program also encourages good health and autonomy, so that participants can remain independent and living at home for as long as possible.

It is thanks to the dedicated and friendly bunch who volunteer with SEV – calling clients to invite them to events, collecting them and driving to venues in the SEV bus, and helping to create a welcoming and lively atmosphere – that the social support program has been such a success for many years.

The most popular social support activity provided by South East Volunteers is the Out and About excursions to senior friendly venues two or three times a month. In summer we might journey to the seaside of Williamstown, Brighton or along the Peninsular to sample some fresh fish and salads. In the cooler months, we venture to leafy Lilydale and the

# ACTIVITY ATTENDANCE



Yarra Valley or down to the Port Melbourne pier. Out and About lunches are a great opportunity for participants to see the sights outside their immediate surrounds and have a catch-up over lunch.

Also very popular is the monthly Morning Melodies that offer a chance for a sing-a-long as well as some afternoon tea. There is nothing quite like singing along to old favourites with a group of friends and sharing in the memories the music evokes. This year we were treated to '60s and '70s favourites, an Elvis and Roy tribute, Country Legends, Australia Day and St Patrick's Day songs, amongst others.

We've been fortunate to have some great movies come out this year and enjoyed by our discerning cinema group that sets off for Waverley Cinema twice a month. *Belle* was a real favourite, as was *Philomena*, and it's always nice to meet at the appropriately named Connections Cafe after the film to give it a 'Movie Show' style critiquing over a cuppa. Many thanks go to volunteers who provide reviews before we book the films to make sure we find one that everyone can enjoy.

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 – that now number seven – provide this alternative. These smaller groups, each with six members, meet fortnightly at their favourite lunch spots around Monash, allowing the continuity in which long friendships can develop. The volunteers belonging to each group manage the bulk of its organisation and we couldn't provide this important, and much

loved, opportunity for engagement without their ongoing dedication.

Last but not least is the fortnightly trip to The Glen Shopping Centre that provides an opportunity for participants to do their shopping with a volunteer at their side, spotting any bargains to be found. The group gathers together at the end of the day to talk about their finds, and are transported to and from the centre on the trusty SEV bus.

SEV volunteers and staff are always on the look-out for new venues and activities that will bring joy into a person's day. We ask as many people as possible what their interests are, what they wish they could do more of, and invite groups into the SEV centre to talk about what they enjoy about our services and what more we can offer. There has been enthusiastic participation in creating an SEV cook book filled with international recipes and translated into English and Mandarin Chinese.

The love of music is easy to see when client's faces light up, singing along at special events and Morning Melodies. Did you know that music contributes significantly to psychological and physical health? Scientific research, such as that from the University of Kansas Medical Centre, shows that listening to and playing music keeps the ageing brain healthy, resulting in better memory and sharpness. So we are in the process of looking for the resources we need to create a music group for SEV.

With so much on the go and such wonderful volunteers, next year promises to be even bigger for social support at South East Volunteers.





# SPECIAL EVENTS

WE  
CONNECT  
OUR  
COMMUNITY.

right: posters from the mid-year Roger's and Hammerstein event



A long list of people always want to attend the Christmas event, as its popularity has grown over the years and 130 people enjoyed the annual lunch in the ballroom of the Novotel Glen Waverley. Transportation was provided and included nine buses which were driven by our volunteers.

Table decorations and a Christmas tree set the scene for a Christmas menu which was as popular as the entertainment which was provided by Brendan Scott. The red hats donned by staff and volunteers gave the room an explosive colour of red, green, blue and silver.

Santa was made most welcome and his offering of traditional sweets and distribution of prizes was a highlight. No-one needed too much encouragement to join in the community singing of Christmas carols which ended a great day, enjoyed by everyone.

“ These outings are wonderful – particularly for those of us who have lost our partners. We are lucky to be living in Monash where there are so many volunteers who willingly give up their time to improve the quality of our lives. Thank you.

“ This outing is very good and great for people who have difficulty getting around. Had a great day everything very good look forward to next one.

Whenever a New Year starts it's always a pleasure to come back after a long break and see clients at an Easter event – the buzz of chatter and catching up on the latest news is on the agenda for clients, staff and volunteers.

Eight buses with the assistance of our volunteers were used to provide transport to this event at the Mulgrave Country Club. Easter colours were a visual presence on the tables and around the room.

A talk on safety by Leading Senior Constable James Egan from Victoria Police was much appreciated. It was a great reminder for everyone in the room to be conscious of their safety in their own environment and also whilst they are shopping.

After the fabulous meal, entertainment was provided by Night and Day. Easter Bunny and helpers distributed the traditional chocolate eggs and prizes that ended a great Easter event.

“ I am very happy to be involved with this. We meet so many nice people and the volunteers are excellent and very helpful. Thank you all.

There was a Rogers and Hammerstein theme for our mid-year function. Eighty people transported by volunteers in eight buses came to this event, which was held in the function room of The Highways. Staff from the venue had decorated the room with posters of the musicals, which brought back great memories for those who attended. This was an opportunity to reminisce over the songs of the *King & I*, *Carousel*, *Sound of Music*, *South Pacific*, *State Fair*, *Oklahoma* and *Cinderella*.

While the meal was served Diana Woodhouse provided the entertainment on her keyboard and gave interpretations of songs from the musicals. Nearly everyone knew at least one or two songs to sing along to from this era of music and many were delighted to join in the singing.

“ Happy with outings, have been well looked after and the help very good as I am on a frame

“ Meeting people and having a good time

images: various images of clients, police and Easter Bunny together at the Easter function, laughter at the mid-year Roger's and Hammerstein event and Santa causing a stir at the Christmas function





image: New look on SEV transport vehicles

# TRANSPORT

Both our drivers and fleet of cars have a new look after the change of our organisation name. We have replaced our navy driver polo shirts with fresh new white ones, with the eye-catching ‘swish’ printed on the back, and the uniform has been extended to include a branded sun smart cap, water bottle and backpack. It is also very exciting now to easily spot our cars with their new design decals extending the full length of the car, plus our phone number on the back. They act as daily mobile billboards, constantly promoting our service to clients and prospective volunteers. Within a couple of weeks of being on the road, we had a volunteer enquiry prompted purely by the sight of one of our newly branded cars.

Our transport service continues to be in big demand. We started allocating cars electronically in November 2004, and in February this year our database reached its 20,000th allocation. With the high demand, we have consequently had a long waiting list. This has stretched up to eight months at times but we have worked hard at reducing that and it now sits at only a one month wait. This is making referrals from other organisations far more likely to be accepted quickly.

This is not the only improvement we have been able to make.

We have also looked at different ways to identify available timeslots in otherwise heavily booked days to allow us to fit in more clients, without over-working our drivers. We experimented with different ways of applying our booking systems. After a couple of small modifications to our databases, it is now

easier for us to predict up to two weeks ahead where timeslots are booked out and where we still have times available. We can then fit in more late bookings as we can now easily identify available gaps. Another benefit of this is that allocating client transport now takes less time and is easier for allocators.

Another issue has always been keeping up the number of drivers needed to have all cars on the road throughout the year, without over-scheduling the same drivers. We have now set up a spreadsheet system to keep firm tabs on the frequency that each volunteer drives and when they take leave. This also allows us to book and timetable drivers further ahead.

A further problem we have worked on is trying to reduce our client last minute cancellation rate. To minimise this, we now phone clients two to three days ahead to confirm that they still need the transport.

All in all, transport now runs much more smoothly, having a positive effect on everyone involved.

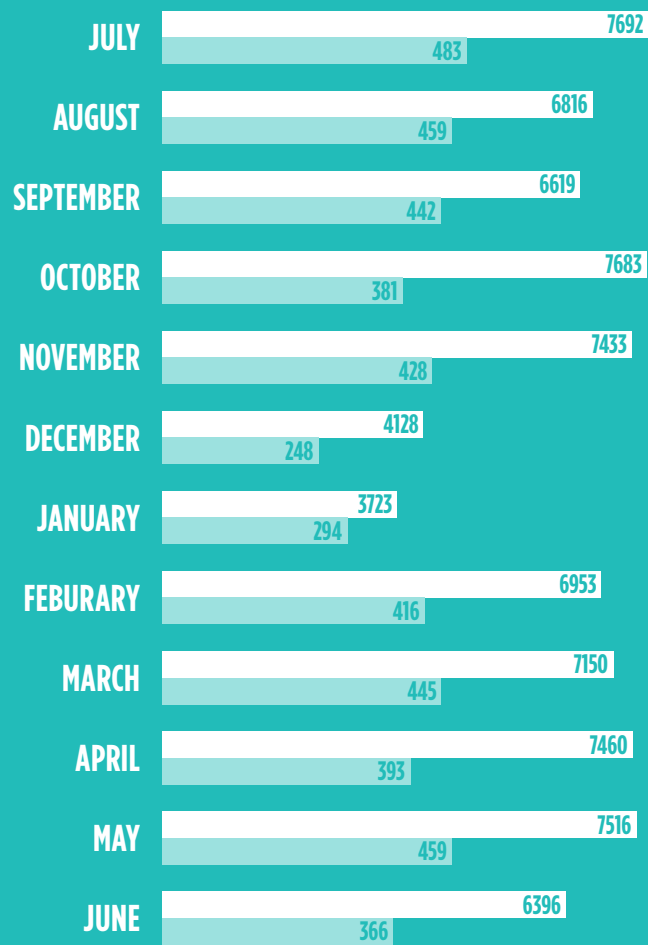
Bunnings Notting Hill have again this year provided barbeques for our drivers when they get together for training and we thank them for this generous support, along with the Glen Waverley Bowls Club who provide the venue and much back of house help.

None of this would be possible without the volunteers who provide the service to our clients. They are out ‘on the road’ in all weather and our clients tell us repeatedly what a great job they do, so thanks to everyone for your contribution this year.

image:  
Volunteer driver  
Terry on the job



# VOLUNTEER HOURS AND KILOMETRES



■ KILOMETRES TRAVELLED ■ VOLUNTEER HOURS

79,569

TOTAL KILOMETRES  
TRAVELLED

4,814

TOTAL VOLUNTEER  
HOURS

OUR  
DRIVERS  
ARE IN  
DEMAND.



# CHINESE SENIORS' SUPPORT GROUPS



image: Group members cooking moon cake and celebrating the Mid-Autumn Festival

The Chinese population has increased significantly in Australia. According to the Victorian Multicultural Commission in 2011, of the people who do not speak English as their first language at home, 21% speak Mandarin, 11% Cantonese and 1% Chinese dialects. Therefore 33% of people from a non-English speaking background can be considered Chinese. This includes the elderly people who migrated with their children. As migration has increased so have the social support needs for elderly Chinese.

The two support groups at SEV aim to meet the needs of these people in the City of Monash by meeting friends, connecting to the local community and having a healthy lifestyle. The outcome is often helping people to take the first step and to create opportunities for these things to happen.

There are now over 40 group members and there is a waiting list to join. People mainly find out about the group through word of mouth. In the 2013-2014 year, the groups organized 72 meetings, 13 outings, 9 talks, 8 festival celebrations and 6 additional events.

Members receive local news and information about issues which may affect their lives. For example, changes in public transport and news about events and forums allow them to feel more integrated into the community. Some talks provide specific information they are interested in, but may not know how to access. For example, one of the talks recently was about wills and power of attorney, a topic that is sensitive to speak about with family, but they can share in the group.

Tai Chi is one of the activities that no one wants to miss out on. Tai Chi aims to give people a feeling of holistic wellbeing, because it brings peace of mind and improves physical health. Eight gestures of qigong, which is easy to learn, and very popular, was introduced. Understanding how to improve the seniors' health is important to us. Different activities are organised to achieve this. For example, we have introduced dancing, to improve member's physical balance. Singing and card memory games were also introduced, to support their emotional and mental health.





Playing games is popular, which once learnt they then play with their grandchildren, including 'Rummikub' and 'Advance to 99'. They enjoy practical English lessons, which aim to give them confidence and to become more outgoing. Traditional celebrations of Chinese festivals are a chance to reminisce, which they are very fond of. The outings, many members have mentioned, feel like a gathering of extended family.

Members come from China, Hong Kong, Taiwan, Macao, Malaysia, Singapore, Indonesia and Vietnam. Some people prefer to speak Cantonese, others Mandarin and some a mixture of both.

Members care for and help each other during the meetings and outside of them. They give the staff updated news about people who cannot attend and treat one another like good friends. Some people have shown increased confidence in talking with local people (like convincing the driver at an outing to eat food which may not generally be accepted by people of a Western background)!

As for the multi-cultural activities, we are preparing a cook book which includes recipes from Chinese members and those from other cultures who are a part of SEV groups. The Chinese recipes will be translated into English and vice versa and will have personal information and stories included. This will create an opportunity to understand each other's culture. We are also producing a video clip to record the development of the Chinese group and to use for promotion.

A special thank you goes to our dedicated volunteers for their commitment to the groups and their friendliness, enthusiasm and kindness. They make the groups entertaining and full of joy. The groups have become an engaging social network. A special thanks for their help in preparing traditional food for events. Our dedicated volunteers are: Anne Wu, Janice Yu, Lan Tiet, Nancy Xu, Simon Chan, Vanessa Chan and Winsie Chan.

In future we expect more people to show an interest in joining and we will provide them with information about social support in Monash, through SEV, and other organisations.



*all images: Group members cooking moon cake and celebrating the Mid-Autumn Festival*



image: Code 1 Victoria Police Band, clients and volunteers at the Safety Register events

# SAFETY REGISTER

The Safety Register is a joint initiative of the City of Monash, South East Volunteers, Mt Waverley and Glen Waverley Police. It provides support and information to older people and people with disabilities living in the Monash area, residents who would otherwise be socially isolated. We recognise that a person's psychosocial needs are just as important as their physical needs and know the impact on health and overall wellbeing that being lonely and socially isolated can have. Now in its 12th year of operation, the Safety Register continues to support and advocate for these residents.

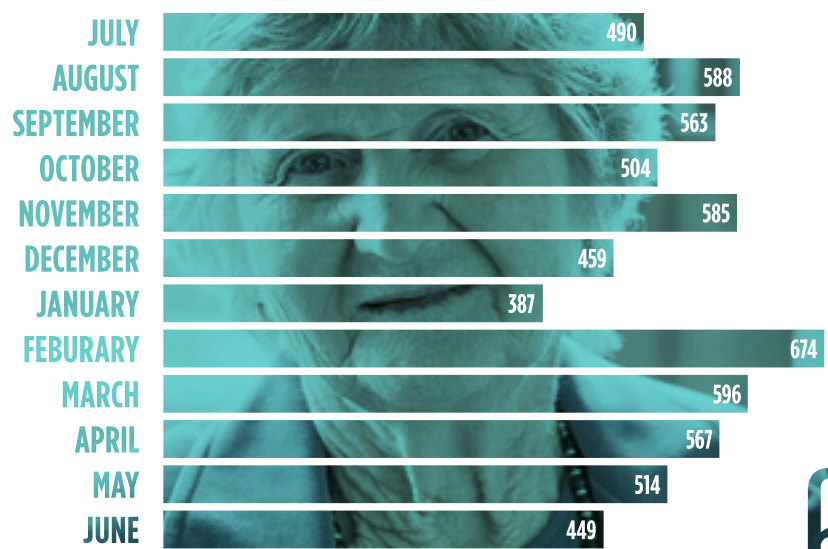
The register is designed to enhance the confidence and safety of people living in the community, by offering regular friendly contact, information, advice and referral. The Safety Register Coordinator provides home visits to discuss how the register works, provides safety and service information and conducts a home safety

audit. Members receive regular telephone calls from volunteers. 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 wellbeing. Members also receive quarterly newsletters and invitations to social functions and forums held throughout the year, which are hosted by SEV.

Contact information, emergency contacts and home safety audit details are kept on a secure database. A team of eight dedicated volunteers telephone Safety Register clients every four 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 provide information and to refer clients, when necessary, to other services for additional support.



# MONTHLY PHONE CALLS



881  
TOTAL  
CLIENTS

32  
NEW  
CLIENTS

814  
VOLUNTEER  
HOURS

368  
AGED 85  
AND OVER

6,376  
TOTAL PHONE  
CALLS MADE

301  
NOT BORN IN  
AUSTRALIA

“ The Safety Register gives me someone to talk to and I know that if I ever need anything, you are only a phone call away with a kind ear, information and help I need.

– A Safety Register Client

Speaking to clients on a regular basis allows volunteers to build positive and supportive relationships with clients, helping them to feel safe and connected in the community. For some clients, this regular phone call and chat with an 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.

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 meet regularly with the Coordinator to discuss the Safety Register and receive training to increase the breadth and depth of the knowledge they have, which enables them to support our clients. Volunteers tell us they get a sense of belonging, satisfaction and friendship from their volunteering with SEV.

“ Tuesdays spent volunteering on the Safety Register have been the most wonderful experience. To have the privilege of speaking to our clients, again sharing their joys and sorrows is something that will be one of my most special memories. I did learn not to wear mascara on a Tuesday as I am inclined to cry when happy or sad and looking like a raccoon is not a pretty sight.

– Dorothy, retiring volunteer after 15 years service with SEV

SEV hosted two Safety Register concerts for clients in October 2013, with live entertainment from the Victoria Police Band Code One, a lovely afternoon tea and social atmosphere. The concerts held in the ballroom of the Novotel are an opportunity for volunteers, clients, staff and Police to meet each other, increase a sense of safety and have an enjoyable day out.

Our thanks to the wonderful team of volunteers who made over 6000 calls this year and provide valuable support to the people on the other end of the telephone.

With a renewed commitment to the promotion of the Safety Register and the important role it has, we will continue to provide the service to a growing number of clients in the Monash area.



# VOLUNTEER SERVICES

What an exciting year this has been! There is nothing we at SEV like better than engaging people, bringing the community together. Every member of the community has something to offer and we aim to help people become involved – connecting to each other, sharing their time and talents with close to 430 not-for-profit organisations.

One of the most exciting changes we had this year was to our name. South East Volunteers reflects the geographical area that we have been covering for many years now, as there is a large corridor along the south east where there is no support for volunteers seeking volunteer work.

We have seen an increase in requests to assist asylum seekers living in community detention. Our challenge continues to be finding organisations that can provide volunteering opportunities for these people, many of them quite young. They do not have enough identification for a Police Check or Working With Children Check, which excludes them from working with clients, in many cases. We are working with other organisations to come up with some strategies, with our goal being to involve asylum seekers in the community.

Behind every great program there are the people that make it work – who answer those phone calls, call the clients, interview volunteers, pick up clients. Our volunteers and staff are the best – they work hard, they are committed and we couldn't run our programs without them. Our first in line are the amazing reception staff and volunteers. The first half of the year we were privileged to have Kim Lynch running the front office, working with the volunteers and clients. Kim decided to change fields and left for an exciting new career, leaving us in the capable hands of Mamta Mehta. Mamta and the dedicated front office volunteers – Esther Kol, Yanti Parry, Pat Russell, Jan Delaney, Diane Harris, Valerie

Flowers, Christine Walker, and Liz Bruce – all work hard to ensure that the clients, volunteers, and general public get the best customer service possible.

As well as the front office volunteers, we have some volunteers who work out of our back office, quietly going about doing data entry, statistical reporting, filing – all jobs that are essential to our organisation. We are very fortunate to have Annes Guan, Bev Dungan and Kathy Kronenberg giving their time and talents to keeping administration running smoothly. Our two gardeners Ron Clohesy and John Jarvis spend many hours making SEV a beautiful place to work and visit (and for passersby to photograph) so many thanks to you both for your efforts.

Our Volunteer Interview Officers not only interview and refer volunteers to community service organisations, but they also interview and recruit volunteers for SEV. Lisa Odger, Kathryn Holder, Tina Allwell, Rhonda Makey, Mei Ip and, most recently, Judi King, use their knowledge of the various volunteer jobs on the database, and their excellent communication skills, to assist volunteers in finding the 'best' volunteer job. They respond to emails and phone calls from interested volunteers and made over 2000 phone calls during the last year, placing 1115 volunteers. We continue to have a presence at the Clayton Community Centre. Mei Ip has conducted 280 face to face interviews. Of the 1115 volunteers that were placed, 613 were from a CALD background, 307 were unemployed and 11 had a disability.

Corporate Volunteering is requested by companies across the Melbourne Metropolitan Region and we continue to provide volunteering options for businesses. In the past financial year we referred 18 businesses to not-for-profit organisations to assist with the completion of projects.

*image: One of the SEV volunteers receives an award for 10 years of service from Alan Griffin MP*

*article: Joan Garde winner of Inaugural Volunteer Manager of the Year Award*



# VOLUNTEER JOBS REFERRED

WORKING WITH AGED	192
EDUCATION / TUTOR / MENTOR	127
ADMIN / CLERICAL	122
FUNDRAISING / RETAIL	93
WORKING WITH YOUTH / CHILDREN	88
DISABILITY SUPPORT	80
FOOD SERVICE	48
COUNSELLING / MEDIATION / ADVOCACY	47
SOCIAL SUPPORT / DRIVING	40
GARDENING / OUTDOOR ACTIVITIES	31
IT / LIBRARY	23
VISITOR GUIDE / PROVIDING INFORMATION	20
HOSPITAL / ALLIED HEALTH	19
ARTS / CRAFTS / PERFORMING	18
WORKING WITH ANIMALS	17
COMMUNITY EVENTS / SPORTS	14
MATERIAL RELIEF	11
COMMITTEE	10
EMERGENCY / SAFETY / RESCUE	4
TECHNICAL / MECHANICAL / MAINTENANCE	3
MARKETING / PR / MEDIA	2

68%

VOLUNTEERS ARE FEMALE

414

VOLUNTEERS TRAINED

77

MANAGERS TRAINED

60 DIFFERENT LANGUAGES SPOKEN

TOP 3

200

CHINESE LANGUAGES

37

SINHALA & SINGALESE

34

VIETNAMESE

# VOLUNTEER AGE GROUPS



## Joan named as manager of the year

CHADSTONE op-shop manager Joan Garde is credited with turning lives around during her 10-year stint at Amaroo Neighbourhood Centre Op Shop.

With retirement looming in July, she will go out with a bang after winning the inaugural South East Volunteers' Volunteer Manager of the Year Award.

"I was over the moon about it - I was shocked and very humbled," Ms Garde said.

"Amaroo is a really happy place and the volunteers there are just wonderful," Ms Garde said while the job could be heartbreaking, it was a highlight to be able to help those less fortunate.

Op-shop volunteer Marie Appleby nominated Ms Garde for the honour.

Ms Appleby said she was battling personal problems and the breakdown of her marriage before volunteering at the centre 16 years ago.

"She said Ms Garde went above and beyond to help both volunteers and the public."

"I would hate to think where I'd be if Joan hadn't helped me," Ms Appleby said.

"When I first started, I didn't talk to anyone and couldn't even answer a phone."

"She has given me confidence and really persisted with me and that helped get my life back on track."

"It is about giving back once you are on your own two feet and Joan has taught me that."

People interested in volunteering can phone South East Volunteers on 9562 0414.





VOLUNTEER  
EMPLOYMENT



Events

We joined with the Boroondara and Eastern Volunteer Resource Centres to organise a youth volunteering forum. The forum was attended by 50 attendees from 30 different organisations, coming together with a focus on encouraging young people to get involved in volunteering. We were very fortunate to have Viv Benjamin, CEO of the Oaktree Foundation, as our keynote speaker, and Alissa Horton from the Youth Foundation as the MC. We conducted a panel that consisted of people from sports, disability, environment and aged care organisations, as well as some young volunteers, sharing their experiences and ideas on involving young people. The interaction and ideas coming from the attendees as part of the open forum with the panel was very dynamic and the response was extremely positive – attendees going away with great ideas for including our future volunteers in their services.

Training & Workshops

In addition to running Introduction to Volunteering workshops monthly at our Glen Waverley Office – facilitated by Kay Moore, and bi-monthly at the Clayton Community Centre – we have also continued to provide some high quality workshops for volunteers and managers of volunteers. We are fortunate to have had the support of very talented facilitators, such as Life Psychology, Anxiety Recovery Centre, Alzheimer’s Victoria, CrimCheck, St John’s Ambulance, Sirius Business and NIB Consulting, who make it possible for our workshops to be free of charge or at low cost. In the last year 414 volunteers were provided with training and 77 Managers attended our Workshops.

The range of topics included:

- › Positive Psychology for Volunteers & Managers
- › Community First Aid
- › Understanding Anxiety & Depression
- › Understanding Dementia
- › Counselling 101
- › Making Sense of ‘The Checks’
- › Dealing with Seriously Difficult People
- › Effective Leadership
- › Workplace Health & Safety

The feedback from our workshops has been excellent and rated valuable to both volunteers and managers. Our training programs have been so popular and successful that we have been requested by a number of local governments, along with local community service organisations and schools, to run training programs on volunteering for their staff, students and volunteers. This has broadened our community base and has given us the opportunity to share our experience and knowledge of the sector with other local communities.

We provide training for our SEV volunteers each year. This year, in response to feedback from our volunteers, St John’s Ambulance provided a Community First Aid training workshop. This workshop covered the basics of first aid, with an emphasis on issues that are common amongst seniors. Our volunteers felt that they all learned something they could put to good use as part of their volunteering roles.

top: Alissa Holton and panel at the Youth Volunteer Forum

bottom left: The team from the Novotel cooking up a feast for the Volunteer Christmas party

bottom right: Some of our hard working volunteers



# VOLUNTEER EVENTS

## National Volunteer Week

Due to popular demand, we once again held a concert and afternoon tea for 110 volunteers from the Monash area on 12th May at the Clayton Community Centre Theatre. The concert included local community talent, which again brings the community together in music and dance. The acts included music performances by some of the local schools, Caulfield Grammar and Huntingtower; dance performances by the Wu Shu Seniors Group and Stephanie Chan and an outstanding singing performance by jazz singer, Pippa Wilson.

## Volunteer Manager of the Year

As part of the National Volunteer Week Concert celebrations, SEV introduced an award for the Monash Volunteer Manager of the Year. We sought nominations from volunteers of community service organisations located

in Monash. A panel of judges was formed, including Bev Dean, an SEV Life Member, Bill Pontikis, Monash Councillor, and Jenny Day, a community volunteer. They reviewed the nominations and decided on the winner. The inaugural award went to a very worthy recipient, Joan Garde, Op Shop Manager for Amaroo Neighbourhood Centre. It was presented to her at the concert by Councillor Bill Pontikis.

## International Volunteer Day – 5 December 2013

International Volunteer Day is a day set aside by the United Nations to acknowledge the amazing contribution of volunteers around the world. We celebrated with our SEV volunteers holding a movie night, including a lovely supper of wine and cheese. It was something different for us and was very well received by our volunteers.



# CRIMCHECK

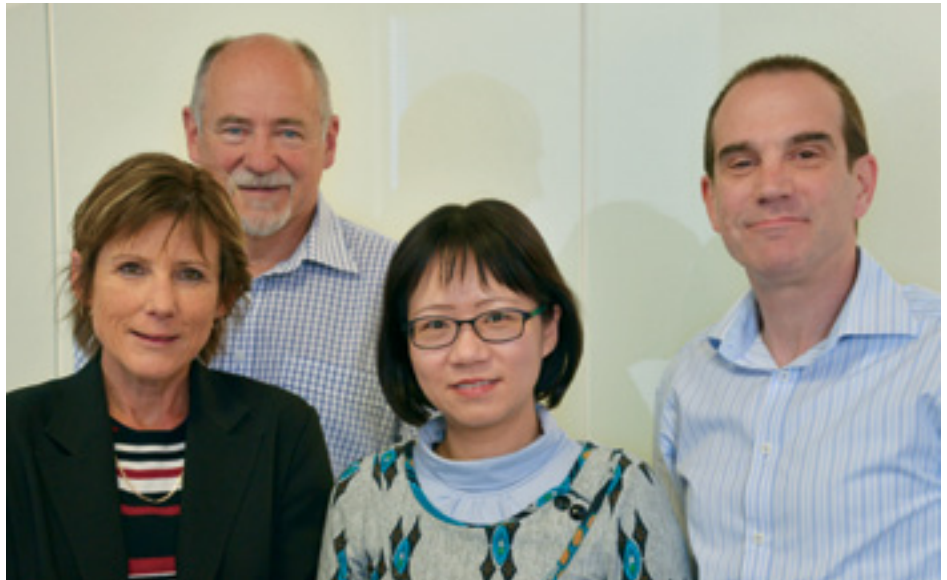


image: The CrimCheck team

The past financial year for Crimcheck Ltd has been a strong year of consolidation for our business, customers and our people.

Our customer numbers have grown from 507 to 681 which is a really pleasing result, as we endeavour to assist more and more Not-For-Profits (NFPs) with their staff and volunteer background checks, via the lowest possible cost. In that time revenue has grown from \$804,000 to \$1,022,000 (an increase of 27%). In reporting our year end check volumes, our volunteer checks have grown from 21,940 to 27,035 (a 23% increase) and our staff checks also increased from 17,355 to 20,962 (21% increase). Some of our new customers include the likes of The Salvation Army (various divisions), the Queensland Netball Associations, the Victorian Boy Scouts Association, Unicef, Cancer Council SA and many more. We also have completed 1105 student checks through ANMF; Chisholm TAFE; Gordon TAFE; Holmesglen TAFE, Nth Geelong SC; Swinburne Uni.

During the year, we launched our inaugural customer satisfaction survey, which is an initiative that we plan to continue. Our customer feedback was overwhelmingly positive, with a 98% approval/satisfaction rating. Some of the unique attributes that appeal to our customers include the cost

(which we deliberately keep low, in order to aid our NFP clients), speed of service and service from our friendly staff. As a board, we were delighted to receive this feedback on the value of our service to the community and we plan to utilise this feedback to grow our business in the years to come.

During the year, we also made some changes to our people. Heading the business will be our General Manager, Peter Helft. Peter is an experienced General Manager with a strong sales and marketing background, which complements the needs of our business, which is to grow the numbers of NFP's using CrimCheck. Peter is in the process of developing our strategic plan and we look forward to an exciting year ahead.

We have recently built a comprehensive marketing plan and coupled with Peter's leadership and marketing skills, we are anticipating the new financial year to be a year that further consolidates our position as providers of background checking for the sector and that sees profits returned to SEV for community programs.

**Adam Williams**

*Chairperson, CrimCheck Ltd Board of Directors*





# EVALUATION

95%

Easy to interact and communicate with staff

91%

Would recommend Social Support to others

93%

Find Safety Register volunteers easy to talk to

98%

Feel safe with Transport Services

94%

Are satisfied with the way we treat their information and privacy

Each year SEV conducts an evaluation of our Client Services. This year, a confidential survey was sent to a random selection of people who use our Transport, Safety Register and Social Support Programs. Small forums and telephone interviews were also conducted in an attempt to capture as many experiences, ideas and opinions about our services as possible.

In previous years Monash University medical students have conducted the evaluations. This year, Laura Rouhan- Community Safety Register Coordinator conducted the annual evaluation. “As a recent addition to the team at SEV, this was an excellent opportunity for me to continue to get to know our clients and hear first hand their experiences of our services.”

In line with previous evaluation reports, the level of satisfaction is extremely high, with staff and volunteers receiving high praise.

“ I am so grateful for the transport

“ The lunch groups are the best, we have such a good time

“ I love talking with the volunteers on the safety register, it is always lovely to hear from them

This year’s survey demonstrates an ageing client base with 72% of respondents aged 80 and over.

Last year, 33% of respondents reported that they feel lonely at home. In this year’s response, it was heartening to see that this number had fallen to 15%. Although each year different people respond and the reasons for the number being lower may be attributed to a variety of factors, we continue to look at the activities we offer to diversify our social support programs in order to meet the needs of clients. We plan to introduce a variety of new activities, responding to the suggestions and interests of our clients, in the hope that we can continue to make a positive impact in this area.

We are now in the process of incorporating all of the recommendations and suggestions that have been made in order to improve our service.

# INDEPENDENT AUDITOR'S REPORT

## TO THE MEMBERS OF SOUTH EAST VOLUNTEERS INC.

### 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 2014 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 board.

### Board of Management's Responsibility for the Financial Report

The board of the association is responsible for the preparation and fair presentation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Reform Act Victoria 2012 and for such internal control as the board 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 board, 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 Victoria 2012 including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2014 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 24<sup>TH</sup> day of OCTOBER 2014

# STATEMENT OF COMPREHENSIVE INCOME

	note	2014 (\$)	2013 (\$)
Revenue	2	728,883	698,344
Other income	2	3,016	-
		731,899	698,344
Administration expenses		(41,020)	(47,629)
Advertising expenses		-	(50)
Auditors' remuneration	3	(2,300)	(1,936)
Depreciation and amortisation expenses		(31,708)	(40,341)
Employee expenses		(495,337)	(528,339)
Motor vehicle and travelling expenses		(26,214)	(21,048)
Occupancy expenses		(50,252)	(50,864)
Police check expenses		(966)	(1,108)
Program and project expenses		(67,330)	(39,330)
Volunteers expenses		(5,254)	(9,792)
Profit (Loss) before income tax	4	11,518	(42,093)
Retained earnings at the beginning of the financial year		689,015	721,108
Total comprehensive income for the year		700,533	679,015

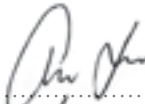
# STATEMENT BY MEMBERS OF THE BOARD

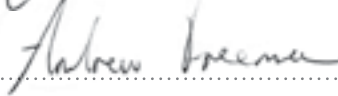
The board has determined that the association is a reporting entity and that this general purpose financial statement should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board the financial statements as set out on pages 25 to 29:

1. Presents a true and fair view of the financial position of South East Volunteers Incorporated as at 30 June 2014 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 24th day of October 2014



# STATEMENT OF FINANCIAL POSITION

## ASSETS

<i>Current assets</i>	<i>note</i>	<b>2014 (\$)</b>	<b>2013 (\$)</b>
Cash and cash equivalents	5	186,333	186,402
Trade and other receivables	6	31,055	8,817
Financial assets	7	500,000	500,000
<i>Total current assets</i>		717,388	695,219

## NON-CURRENT ASSETS

Property, plant and equipment	8	90,534	98,911
<i>Total non-current assets</i>		90,534	98,911
<i>Total assets</i>		807,922	794,130

## LIABILITIES

<i>Current Liabilities</i>			
Trade and other payables	9	22,743	16,097
Provisions	10	84,646	89,018
<i>Total current liabilities</i>		107,389	105,115
<i>Total liabilities</i>		107,389	105,115
<i>Net assets</i>		700,533	689,015

## EQUITY

Retained earnings	11	700,533	689,015
<i>Total equity</i>		700,533	689,015

### 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 (\$)
Balance at 1 July 2012	721,108	721,108
Profit attributable to members	(42,093)	(42,093)
Retrospective adjustments	10,000	10,000
Balance at 30 June 2013	689,015	689,015
Profit attributable to members	11,518	11,518
Balance at 30 June 2014	700,533	700,533

# STATEMENT OF CASH FLOWS

CASH FLOWS FROM OPERATING ACTIVITIES	note	2014 (\$)	2013 (\$)
Receipts from funding/grants		634,124	622,955
Payments to suppliers and employees		(686,399)	(655,018)
Interest received		23,643	29,173
Receipts from other sources		-	37,400
Other income		48,878	-
Net cash provided by operating activities	12	20,246	34,510
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of equipment and motor vehicles		7,124	-
Payments for equipment and motor vehicles		(27,439)	-
Payments for investments		-	(40,000)
Net cash used in investing activities		(20,315)	(40,000)
Net decrease in cash held		(69)	(5,490)
Cash at beginning of financial year		186,402	191,892
Cash at end of financial year	5	186,333	186,402

# INCOME AND EXPENDITURE STATEMENT

REVENUE	2014 (\$)	2013 (\$)
Fees & Charges Unrestricted	61,570	36,255
Training & Seminar Income	1,168	545
Outgoings Reimbursed	8,204	9,366
Donations Received	174	50
	71,116	46,216
OTHER REVENUE		
Interest Received	23,643	29,173
Grants		
City of Monash	153,209	149,854
City of Kingston	-	10,000
Department of Health, Victoria	345,807	325,052
Dept of Social Services	95,689	93,630
In-Kind Rental Assistance	38,419	38,419
Other Grants	1,000	6,000
	634,124	622,955
Profit on Sale of Non-current Assets	3,016	-
	660,783	652,128
	731,899	698,344



## EXPENDITURE

	2014 (\$)	2013 (\$)
Advertising & Promotions	-	50
Annual Report Design	1,500	1,200
Assets purchased < \$5,000	590	244
Auditor's Remuneration	2,300	1,936
Bank Charges	39	-
Board/Governance Expenses	1,160	2,963
Cleaning & Pest Control	5,971	6,032
Computer Expenses	5,788	7,363
Consultancy Fees	12,910	325
Depreciation	31,708	40,341
Electricity & Gas	4,083	4,760
Employees' Amenities	1,533	1,938
Health & Safety	472	441
Holiday Pay Provision	(2,764)	22,880
Identity Re-branding Expenses	10,745	-
Insurance Premiums	1,155	514
Long Service Leave Provision	(1,608)	3,524
Motor Vehicle Expenses	22,435	18,047
Police Checks & Fees	966	1,108
Postage, Freight & Couriers	6,353	5,939
Printing & Stationery	10,108	11,505
Project Expenses	3,352	1,800
Publications & Information	-	60
Registrations, Subscriptions & Conferences	3,426	2,101
Rent of Premises	38,419	38,419
Repairs & Maintenance	1,189	1,409
Social Support Program	40,323	37,205
Staff Recruitment	473	-
Staff Training & Development	1,427	1,994
Sundry Expenses	-	36
Superannuation Contributions	39,388	39,139
Telephone, Fax & Internet	11,491	15,948
Travel & Accommodation	3,779	3,001
Volunteers Expenses	5,254	9,792
Wages & Salaries	446,378	447,952
Workcover	10,038	10,471
	720,381	740,437

## PROFIT (LOSS) FOR THE YEAR

11,518 (42,093)

**“Every Friday, seniors living in the Monash area come to this gathering, and have activities such as Tai Chi, socialising, singing, and playing games. They are a bunch of happy old folks. I am so happy to do things for them! While chatting to them, I have gained a lot of knowledge. Their cheerful personalities bring a lot of happiness to me... now I am happy that I am not just a housewife, I can offer my help to others.”**

*volunteer*

# DOT

*client*

Dorothy ‘Dot’ is a long term Glen Waverley resident, who uses SEV’s Safety Register, Transport and Social Support Services. Whist transport plays a vital role, helping Dot maintain her health, she reminds us that a person’s emotional wellbeing is just as important as their physical health.

It’s just Dorothy ‘Dot’ and her little dog at home now but in her words, they “do alright, I’m lucky enough to live close to all the things I need and have the wonderful support of SEV”.

As Dot has gotten older, her health has declined and she no longer felt safe when driving. “After a fall, I decided to stop driving, it was a big decision but it was for the best. I needed my family and friends to help me get around. It can be difficult relying on others to get you about, you become dependent on them and you don’t always like asking for help, they have their own lives.” It’s important to Dot to be independent. Dot now uses SEV transport to get to her medical appointments and social activities in the local area.

Dot receives regular calls from volunteers on the Safety Register and “appreciates the friendly voice” checking on her. She also attends regular activities like Morning Melodies and lunch groups. According to Dot, “the lunch groups are great”, and she “always looks forward to the Morning Melodies, I love music”. Dot says, “there is a great deal on in the area and it is important to link into other activities. I’m too old for PALS but I do like to get out. One of the best things about getting out and spending time with others is you often meet up with people you know in the area from things you did in the past- from church, work or when the kids were at school. You are a wonderful lot. I am so grateful for everything you do. Keep up the good work!”

# RAJ

*client*

RAJ has been a resident of Glen Waverley for almost 40 years and has been a Safety Register member for the last 10 years. Raj and his wife also attend large social events on occasion.

Raj has been living in Glen Waverley ever since he arrived in Australia in 1965 with his growing family, to study at Monash University. “Back then, we were surrounded by orchards and Blackburn Road was the last main road!” Raj and his family have seen a great deal of change in the area, “it has grown larger, more multicultural and stronger as a community with organisations, groups and associations.”

Raj and his wife have always been active in the community, volunteering and supporting local residents, even receiving recognition for their community work. As they get older and start to slow down (only a little), its important to them that they are still connected to community and can be a part of something.

Raj and his wife have used the Safety Register since 2005 and appreciate the regular calls from volunteers. “It gives us piece of mind knowing that someone is always there, checking up on us and is able to offer information or support if we need it.” Not only is it reassuring for them, but it also gives their children piece of mind too. “The volunteers are absolutely wonderful, they are caring, have information and in case of an emergency, we know we will get help and be okay. Our hats off to the volunteers who have a challenging job.”

# WE MAKE A DIFFERENCE.



## RHONDA *volunteer*

"About three years ago, my beloved husband of 25 years (Bob), passed away from a brain tumour. After some two years of grieving deeply I was walking past MVRC and decided to go in and see if there was a volunteer position for me. What a coincidence and a surprise! I was interviewed by Shirlene Standish who happened to be someone I knew from many years ago when our daughters went to school together.

Shirlene asked me what I would like to do as a volunteer. I cheekily said that I would like to "do what you do!" That is to be a volunteer interviewer. As I am a retired financial planner there were parallels with the interviewing process that I envisaged could utilise my many years of experience.

I commenced in February 2014 working as a Volunteer Interviewer on Thursdays. I love

the opportunities that I have to assist so many well intentioned people find something satisfying that they can undertake as a volunteer. Previously, I have also volunteered at Wavlink working with adult disabled people. I became good friends with many of the people there; they taught me a great deal and gave me insight into their strength of character which guides them to lead happy day to day lives.

Volunteering has given me a sense of purpose, particularly in recent times when I needed to focus outwardly on others. I look forward to Thursdays when I get the chance to meet with and help lots of potential volunteers find a fulfilling role. It uses my skills, I meet inspiring people, I socialise and it keeps my brain ticking over. We are all winners – me and the prospective volunteers..."



# 17,239

volunteer hours at SEV

# 32%

of matched volunteers are students

# 1,527

attendances at social support activities

# 34%

of safety register members from a non-English speaking background

# 5,178

additional kilometres driven (compared to last financial year)

# 108

meetings, outings and celebrations for Chinese Seniors

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Highways Hotel  
Hotel Bruce County  
Huntingtower School  
Jonathon Welch, AM  
Leighoak Hotel  
Mt Waverley Police  
Mulgrave Country Club  
Norton Rose Fulbright  
Notting Hill Hotel  
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Waverley RSL  
Waverley Film Society  
Waverley Gardens Shopping Centre  
Federation Centres - The Glen, Brandon Park, Oakleigh

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image: SEV drivers sporting their new uniforms