



# ANNUAL REPORT

2020/2021



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A day of music with Brendan Scott was organised by SEV via the Zoom ... a great way of communicating.

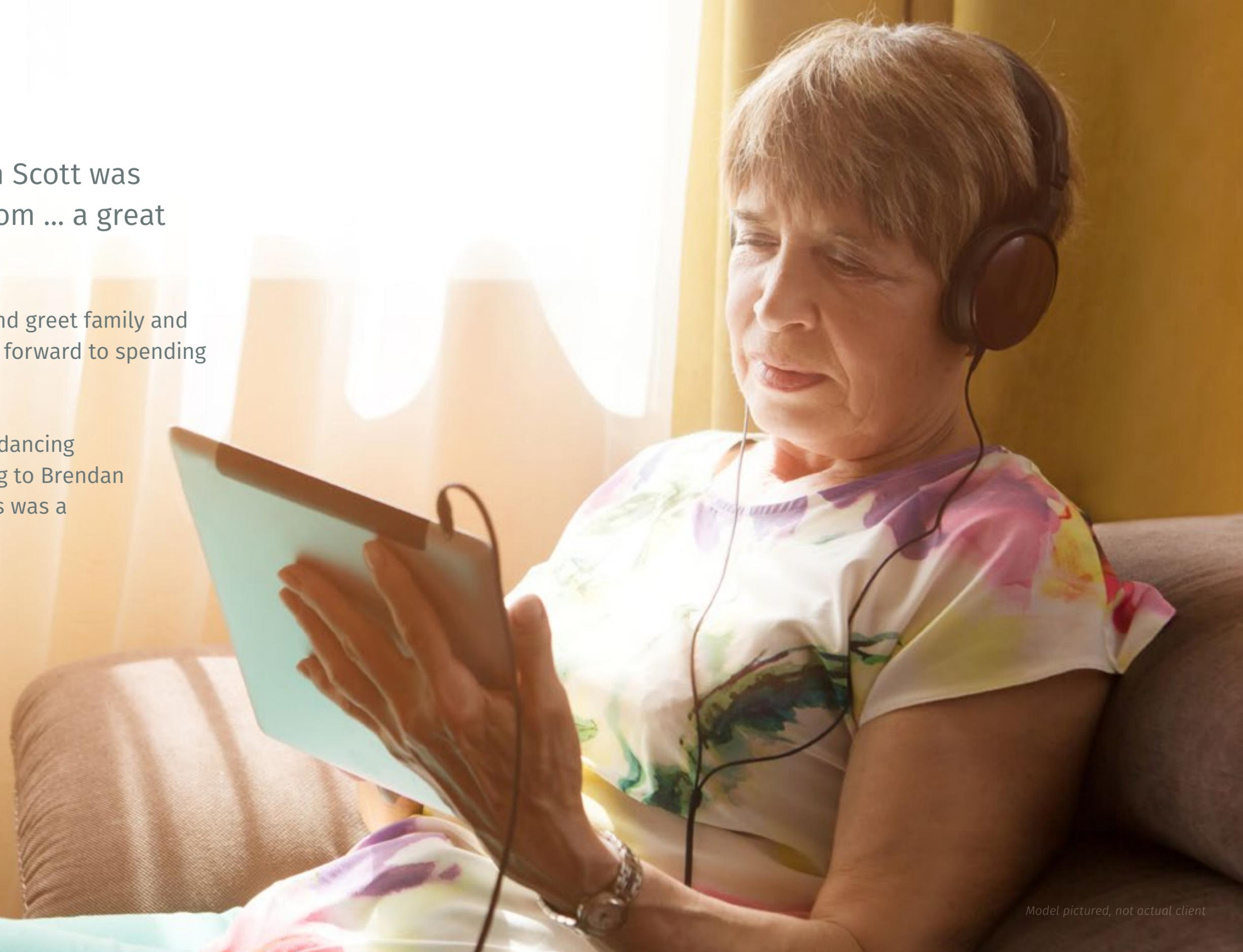
With the lockdown, unable to meet and greet family and friends and living alone I was looking forward to spending this day listening to Brendan Scott.

A very pleasant day it was, listening, dancing (in my lounge room) and singing along to Brendan playing his many musical instruments was a pleasure indeed.

A very enjoyable and wonderful day!!

Thank you to all SEV staff and volunteers.

– **Mary**



# BOARD ATTENDANCE

	Position	Attendance
<b>Andrew Freeman</b>	Chair	●●●●
<b>Nicola McNeil</b>	Secretary	●○○○
<b>Vijay Susarla</b>	Treasurer	○●○○
<b>Wina Kung</b>		●●○○
<b>Darren Lim</b>		●●○●●●●○
<b>Dr Malak Sukkar</b>		●●●●○●●●●
<b>Sukesh Sukumaran</b>		●○●○○
<b>Simon Beaty</b>	Chair	●●●●●●●●
<b>Mark Pellas</b>	Treasurer	●●●●●●●
<b>Gillian Kinder</b>	Secretary	●●●●●●●
<b>Melissa Hardy</b>		●●●●●●
<b>Bernadette Cole</b>		●●



## Farewell Jo Comerford

It was with great sadness that we farewelled one of our volunteers – Jo Comerford. Jo was a volunteer for MVRC/SEV for 14 years, retiring at the end of 2019 due to ill health. She was a real character, a bit crusty, but she had a heart of gold and loved the clients.

She participated as a driver as well as a social support jockey and was always a source of entertaining stories. Jo also volunteered for many years with the MS Op Shop on Kingsway.

She will be greatly missed.

# OUR STAFF

**Ann Burgess**  
CEO

**Shirlene Standish**  
Volunteer Services Manager

**Gerardine Gannon**  
Client Services Manager

**Wendy Fox**  
Outreach Services Manager

**Kerri West**  
Accounts

**Sharon Morgan**  
Safety Register Coordinator

**Christina Saladino**  
Social Support Coordinator

**Gary Shih**  
Chinese Seniors Coordinator

**Mei Ip**  
Volunteering Clayton / Chinese Seniors

**May El Abyad**  
Volunteering Casey / Administration

**Sarah Kelly**  
Disability Inclusive Volunteering

**Sarah Hudson**  
Intake and Assessment Coordinator

**Shane Gan**  
Vehicle Coordinator / Intake and Assessment

**Mamta Mehta**  
Driver Coordinator / Reception

**Agatha Fernandez**  
Reception

# OUR VOLUNTEERS

## Life members

Elizabeth Bruce  
Norm Gibbs, OAM  
Raymond Randall

## 20+ years

Anne Johns  
Judith Wescott  
Patricia Witt

## 15+ years

Elizabeth McDonald  
Susan Trowbridge  
Lois Litchfield  
Jenifer Sampson  
Bronwyn Lloyd  
Lisbeth Calder  
John Jarvis

## 10+ years

Simon Chan  
Kenneth Calder  
Anthony Alexander  
Ross McDowall  
Phillip G. King  
Lesley M. Atherton  
Patricia Russell  
Maureen Jeanes  
Anthony Bray  
Leanne Shaw  
Janice Yu  
Terence Long

## 5+ years

Julie Clohesy  
Ghylene Bouchet  
Ronald Clohesy  
Fay Whitehead  
Richard Borthwick  
Rhonda Makey  
David Hawkins  
Gail Graczyk  
Kathryn Holder  
Siok Tin Holmes  
Winsie Au  
Man Ching Tang  
Wanda Filippelli  
Vanessa Chan  
Quang Pham

Shirley Grondman  
Miryana Hranilovic  
Kaye Huxtable  
Winsome Bowman  
Julie Myers  
Stanley Goricane  
Joanne Burns  
Han Seow  
Ian Reid  
Linda George  
Peter Halliday  
Brenda Twigg  
Rodney Florence  
Victoria Vijayan Peter

## <5 years

Jo Anne Howell  
Julia Matheson  
Weiwei Li  
Sandra Riley  
Carlos Varsavsky  
Despina Djumas  
Colin Rodrigues  
Vivian Sonnet  
Xin Wang  
Anne Happ  
Elisabeth Wilson  
Malak Sukkar  
Gregory Brown  
Gillian Diamond  
Shuhong Zhou  
Richard Nelson  
Raymond Standish  
Marianne Francis  
Pamela Smith  
Darren Lim  
Huong Chee Young

Alister Wilkie  
Margaretha La Lau  
Simon Lao  
Narelle Walker  
Christopher Lodewyke  
Simon Beaty  
Melissa Hardy  
Gillian Kinder  
Mark Pellas  
Wendy Lumb  
Barbara Nicholls  
Nurcan Tasci  
Pauline Eysseric  
Bernadette Cole  
Robert Piggott  
Michele Oscar  
Roger Lough  
Ralph Holmes  
Xi Yun Yu  
Susan Tyzzer

## **In July 2020, the Board commenced a new financial year but remained in lockdown, as the COVID-19 lockdowns commenced from March 2020.**

Nicola McNeil resigned in August, due to ill health and her overseas work commitments.

In October, Vijay Susarla also resigned, due to ill health. Nicola and Vijay had served on the Board for five years.

During these months, like so many other groups, the Board continued to meet via Zoom. They were hoping for a break in the lockdown so that a face-to-face Annual General Meeting could occur but no luck.

SEV has always held Annual General Meetings with plenty of time to time to talk, eat and meet new colleagues so it was a sad meeting online in 2020. For the first time ever, the Annual Report was electronic and not printed.

At the Annual General Meeting, Andrew Freeman and Wina Kung who had both served their maximum 6 years on the Board, stood down, and the continuing Board members – Malak Sukkar, Darren Lim, Sukesh Sukumaran and myself remained. Three new Board members were welcomed; Gillian Kinder, Mark Pellas and Melissa Hardy. I took up the role of Chair, Mark Pellas as Treasurer and Gillian Kinder as Secretary.

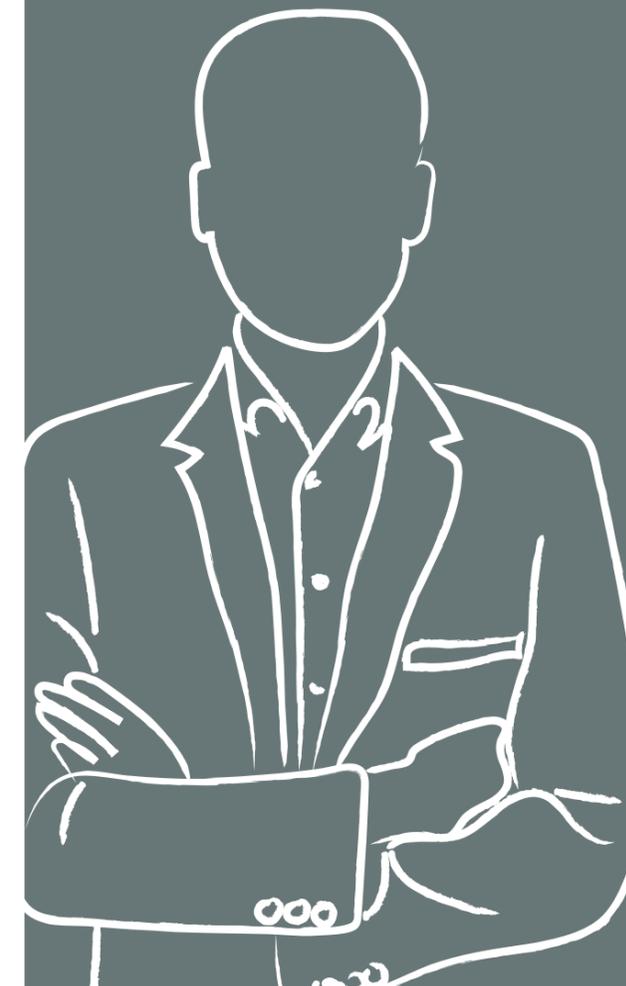
During February 2021, the Board attended Governance training provided by Justice Connect and in March 2021, Sukesh Sukumaran returned to New Zealand due to work commitments and resigned from his Board position. He was ably replaced by Bernadette Cole in May.

Thank you to the Board during 2020/2021 for their work.

# FROM THE CHAIRPERSON

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**Simon Beaty**



# FROM THE CEO

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**Ann Burgess**



## **Despite COVID, our talented staff members were determined to provide services for clients and with the help of our amazing volunteers managed to continue service delivery from 1 July 2020 to 30 June 2021.**

Everyone was involved in delivering support in some capacity; delivering food and other items, collecting the clients' shopping lists and shopping on their behalf, making weekly calls to isolated clients and posting out packages of games and crossword puzzles to alleviate boredom. During this time, we received donations of food and hard to find toilet paper and these were distributed to clients by volunteer drivers.

We also continued transport for clients who needed to see their doctor or specialist. In line with our COVID Safe plan, drivers and clients were well protected with face masks, face shields and antiseptic wipes. A special thankyou to Bendigo Bank at Pinewood, Victoria Police and the Rotary Club of Glen Waverley for their shopping vouchers and food packages that were delivered to struggling clients.

Staff member numbers were limited in the buildings in Monash, Dandenong and Casey so staff worked from home on lap tops and only skeleton staff teams manned the office.

During this time, Irene Khoo, our book-keeper, retired after 11 years of service and was replaced by Kerri West who keeps the finances in check. Diane Harris, part time receptionist, also resigned to spend more time with her family. We welcomed Agatha Fernandez as the new receptionist. Hannah Landray, our Intake and Assessment Coordinator, retired to the Tasmanian countryside and we welcomed Sarah Hudson as her replacement.

In June, in a brief window of respite from lockdown, we were able to hold the Safety Register concert and lunch at the Novotel; clients were so pleased to be able to catch up with each other after more than 12 months of lockdown. We thank the Novotel for their assistance at such short notice.

SEV continued during this COVID year due to the passion and commitment of all staff members and volunteers and I extend my gratitude once again to the SEV team.

## A Client's Story

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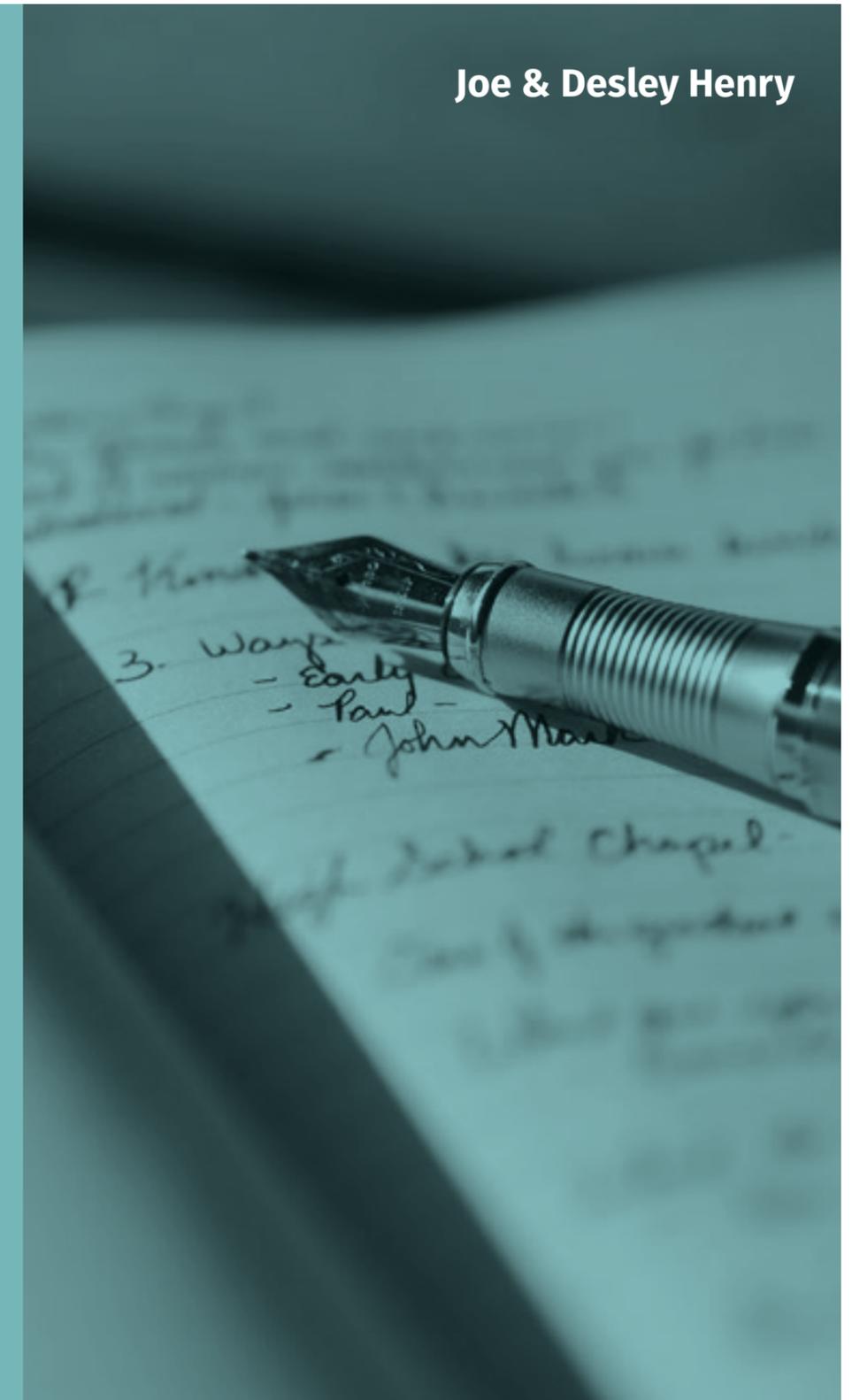
Joe & Desley Henry

“

Now that the COVID-19 pandemic feels less of a threat than it did a year ago, and with a vaccine on the way, it's time to reflect on the year that was and we want to express our gratitude to South East Volunteers ... for all the wonderful ways in which we were helped to get through that most alarming period in our lives.

It seems there was not a week that went by that there wasn't a newsletter, a phone call or a cheery voice calling to ask about our health, how we were coping at home, what help we might need. Even the care packages delivered to our door and the lovely Christmas gift bag – such lovely surprises.

It was absolutely wonderful and so heartening to know we had so much support and we send our thanks to all those wonderful, caring souls who were there for us and brought much joy to our hearts.



# CLIENT SERVICES

**Gerardine Gannon**  
Client Services Manager



**After the last 6 months of 2020, we felt we could conquer just about anything! Our State, Victoria, achieved what no other country in the world had been able to achieve, a drop from over 700 new COVID-19 cases a day, to none!**

However, when we began the financial year, we didn't know we were just about to plunge into an even longer COVID lockdown.

The virus spread was complicated, with so many non English speaking groups, and spreading fast through Aged Care, causing so many deaths, and creating so much fear among our aged clients.

As the COVID case numbers rose, the Volunteers began to drop off. Many volunteers were past retirement age and had their own health issues to consider. Staff needed to step in and cover roles previously done by volunteers, to keep supporting our clients.

Clients felt terribly isolated as families were prohibited from visiting, unless as a carer. They were frightened by the death announcements on the news and some felt very depressed.

It was a very difficult time for the aged and vulnerable. Some just needed someone to talk to.

Instead of providing social activities to isolated clients, our staff members phoned all of our clients to check if they needed any help, or referrals to other services. As a result, we found ourselves finding and delivering emergency groceries and face masks, prescriptions and even help to get out to pay bills. In some cases we referred meal services and organisations that could deliver other allied health services. We established strict COVID-safe and financial protocols which enabled staff and volunteers to assist with the essential shopping for vulnerable members, although not usually a core service of SEV's.

We operated with just the minimum number of staff rostered on to work in the office to run our transport service— just 3 people per day. The other 75% of staff continued to work from home. I have to offer a huge Thank You to Shirlene for all the time she spent putting together office rosters to ensure that we had enough skills and IT equipment covered to continue delivering services while minimising the risks to staff and volunteers.

Operating the vital transport service and organising deliveries of essential groceries as well as maintaining and sanitising the office, was a huge pressure for so few staff in the office at any one time, but everyone supported each other through it.

I also have praise for Mei and Gary for ensuring their non English speaking clients received the latest, most accurate COVID information, and for the commitment and support of Christina to constantly check on the wellbeing of our other isolated clients, and find new ways to add cheer to an otherwise grim, sometimes scary, time in their lives. Mamta and Shane showed their commitment to our Transport clients, sometimes dropping everything to drive clients themselves when something urgent popped up and we had no volunteer driver available.

Sharon put in an amazing effort to ramp up the contact with vulnerable Safety Register members, and find ways to solve all manner of clients' issues as they came up. Sarah willingly helped with any further assistance with client phone

calls, along with Mamta, keeping the office running and keeping everyone safe.

Once the case numbers finally began to recede, we all looked forward to Christmas and the New Year with optimism. However, we were still to face 2 snap lockdowns in early 2021.

Keeping up with the ever changing rules and procedures almost became a job in itself, with several updates of our COVID Safe Plan and constant renewal of procedure check lists and Work Permits.

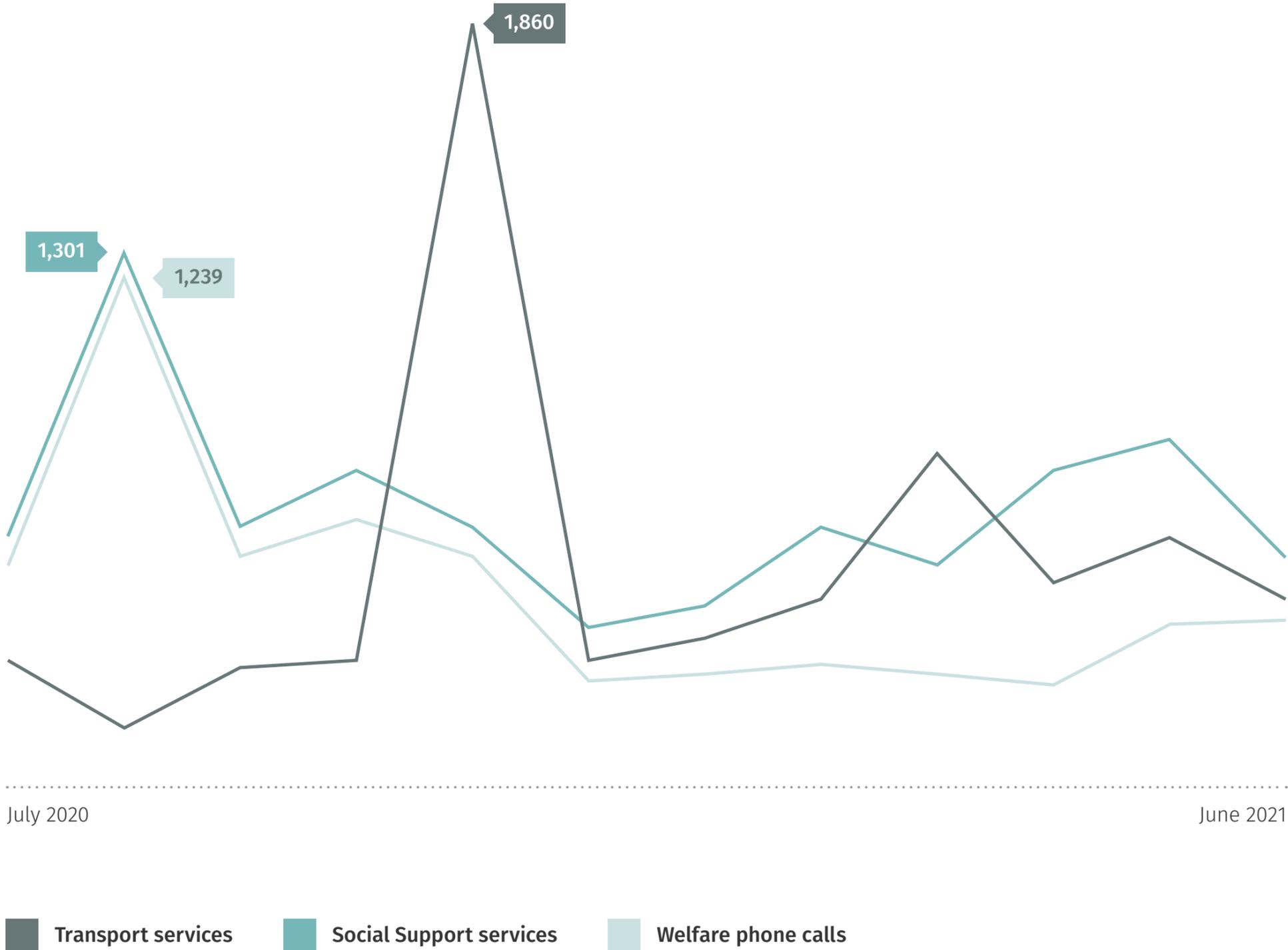
We all, including clients, are holding out for the day when vaccination rates are high and risk is therefore low.

Thanks so much for all the volunteers who supported us and our clients in the most challenging times we have ever seen.



*Social Support Volunteers  
Leanne and Gail*

# Client Services snapshot



## At a glance

**14,170**

Social Support and Transport services provided

**5,482**

Welfare calls made

**400**

Goods packages delivered

## COVID, lockdown and Zoom seemed to be the theme for the last 12 months.

After holding an Ageless Grace class on the 2nd of July, Victoria was then forced back into lockdown.

With the COVID number of cases increasing, we could easily see this was a pandemic.

I needed to find a way to connect with my clients in a way other than just a phone call, so I called all the Social Support clients to find out if they had an email address and what devices they were able to use. About a third could inform me of their email address with a test email. It was refreshing and inspiring to hear that families and friends had helped some of the clients, even those in their 90's, to be able to navigate Face Time and Zoom, as well the occasional Face Book Messenger.

Social Support clients were being called on a regular basis, by either the Ladies Lunch Volunteers, the Men's Lunch Volunteers, or myself. Some of the clients needed more attention than others, which is why I then encouraged some of the more isolated clients to join the Monash Community Safety Register.

It has been a valuable time to get to know the clients' needs better during this period. Once we were allowed to start outings at the beginning of 2021, we had several new clients attend for the very first time. This has now also created a waiting list for all our fortnightly groups.

At the beginning of November I was able to email all the clients for a zoom invitation for a coffee and chat, with "Come Zoom With Us", with instructions supplied by The City of Monash. For many of the clients who joined me, it was the first time they used the program, and we had to work through some issues, while for others it has become a regular feature to keep connected with other groups or family members while being in lockdown at home.

The "Coffee & Chat" zoom meetings have now become a regular feature of Social Support during lockdowns, as it is an easy way to connect with a day or two's notice. With more clients attending than when we first started, it has had to become a bit more structured, with many jokes & stories told, with a bit of trivia becoming part of the catch ups.

# SOCIAL SUPPORT

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**Christina Saladino**  
Social Support Coordinator





Due to constant restriction changes SEV was unable to hold any of the usual in person client functions, of around 100 clients. Instead, our first Zoom client function was held at the end of November 2020, with our usual end of year entertainer Brendan Scott performing to us all at home. Staff and clients were on mute, while Brendan was on Spotlight and performed to us all.

To be able to see the clients singing and clapping along to Brendan's performance was heart warming, knowing that some of the clients were housebound and would not come out with SEV in person again.

Now that the clients have the Social Support email address, it has facilitated the ability for clients to give real time feedback when they return from their outings, after a zoom event, or even enquire about other activities. In the future, we may hold regular zoom groups, which are more in line with the clients' interests.

While we have had to say goodbye to several of our volunteers, SEV would like to extend their gratitude to the Social Support volunteers who have taken the clients out during the pandemic when it has been safe to do so, as well to those volunteers who called their group clients on a regular basis.

Hopefully over the next coming year we will be able to have our calling volunteers come back into the office and have new volunteers join our team.



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Thank you once again for a delightful afternoon with your SEV's Marga and David and the ladies I had the pleasure of dining with.

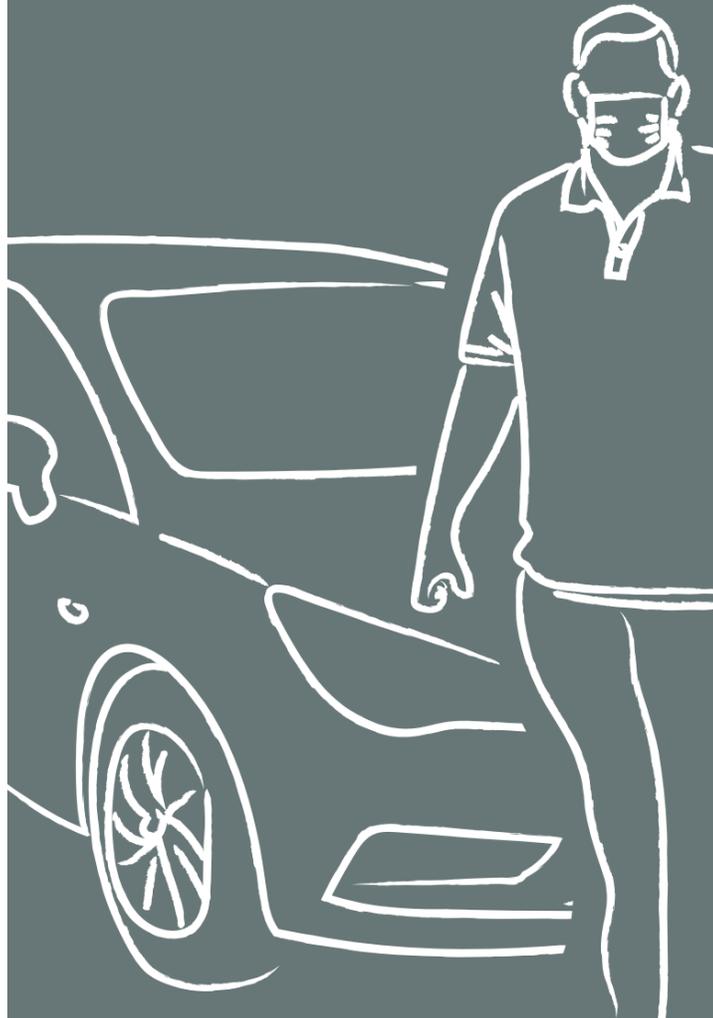
These outings keep me going.

– **Robin**

# TRANSPORT

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**Mamta Mehta & Shane Gan**  
Driver & Vehicle Coordinators



## How lucky we are to have such loyal and committed volunteer drivers so that we were able to continue our Transport service right through the longest, strictest COVID-19 lockdown Australia has ever seen!

We had briefly suspended our Transport service in the very first Melbourne lockdown but our clients kept ringing us asking if we would take them to their essential medical appointments, as they would only trust our drivers to take them safely.

The medical profession reported in the media that they were concerned that patients were delaying or avoiding important medical and specialist check ups and their health was deteriorating as a consequence.

So, during all the following lockdowns, we kept our Transport service going non stop, tightening up the sanitising procedures, temperature checks and protective masks, so that our clients could still safely attend vital medical appointments.

In the toughest restrictions, the service ran as low as at 15-20% capacity, but has been steadily increasing since, reaching as high as 80% capacity some days, despite the closing of all the community centre destinations for most of the year.

We wholeheartedly supported many of our drivers to cease driving during high COVID risk times as some had health issues of their own, or within their families, and we did not want them to be put at risk. However, we were fortunate to still have a core number of drivers who could willingly keep the basic service running, and help all our clients right throughout the lockdown when Victorian new case numbers went over the 700 per day mark.

Our clients were incredibly grateful and put their trust in us and in our generous and caring volunteer drivers.

We are very proud of how our staff adapted to all the safety procedures and showed great flexibility and commitment to our clients, picking up where volunteers dropped off, and sometimes jumping in a car to drive a client when no volunteer could be found.

There were several days during lockdowns that a staff member went out to a shopping centre to pick up groceries for an isolating aged client so that our vulnerable elderly clients were not put at risk.

When face masks became mandatory, there was an initial shortage so we procured enough disposable masks to distribute to drivers and drop off to isolating clients. Then, as soon as the Monash City Council was able to provide reusable masks to the vulnerable, drivers and sometimes staff began distributing these to clients instead.

When COVID-19 vaccinations eventually became available, SEV offered free transport to its members to obtain their vaccinations. The Rotary Club of Glen Waverley partnered with SEV to provide additional volunteer driver capacity to enable Safety Register members and SEV clients to obtain their vaccinations as needed, and this program continues to operate.

We had a few drivers who felt safe enough and were prepared to continue driving our clients even at the worst times of the COVID pandemic, showing their total commitment to helping our vulnerable members of the community.

We are forever thankful and blown away by the kindness and commitment of those volunteers who kept driving our clients, even through the most risky times, right throughout the harshest lockdowns.



*Volunteer driver, Terry Long*

# CHINESE SENIORS' SOCIAL SUPPORT GROUP

**Mei Ip & Gary Shih**  
Chinese Seniors Coordinators



**The supportive action between members from this group is extraordinary. Through this crisis, members have supported each other with encouraging messages, and important and correct information is shared. They are very happy and proud to be in the group.**

The Chinese Seniors Social Support group is a social platform for connecting Chinese seniors. Through this group networking, residents who are 65+, socially isolated, with Chinese backgrounds and language barriers, can make new friends and engage in their local community.

Activities are designed to help and motivate seniors to not only connect to the community but to also improve their physical and mental health. These activities include Tai Chi, local and international news coverage, community announcements, games, karaoke, outings, and celebrations of traditional festivals.

Due to COVID, lockdowns seem to have become inevitable for quite some time, so online activities have been established.

The group resumed meetings from Feb 2021 onwards and things seemed to get back to normal. All group members were still very cautious with hygiene, social distancing and wearing masks. A very popular topic in every meeting was whether to have

a COVID vaccine or not. Group members sometimes shared both good and bad information about the vaccine, but we always emphasised that they should see their GP for the best and most accurate information.

In end of May 2021, the community needed to lockdown again.

Even though most group members are now in an online chat group, they still prefer weekly phone calls, so they can have someone to talk to.

They appreciate the calls and thank the SEV for this extra step to connect with them.

For those who do not have any electronic devices, the phone call is the most important connection for them to get the newest COVID information.

Before the lockdown happened, most group members predicted that there would be a sharp short-term lockdown from now on and they thought they were ready for it, but in phone conversations they describe that nothing is 'ready'.



Volunteer, Simon, leading weekly Tai Chi session

Clients just feel lonely and isolated, and they are eager to come back to group meetings.

They hope the restrictions will ease soon and that they can meet each other in person, which they feel is a real meeting.

With the Dragon Boat Festival coming in June, we first planned to celebrate it as normally as possible. A week before the festival, we planned to go to a park and have our lunch ordered. We were going to exercise, play games and have some traditional story telling. However, lockdown happened again, and everyone was so disappointed. We had to go back to phone calling and online group chats.

The Chinese social support group is so successful we need to thank all the volunteers. They are Vanessa, Winsie, Janice and Simon who have not only put in the time but also extra effort to make sure every member who comes to the group meeting is safe and well looked after.



“Thank you for thinking of me during the lockdown and redoubled the efforts to communicate with me.

This extra effort makes me feel that someone cares about me and I am not alone.” – Mr Liu

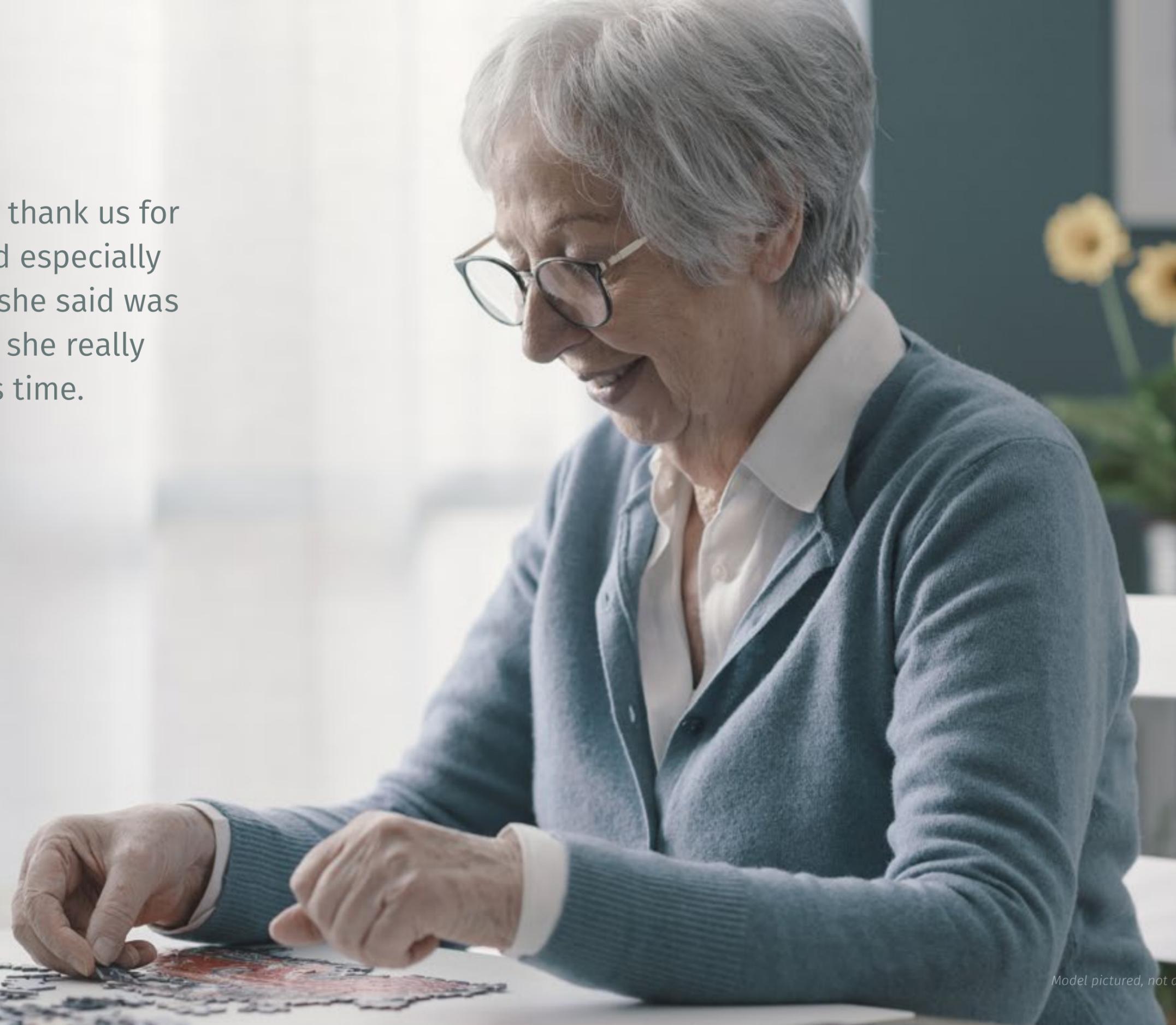


Thank you to the staff and volunteers for their extra effort to make this ‘Youth Social Support Fun group’ to happen whenever possible.

– Ms Wu

“

Noelle just rang to thank us for the newsletter, and especially the puzzles which she said was splendid and what she really needed during this time.



# MONASH COMMUNITY SAFETY REGISTER

**Sharon Morgan**  
Safety Register Coordinator



**Once again, the Monash Community Safety Register was one of South East Volunteers' most vital and busy services as we continued to navigate the impacts of COVID-19 lockdowns and restrictions while allaying a growing sense of anxiety and isolation amongst our most vulnerable members.**

During 2020 and 2021, we stayed in regular contact with our 700-plus safety register members. This proved challenging at times as we continued to juggle the competing demands of running this program and complying with COVID-19 restrictions and lockdowns.

In many ways, the safety register program model was already established as a perfect platform from which to run a COVID-safe program, both from within the office but also remotely.

In addition to regular telephone calls to members, during lengthy lockdowns we connected more frequently with approximately 100 members who we identified as being vulnerable and isolated. Needless to say, all calls were increasingly welcome and always appreciated.

During the hard and long lockdowns, our call may have been the only contact a member had with another person for that day and all Safety Register volunteers were encouraged to spend

whatever time was needed to chat and reduce that social isolation.

It also served as an opportunity to make sure our members knew about other SEV programs, but also about the numerous services and supports offered by other organisations to ensure they were connected and accessing everything that was available to them.

We were pleasantly surprised to learn that many of our members had found new and innovative ways to connect using technology. Many had created email addresses and had downloaded social media platforms and were using these to connect with family, friends and social groups and clubs when lockdowns and restrictions were in place. SEV also transitioned some of its social activities online and these were welcomed by all who participated. It looks like this will remain another mode of communication in the future.

During the lockdowns, SEV also established an essential food shopping service for Safety Register members (and other SEV clients) who were unable or reluctant to shop for groceries and meals and this much-needed service was greatly appreciated by those who availed themselves of it.

Despite all the challenges this presented, we were still able to maintain a strong and effective Safety Register program.

This volume of calls would not have been possible without our team of dedicated Safety Register volunteers who willingly adapted to changing environments and made calls both in the office and while working remotely from home. Our dedicated volunteers included our core team of nine Safety Register volunteers (Wanda, Pam, Pat, Libby, Maureen, Yvonne, Susan, Despina and Betty), four short-term volunteers (Kate, Rhonda, Sandra and Linda) and numerous staff members who also assisted.

All Safety Register volunteers speak English, but in addition two Safety Register volunteers speak Mandarin and Cantonese, one speaks Greek and one speaks Italian. Staff members who assisted with calls were also able to speak Italian, Hindi, Mandarin and Cantonese and backed up volunteers to ensure timely calls were made. This meant that we were able to seamlessly maintain our connection with all Safety

Register members, pass on useful information to language-specific cohorts and provide vital support to all.

This adaptability and team spirit has been a mainstay for staff and volunteers alike and has enabled us to achieve outstanding results for our community.

In addition to relaying timely COVID-19 updates, Safety Register volunteers and SEV staff also passed on vital information relating to a water contamination issue on Friday 28 August 2020. Calls were made to more than 200 affected Safety Register members (or to their emergency contacts) in the affected suburbs of Glen Waverley and Mount Waverley (within the City of Monash) alerting them to the issue and ensuring they knew what strategies to engage to have a safe supply of water during this time.

On 22 and 23 January 2021, calls were made to 87 most vulnerable members to give them advance warning of extreme heat conditions forecast for 24 and 25 January 2021, and to ensure they could be prepared with strategies for these conditions. All were extremely grateful for the contact.

Reminders were also provided to Safety Register members about changing their clocks, and to ask someone to help them to check (and if necessary change) their smoke alarm batteries at the start and end of daylight savings.

## At a glance

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### Safety Register statistics

**7,360**  
Calls made

**700+**  
Active members

**40**  
Members attended the annual concert



Four quarterly newsletters were also mailed to all Safety Register members containing timely and appropriate content, including COVID-19 updates and supports available. These are just a few examples of how the Safety Register provides information and support to its members to ensure their safety and wellbeing.

SEV was also extremely fortunate to be part of a most successful partnership involving the Rotary Club of Glen Waverley, Victoria Police in the City of Monash and South East Volunteers. Care packages, containing essential food items, facemasks and hand sanitiser, were prepared by the Rotary Club of Glen Waverley and were delivered by Victoria Police to recipients on the Monash Community Safety Register, the majority of whom were considered to be extremely vulnerable.

Needless to say, when Victoria Police delivered the Rotary Care packages to recipients they were both surprised and extremely thankful to be supported in this way.

We are extremely grateful to both the Rotary Club of Glen Waverley and Victoria Police in the City of Monash for this wonderful initiative.

Of equal significance were the informal chats they enjoyed with Victoria Police which continued to allay their fears around COVID-19 and reduce their increasing sense of social isolation.

The Coordinator, Monash Community Safety Register, continued to build and strengthen relationships with key stakeholders, including relevant City of Monash staff, Victoria Police in the City of Monash and the Monash Welfare Network.

The Coordinator was also a regular attendee at City of Monash Positive Ageing Forums and the Eastern Elder Abuse Network (EEAN). A large number of these meetings took place via online platforms.

Despite the challenges of lockdowns and restrictions, we were extremely happy to be able to host the annual Safety Register event in person in June 2021 at The Novotel in Glen Waverley. Attendee numbers had to be significantly limited to comply with all restrictions in place but we were happy to welcome 40 Safety Register members to this, and were also pleased to welcome the Councillor Brian Little (Mayor, City of Monash) and Tina Malaeb (Monash Community Safety Officer).

We were fortunate to have Victoria Police representatives (namely Inspector Paul Robotham, Local Area Commander, Monash Police Service

area, and Senior Constable Sara Coe, Monash Crime Prevention Officer), both of whom gave short presentations to attendees. Musical entertainment was provided by the talented Bill Pyman.

The most common feedback from those Safety Register members who attended was their pleasure at being able to attend an in-person event while sharing conversation and social interaction.

We were delighted to be able to celebrate the birthday of one Safety Register member who turned 100 in December 2020! A small group of SEV volunteers and staff celebrate this amazing milestone over a lunch in January 2021, and everyone felt most privileged to be able to share this most special occasion and celebrate with our newest Centenarian. There are currently two 100-year-old members on the Safety Register, and one who is 103. All of them are living and ageing independently in their own homes.

Once again, the Monash Community Safety Register has supported and connected with its members through some extremely difficult circumstances relating to COVID-19 restrictions and personal challenges.

There is no doubt that this program continues to be a core and vital service provided to those in the City of Monash.

Our sincere thanks to all our key funding bodies and supporters, in particular the City of Monash, Victoria Police and our Corporate Partner - the Novotel Glen Waverley.

Our thanks again to the City of Monash for recognising this need and providing the funding to enable SEV to continue delivering this essential service. And, of course, our grateful and heartfelt thanks to all Safety Register volunteers – we couldn't do this without your dedication, commitment and good humour.



**Ken D called to say a big thank you for the surprise delivery he received today.**

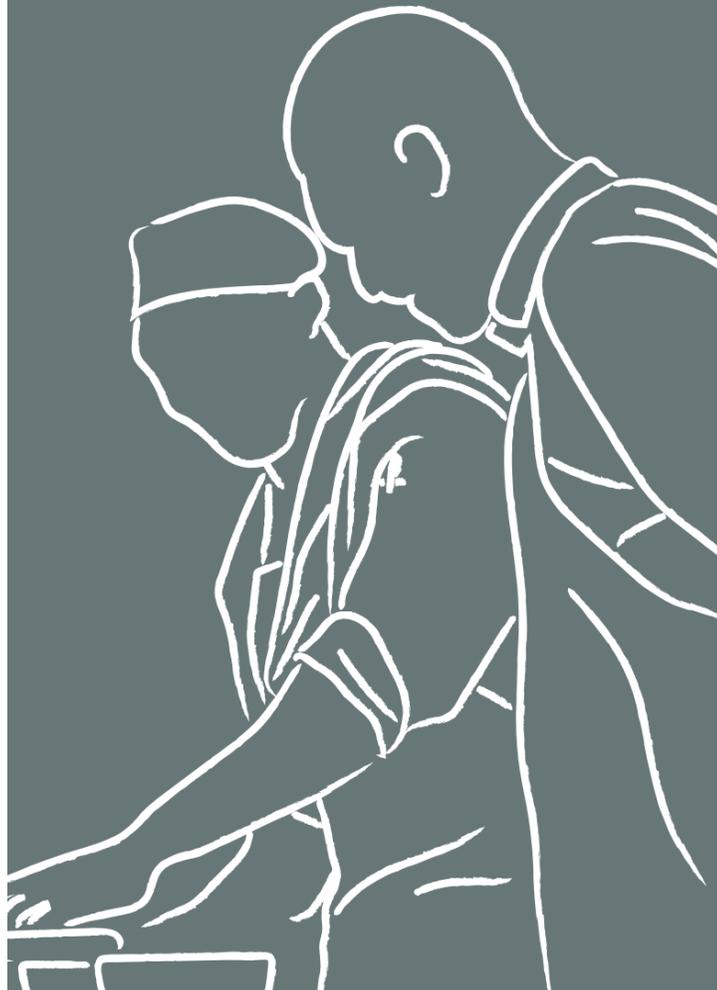
It was great timing as he is just out of hospital and feeling a bit flat. He also wanted to pass on a big thank you and hello to Sharon and Mamta and that he appreciates all you do for him.



*Centenarian client, Shirley*

# VOLUNTEER SERVICES

**Shirlene Standish**  
Volunteer Services Coordinator



**There is always something good that can come out of every situation and this past year was no exception. We embraced technology with gusto, moving workshops to online formats in the space of days – and sometimes hours! We learned to be flexible and roll with the various lockdowns.**

The challenges continued in the 2020/21 year for the community service sector, and particularly for volunteering. The continued concern to keep our clients and our SEV volunteers safe was mirrored in every Volunteering Involving Organisation. It has been tough on all, staff, volunteers, clients, the community, but we stand together, and I am humbled by this.

Our hard work and dedication to serving the community was recognised by funding renewals from local government, for which we are very grateful.

We had great support from the City of Monash, City of Dandenong and the City of Casey, and Volunteering Victoria, working together with their staff to ensure that the residents and volunteers were connected and supported.

Our Volunteer Program Team, Wendy Fox (GDVRS), Mei Ip (GW & Clayton) and May El Abyad (Casey) worked hard to keep the program going, continue with training, network meetings and keeping in touch with volunteers and organisations that were either struggling to get volunteers under the circumstances

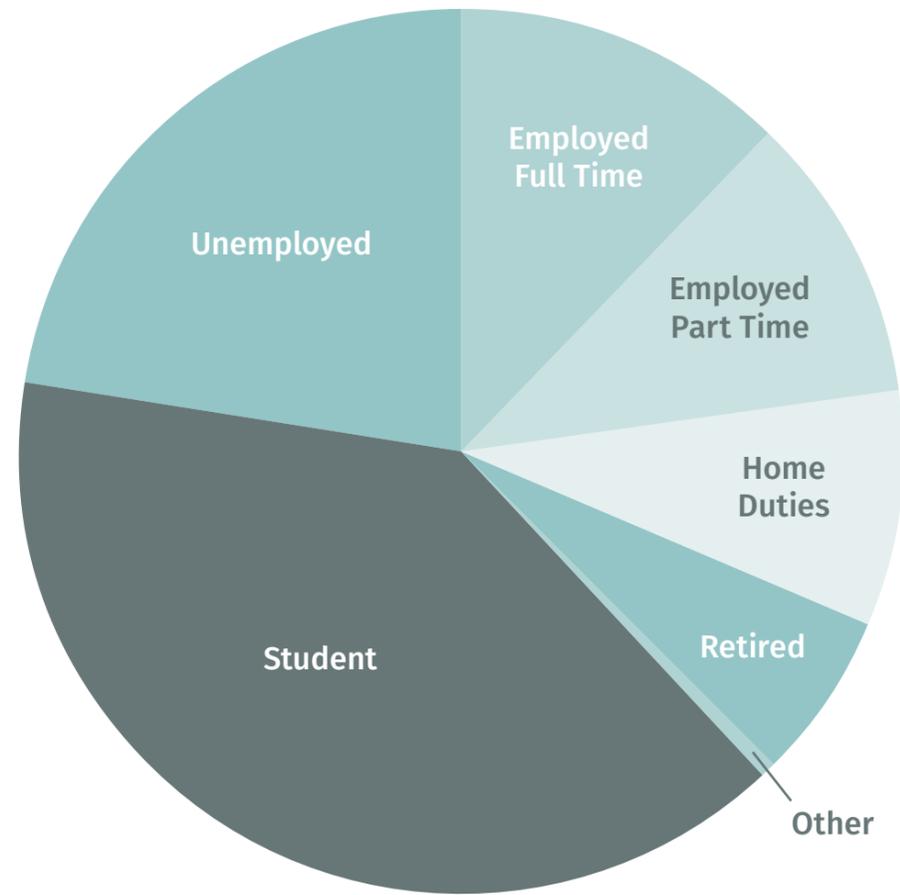
or were struggling to stay open and surviving. This often required them to work from home, if in lockdown, and their flexibility and initiative was much appreciated. My sincere thanks to all three for being such a great team, supporting each other and me.

We offer volunteers three options for interviews, face to face, via telephone or online via Zoom, MS Teams or FaceTime.

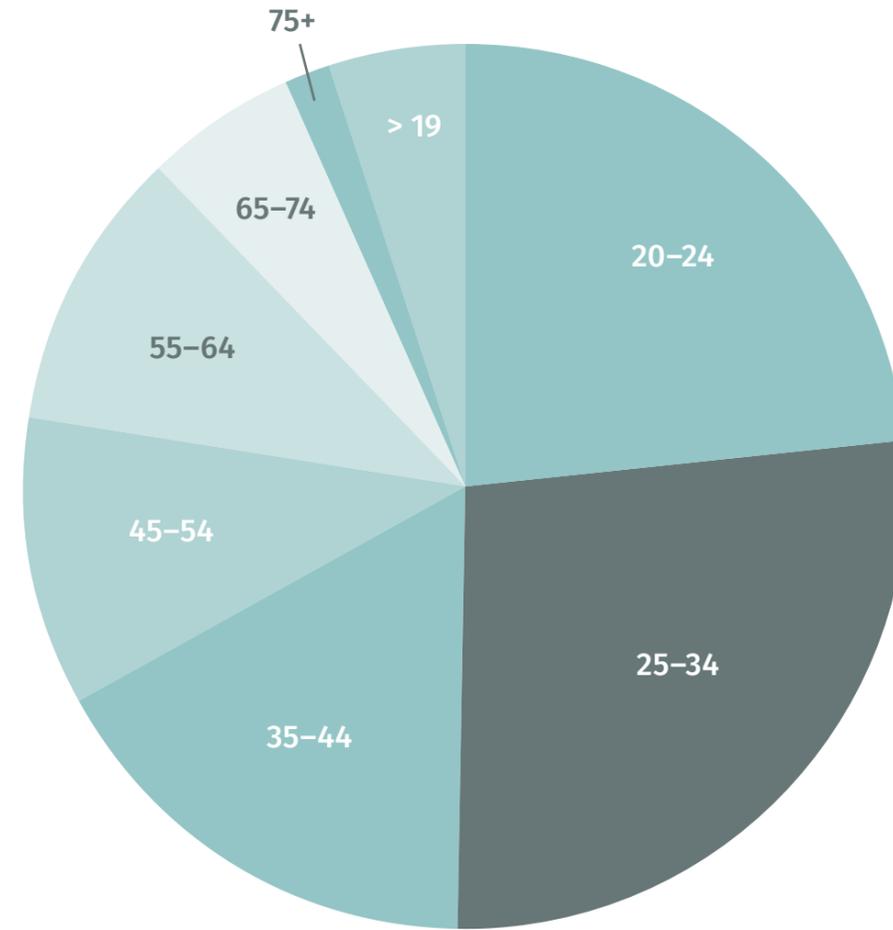
In total, we recruited 588 volunteers for non profit organisations located in the southeast area. This is a reasonable result considering the number of times we had to place the program on pause due to another lockdown.

Mamta Mehta, our receptionist, worked diligently to ensure that our systems kept going and information made it to the right person, wherever that person was that day. She provided support to the office volunteers, when they were able to come in, and staff, as well as keeping in touch with other volunteers not able to make it into the office. She also provided a warm welcome to our drivers who came in diligently throughout the many lockdowns.

# Volunteer Services snapshot



Employment status



Age group



## At a glance

**588**  
Volunteers interviewed

**46**  
Languages spoken

**28%**  
Under the age of 24



## Training & Workshops

Out training and workshops continued on, mostly in online formats, but we did manage to have a few volunteer workshops in person, observing space limitations and COVID Safe Protocols.

We trained 264 volunteers and 156 managers of volunteers.

We included workshops like (to name a few):

- › *The Accidental Counsellor*
- › *Strategies for Managing Stress in Uncertain Times*
- › *Introduction to Volunteering*
- › *How to Navigate Cultural Differences*
- › *Diversity & Inclusion*
- › *Emerging from COVID*
- › *Rewire for Resilience*

We are thankful for the ongoing support we receive from these facilitators who are experts in their field.

## National Volunteer Week

Last year we were unable to celebrate in person with our fantastic volunteers, but in 2021, we jumped at the chance to all get together and celebrate volunteering. The Glen Waverley Novotel were our gracious hosts, providing a fantastic breakfast held on the 17th of May. This year's theme was Recognise, Reconnect and Reimagine and we did just that, recognising the contribution our volunteers make to the community, reconnecting after such a long time apart and to reimagine what our promising future holds.

## Return to Volunteering Project

Last year we applied for funding from Volunteering Victoria to explore ways to encourage volunteers to come back after the lockdown and to help prepare organisations to welcome them back in a COVID Safe Environment. SEV in partnership with Bridges Connecting Communities in Knox developed a series of workshops to explore fears about returning to volunteering, the sense of loss we all experienced (loss of loved ones, temporary loss of freedom).

We conducted surveys asking if volunteers would return, what organisations needed to do to ensure a sense of safety. We ran a forum at the Waverley RSL that combined volunteers who had not returned to volunteering as well as managers of volunteers. Ideas were shared and it gave all an opportunity to network and voice concerns.

## What Lies Ahead?

The volunteering sector has and will change. We will adapt to this change and develop opportunities that meet the needs of the community, the volunteers and the community service organisations. We will look forward to a future filled with possibilities for everyone.

## A Volunteer's Story

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I have been volunteering with the Safety Register for 4 years, primarily with the Greek speaking members, but also the general members as well.

I wanted to volunteer because I believe that it is important to give something back to the community and make a difference to even one person if you can. Throughout my working life I had acquired many skills and I felt that I could use and build on those skills through volunteering.

It has been so rewarding speaking to all the lovely members every week talking to them about their lives now and how they cope with many challenges ageing presents. Equally rewarding is talking to them about their life as they were growing up, their jobs, travels and how the world has changed.

The last 18 months have, of course, been extraordinary.

Many of our members expressed that they have often felt lonely and isolated and so it was even more important to maintain the connection with them.

To hear the relief and gratitude in their voice when we call is wonderful and I have been so impressed and, often in awe, of how stoic and brave they have been during these challenging times.

Despina Dumas



# GREATER DANDENONG VOLUNTEER RESOURCE SERVICE

**Wendy Fox**  
Outreach Services Manager



**Volunteering has always played an important role in providing connection to community and it has never been more important than in these COVID times.**

The Greater Dandenong Volunteer Resource Service (GDVRS), continued to play its' role in the support of volunteers and community organisations alike.

GDVRS supported 287 volunteers to explore their volunteering options and to find appropriate roles. And of these, 161 were from culturally and linguistically diverse background, which represents 56% of all volunteers interviewed.

We also provided support to 264 volunteers and 156 managers and coordinators of volunteers through the pandemic by providing online training that had a focus on well-being and resilience. Topics included:

- › *Creating a Resilient Mindset*
- › *Healthy Body*
- › *Healthy You*
- › *Healthy Mind, Healthy You.*

As Greater Dandenong is one of the most multicultural communities in Australia, many of our new arrivals volunteer to get experience in an Australian workplace.

As such, we also provided support to assist volunteers into the workforce by running workshops

on *How to Navigate Cultural Difference in the Australian Workplace* as well as providing support to organisations to be inclusive and diverse.

The pandemic and the subsequent lockdown caused industries to shut down and as a result, many people found themselves out of work. As difficult as this was, people's resilience shone through and they used the opportunity to change direction in their career.

In many of the interviews conducted, people had commenced studying in the community sector and were looking to volunteer to support and enhance their learning and to gain experience in their new field of study.

GDVRS is proud to be able to provide support to them through this process.

Our Volunteer Network meetings provided an invaluable opportunity for volunteer involving organisations (VIO) to share their successes and challenges. The VIO's adaptability of their service model quickly became apparent and as did their commitment and dedication to both their clients and their volunteers. GDVRS played an important role in being able to facilitate this sharing of information, and provide a forum for mutual support.

**The important work of GDVRS can be seen in the following examples:**

**Mariya was a new migrant to Australia, arriving in August 2019. She had a background of HR in her country of origin.**

Mariya struggled to get job interviews despite applying for hundreds of jobs. Her job search was further disadvantaged at the onset of COVID. It was suggested to her that she volunteer. Mariya responded to a GDVRS advertisement seeking an Information and Administration Officer. Mariya commenced volunteering with GDVRS two days per week in a remote capacity.

In her own words:

*“Wendy work as an Outreach Manager for Greater Dandenong Volunteer Resource Program which is a part of South East Volunteers. She onboarded me as Information and Administration Officer. I was reporting to Wendy she is an amazing lady I came across so far in my life. She taught me the process with a great patience, she was always there to answer my queries with smile. I am so lucky that I was part of this program. I learnt lot of things working with GDVRS, specially meeting different people every day from different background. I understand the diverse culture we have in Australia. Shirlene Standish she is the senior Manager in South East Volunteers. She gave me the induction about Volunteering. Shirlene also arranged different workshops during my work which helped us a lot.*

*After working for 7 months with GDVRS I started getting calls for job. Finally, I have received two job offers in Melbourne.*

*It's like a dream come true moment for me. Same time I will miss working with Wendy the sweetest person. Thanking GDVRS for giving me this opportunity. Wishing you all the good luck with your future projects.”*

**GDVRS received an enquiry from Sophie, who was interested in volunteering. Sophie is a highly motivated young woman with a disability.**

GDVRS supported Sophie during her volunteer application process, assisting her to work through the volunteering kit provided by the organisation, as well as providing support to her to complete the online NDIS orientation module as well as obtaining an NDIS screening check. At the completion of the modules, Sophie received a certificate.

Sophie said:

*“You helped me begin somewhere. I was lost and found my feet to what I want to achieve.”*

## The Disability Inclusive Volunteering project began at the end of 2020 and is funded by the City of Greater Dandenong.

The first workshop will take place on 22nd September with at least 16 participants from 11 organisations registered to take part. There will be 2 more rounds of workshops with in-house support, continuing throughout 2022.

The project coordinator, Sarah Kelly, will be joined by Tricia Malowney and Michael Upston to co-facilitate the workshops, with guest speakers and a panel of experts who have experience of disability. Sarah is also assisted by Bec Dunn who provides administrative and technology support.

Tricia is a disability advocate and consultant and is a Director on Scope's Board (disability support service). Michael has over 30 years of experience working in the disability support sector, primarily employment services.

Organisations who register will take part in three 1½ day workshops, complete a self-assessment of their organisation, undertake disability action planning and have access to numerous resources and further learning online, in addition to personal in-house support.

The goal of this project is for volunteer involving organisations to be disability confident and inclusive. The project will provide improved understanding of disability and support the organisations to have disability inclusive processes in place to recruit, support and retain people with a disability in meaningful volunteer roles.

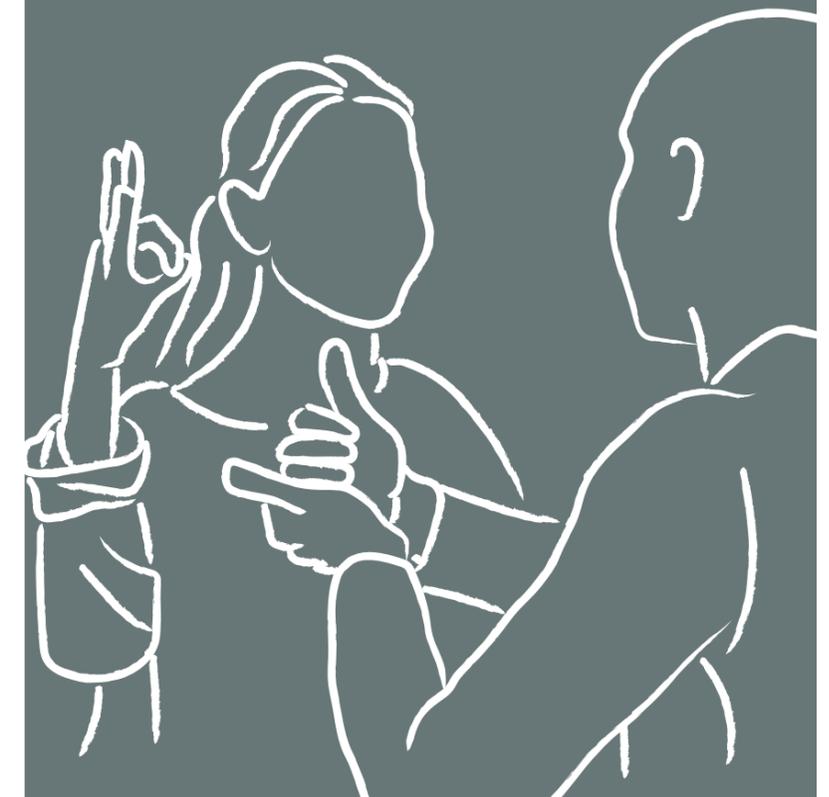
Some of feedback from our first workshop:

- › *“Great workshop, very informative and has given me insight into Disability Inclusive Volunteering.”*
- › *“Great Workshop - so practical and so helpful!”*
- › *“Interesting workshop and resources. I will share the information with my colleagues.”*
- › *“The workshop was very useful to me. I can't wait for the next one.”*
- › *“Fantastic and well presented, clear and valuable information.”*

# GREATER DANDENONG DISABILITY INCLUSIVE VOLUNTEERING

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**Sarah Kelly**



# CRIMCHECK

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**Brett Holland**  
CrimCheck Manager



## **CrimCheck is South East Volunteers' social enterprise that provides police checks to organisations nationally.**

CrimCheck is linked with the Australian Criminal Intelligence Commission and can provide a police check in a matter of a few minutes. They are a not-for-profit organisation and they offer the lowest price police checks in Australia.

CrimCheck experienced a downturn in turnover during this challenging COVID affected year.

The staff of CrimCheck worked remotely for the majority of the year with minimal disruptions to the service. Despite the challenges we were happy to still continue to support South East Volunteers with a sizeable donation.



“

Robert has improved quite a bit since he started his treatment.

His appointments are now fortnightly.

He said that he should be able to walk without his stick after the treatment this Friday, and he would not have been able to get well and progress so much without SEV's help.

# INDEPENDENT AUDITOR'S REPORT To the members of South East Volunteers Inc. and Controlled Entities

## Report on the Audit of the Financial Report

### Opinion

We have audited the financial report of South East Volunteers Inc. and Controlled Entities, the (Registered Entity) and its subsidiaries (the Group), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of South East Volunteers Inc. and Controlled Entities has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- i. *giving a true and fair view of the Group's financial position as at 30 June 2021 and of its financial performance for the year ended; and*
- ii. *complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.*

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

### Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.

## Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- › *Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.*
- › *Obtain an understanding of internal control relevant to the audit 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 Registered Entity's internal control.*
- › *Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.*
- › *Conclude on the appropriateness of the responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.*
- › *Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.*
- › *Obtain sufficient appropriate evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit opinion.*

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**Ryan H. Dummett**  
Director



**Ashfords Audit and Assurance Pty Ltd**  
**Chartered Accountant**

Unit 301, 148 Logis Boulevard  
Dandenong South VIC 3175

Dated this 17th day of November 2021

# AUDITOR'S INDEPENDENCE DECLARATION

**Auditor's Independence Declaration under the Australian Charities and Not-for-profits Commission Act 2012 s60-40 to the Responsible Persons of South East Volunteers Inc. and Controlled Entities and Controlled Entities**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021, there have been:

- i. *no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-Profits Commission Act 2012 in relation to the audit; and*
- ii. *no contraventions of any applicable code of professional conduct in relation to the audit.*



**Ryan H. Dummett**  
Director



**Ashfords Audit and Assurance Pty Ltd**  
**Chartered Accountant**  
Unit 301, 148 Logis Boulevard  
Dandenong South VIC 3175

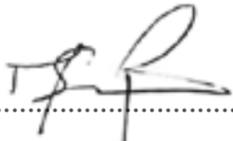
Dated this 17th day of November 2021

# COMMITTEE OF MANAGEMENT DECLARATION

The directors of the Association declare that:

- 1. *The financial statements and notes, as set out on pages 30 to 36, satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and:*
  - a. *comply with Australian Accounting Standards – Reduced Disclosure Requirements applicable to the entity; and*
  - b. *give a true and fair view of the financial position of the registered entity as at 30 June 2021 and of its performance for the year ended on that date.*
- 2. *There are reasonable grounds to believe that the registered entity will be able to pay its debts as and when they become due and payable.*

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Responsible person ..... 

Responsible person ..... 

Dated ..... *15/11/2021*

# STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	Note	2021 (\$)	2020 (\$)
Revenue	4	3,173,696	2,914,484
Interest received		10,803	31,053
Cashflow boost		-	115,356
JobKeeper		63,000	54,000
Other income	4	54,376	140,985
ACIC expenses		(1,430,280)	(1,277,677)
Administration expenses	5	(167,288)	(159,543)
Advertising and marketing expenses		(5,817)	(19,793)
Auditor's remuneration		(7,750)	(8,154)
Employee benefits expense		(1,444,943)	(1,312,736)
Depreciation and amortisation expense	5	(82,548)	(91,741)
Interest on leases		(6,923)	-
Motor vehicle and travel		(24,143)	(29,449)
Occupancy expenses		(57,431)	(56,132)
Program and project expenses		(20,021)	(53,802)
Volunteer expenses		(5,279)	(6,719)
<b>Surplus before income tax</b>		<b>49,452</b>	<b>240,132</b>
Income tax expense		-	-
<b>Surplus for the year</b>		<b>49,452</b>	<b>240,132</b>
<b>Total comprehensive income for the year</b>		<b>49,452</b>	<b>240,132</b>
Surplus attributable to:			
<b>Members of the parent entity</b>		<b>49,452</b>	<b>240,132</b>
Total comprehensive income attributable to:			
<b>Members of the parent entity</b>		<b>49,452</b>	<b>240,132</b>

## Notes

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

# STATEMENT OF FINANCIAL POSITION

	Note	2021 (\$)	2020 (\$)
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	6	2,283,127	1,331,042
Trade and other receivables	7	73,372	90,058
Financial assets	8	-	563,186
Other assets	10	18,984	97,702
<b>Total Current Assets</b>		<b>2,375,483</b>	<b>2,081,988</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	9	248,827	310,744
<b>Total Non-Current Assets</b>		<b>248,827</b>	<b>310,744</b>
<b>Total Assets</b>		<b>2,624,310</b>	<b>2,392,732</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	11	209,404	182,676
Lease liabilities	14	36,675	33,651
Employee benefits	13	203,835	148,631
Other liabilities	12	425,614	331,304
<b>Total Current Liabilities</b>		<b>875,528</b>	<b>696,262</b>
<b>Non-Current Liabilities</b>			
Lease liabilities	14	117,888	154,565
Employee benefits	13	71,919	32,382
<b>Total Non-Current Liabilities</b>		<b>189,807</b>	<b>186,947</b>
<b>Total Liabilities</b>		<b>1,065,335</b>	<b>883,209</b>
<b>Net Assets</b>		<b>1,558,975</b>	<b>1,509,523</b>
<b>Equity</b>			
Accumulated surplus		1,558,975	1,509,523
<b>Total Equity</b>		<b>1,558,975</b>	<b>1,509,523</b>

# STATEMENT OF CHANGES IN EQUITY

	Accumulated Surplus (\$)	Total (\$)
<b>2021</b>		
Balance at 1 July 2020	1,509,523	1,509,523
Surplus for the year	49,452	49,452
<b>Balance at 30 June 2021</b>	<b>1,558,975</b>	<b>1,558,975</b>
<b>2020</b>		
Balance at 1 July 2019	1,271,439	1,271,439
Adjustment due to adoption of AASB 16	(2,048)	(2,048)
<b>Adjusted balance at 1 July 2019</b>	<b>1,269,391</b>	<b>1,269,391</b>
Surplus for the year	240,132	240,132
<b>Balance at 30 June 2020</b>	<b>1,509,523</b>	<b>1,509,523</b>

# STATEMENT OF CASH FLOWS

	Note	2021 (\$)	2020 (\$)
<b>Cash Flows from Operating Activities</b>			
Receipts from customers		3,641,577	3,204,798
Payments to suppliers and employees		(3,366,518)	(3,194,530)
Interest received		10,802	31,053
COVID relief received - Cash flow boost		31,976	53,236
COVID relief received - JobKeeper		63,000	36,000
Other income		62,347	66,252
<b>Net cash provided by/(used in) operating activities</b>	<b>19</b>	<b>443,184</b>	<b>196,809</b>
<b>Cash Flows from Investing Activities</b>			
Payments for property, plant and equipment		(20,632)	(7,020)
Payments for term deposits		-	(19,209)
Proceeds from term deposits		563,186	-
<b>Net cash provided by/(used in) investing activities</b>		<b>542,554</b>	<b>(26,229)</b>
<b>Cash Flows from Financing Activities</b>			
Proceeds from (repayment) of leases		(33,653)	(30,806)
<b>Net cash provided by/(used in) financing activities</b>		<b>(33,653)</b>	<b>(30,806)</b>
Net increase/(decrease) in cash and cash equivalents held		952,085	139,774
Cash and cash equivalents at beginning of year		1,331,042	1,191,268
<b>Cash and cash equivalents at end of financial year</b>	<b>6</b>	<b>2,283,127</b>	<b>1,331,042</b>

# ACKNOWLEDGEMENTS

City of Monash

City of Greater Dandenong

City of Casey

Alex Kyle

Andrews Foundation

Australian Department of Social Services

Bill Pyman

Brendan Scott

Bridges Connecting Communities

Department of Health & Human Services

InTech Pty Ltd.

Justice Connect

Karen George, Karen's Consulting

Lifeline H2H

Meg Phillips, Balanced4Life

Monash Police Stations

Nick Lauria, Underdog Design

Norton Rose Fulbright

Novotel Glen Waverley

Public Libraries, City of Monash

Rotary Club of Glen Waverley

Roula Fenech

Silva Nazaretian, Moderate Nutrition Services

The Hub for Learning

Tim Pryor, Access Guru

Volunteering Victoria

Waverley Lions Club

Waverley RSL

Wellbeing Campus

Wimmigrants of Australia



5 Myrtle Street Glen Waverley VIC 3150

[www.sev.org.au](http://www.sev.org.au)