



# Annual Report

2021/2022



## Contents

---

**Our Board**

---

**Our Staff**

---

**Our Volunteers**

---

**From the Chairperson**

---

**From the (former) CEO**

---

**Our Strategic Plan**

---

**Client Services**

---

**Social Support**

---

**Transport**

---

**Chinese Seniors' Social  
Support Group**

---

**Monash Community  
Safety Register**

---

**Intake & Assessment**

---

**Volunteer Services**

---

**Outreach Volunteer Program**

---

**Disability Inclusive  
Volunteering Project**

---

**Independent Auditor's Report**

---

**Auditor's Independence  
Declaration**

---

**Committee of  
Management Declaration**

---

**Statement of Profit or Loss and  
Other Comprehensive Income**

---

**Statement of Financial Position**

---

**Statement of Changes in Equity**

---

**Statement of Cash Flows**

---

**Acknowledgements**

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## Our Board

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### Attendance

Malak Sukkar <i>Chairperson</i>	●●●●●●●●
Mark Pellas <i>Treasurer</i>	●○●●●●●●
Melissa Hardy <i>Secretary (acting)</i>	●○●●●●●●
Darren Lim	●●●●
Bernadette Cole	●●●●○●●●
Gillian Kinder	●○
Simon Beaty	●
Terrence Long	●○●●○

### Resignations

- › **Gillian Kinder**  
Resigned 29 July 2021  
Returned 12 August 2021  
Resigned 12 October 2021
- › **Simon Beaty**  
Resigned 31 August 2021
- › **Darren Lim**  
Resigned 16 December 2021

### New Appointment

- › **Terrence Long**  
Appointed at AGM 25 November 2021



**Farewell**  
Yvonne

Sadly, we lost another wonderful volunteer this year – Siok Tin ‘Yvonne’ Holmes.

Yvonne volunteered in the Safety Register for 8 years, helping to connect our Chinese speaking volunteers. She was also instrumental in organizing members of the Rotary Club of Glen Waverley to volunteer to drive clients to get their vaccinations. Yvonne was a tireless supporter of education, the Rotary Club and her family.

Yvonne passed away on the 4th of September 2021. SEV and the community of Monash will miss her very much.

## Our Staff

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**Ann Burgess**  
CEO (Retired)



**May El Abyad**  
Outreach Services Manager



**Suzanne Hannigan**  
Social Support Coordinator



**Sarah Kelly**  
Disability Inclusive Volunteering



**Mamta Mehta**  
Admin / Intake and Assessment



**Shirlene Standish**  
Volunteer Services Manager



**Kerri West**  
Accounts Officer



**Gary Shih**  
Chinese Seniors Coordinator



**Sarah Hudson**  
Intake and Assessment Coordinator



**Agatha Fernandez**  
Reception



**Christina Saladino**  
Client Services Manager



**Sharon Morgan**  
Safety Register Coordinator



**Mei Ip**  
Volunteering Clayton /  
Chinese Seniors



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



**Marija Rakovic**  
Admin / Data Entry

## Our Volunteers

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### Life members

Elizabeth Bruce  
Norm Gibbs, OAM  
Raymond Randall

### 20+ years

Anne Johns  
Judith Wescott  
Patricia Witt  
Elizabeth McDonald  
Susan Trowbridge

### 15+ years

Lois Litchfield  
Jenifer Sampson  
Bronwyn Lloyd  
Lisbeth Calder  
John Jarvis  
Simon Chan

### 10+ years

Kenneth Calder  
Anthony Alexander  
Ross McDowall  
Phillip G. King  
Lesley M. Atherton  
Patricia Russell  
Maureen Jeanes  
Anthony Bray  
Leanne Shaw  
Janice Yu  
Terence Long  
Julie Clohesy  
Ghylene (Gill) Bouchet  
Ronald Clohesy  
Fay Whitehead  
Richard Borthwick

### 5+ years

Rhonda Makey  
David Hawkins  
Gail Graczyk  
Kathryn Holder  
Winsie Au  
Wanda Filippelli  
Vanessa Chan  
Rathi Vinay  
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  
Jo Anne Howell  
Julia Matheson  
Carlos Varsavsky  
Despina Djumas

### >5 years

Colin Rodrigues  
Vivian Sonnet  
Elisabeth Wilson  
Malak Sukkar  
Gregory Brown  
Gillian Diamond  
Richard Nelson  
Raymond Standish  
Pamela Smith  
Gary Young  
Alister Wilkie  
Margaretha La Lau  
Narelle Walker  
Christopher Lodewyke  
Melissa Hardy  
Mark Pellas  
Wendy Lumb  
Barbara Nicholls  
Nurcan Tasci  
Bernadette Cole  
Robert Piggott  
Ralph Holmes  
Roger Lough  
Michele Oscar  
Sherwin Yu  
Ravin J Ramjee  
Susan Tyzzer  
Graham Robertson  
Shellagh Jarvis  
Elcira Castro  
Glenn Gillin  
Daniel Portelli  
Margaret Campion  
Raymond Arnold  
Christina Bong  
Julia Barnes  
Garry Miritis  
Christine Hanka  
Trevor Huf

**As we farewell another year of COVID-19 and reflect on the last twelve months, I find myself grateful for the privilege of serving this organisation during such an unprecedented time.**

**Dr Malak Sukkar GAICD**  
Non-Executive Director  
and Board Chair



While we navigated challenges and change, South East Volunteers continued to attract the best staff and volunteers, allowing us to provide the highest quality service.

No doubt, our team and volunteers faced a number of challenges this year, but I was proud to witness that we were ready and able to tackle anything and everything in our path.

I have been humbled by everyone's dedication to the service provision to our members and to the community that we care for. I will never have enough words to thank our staff and volunteers. You are all extraordinary individuals!

I would also like to thank my fellow Board members for their support which played a vital role in our success to date.

My gratitude also goes to the State and Commonwealth governments, the cities of Monash, Greater Dandenong and Casey for their support and funding of the different volunteer and outreach programs. Thank you to the Lions Club of Waverley for their generous donation.

This year South East Volunteers Board and Management conducted a review of our strategic directions, with our mission focusing on strengthening inclusive communities through sustainable social connectiveness.

Community Responsiveness, Sustainability and Service Excellence were chosen as the strategic pillars to form the foundation of everything we do to enhance wellness and empowerment.

Our Annual Report provides a snapshot of the organisation's outstanding response and achievements over the last twelve months with heart-warming stories and outstanding performance. I hope you enjoy reading the 2021-22 Annual Report and look forward to hearing next year's achievements.

After six years serving on the Board, this will be my last year with South East Volunteers. I am quite confident that we have built a strong platform for the future Board and Management to continue serving our community.

**Like all Victorians, we started the 2021/2022 year in COVID lockdown, however we were able to continue providing 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. We also ensured that clients received a regular call to check on their wellbeing.

Thank you to the State and Commonwealth governments who acknowledged the challenges of service delivery in COVID conditions and provided additional funding to top up the community transport and social support programs. Our thanks also to the Cities of Monash, Greater Dandenong and Casey for funding our programs in their Council areas, enabling the continuation of the Community Safety Register, the Volunteer Referral Programs and the Disability Inclusive Volunteering Project.

This year, SEV received a \$20,000 donation from the Lions Club of Waverley, after a presentation delivered by our Manager of Volunteer Services. The members were so impressed with our transport and social support programs and the work we do for the community of Monash. We are so grateful for their donation, as it will allow us to purchase a much needed bus for our Social Support Programs.

Gerardine Gannon, our Client Services Manager, retired after eleven years with SEV and was replaced with Christina Saladino. We also said goodbye to Wendy Fox, our Volunteer Coordinator at the Greater Dandenong Volunteer Resource Service. SEV took on a student placement during this financial year, as well. Rebecca Dunn came with very strong IT skills and helped to update some of our Quality System, as well as assisting with the Disability Inclusive Volunteering Program.

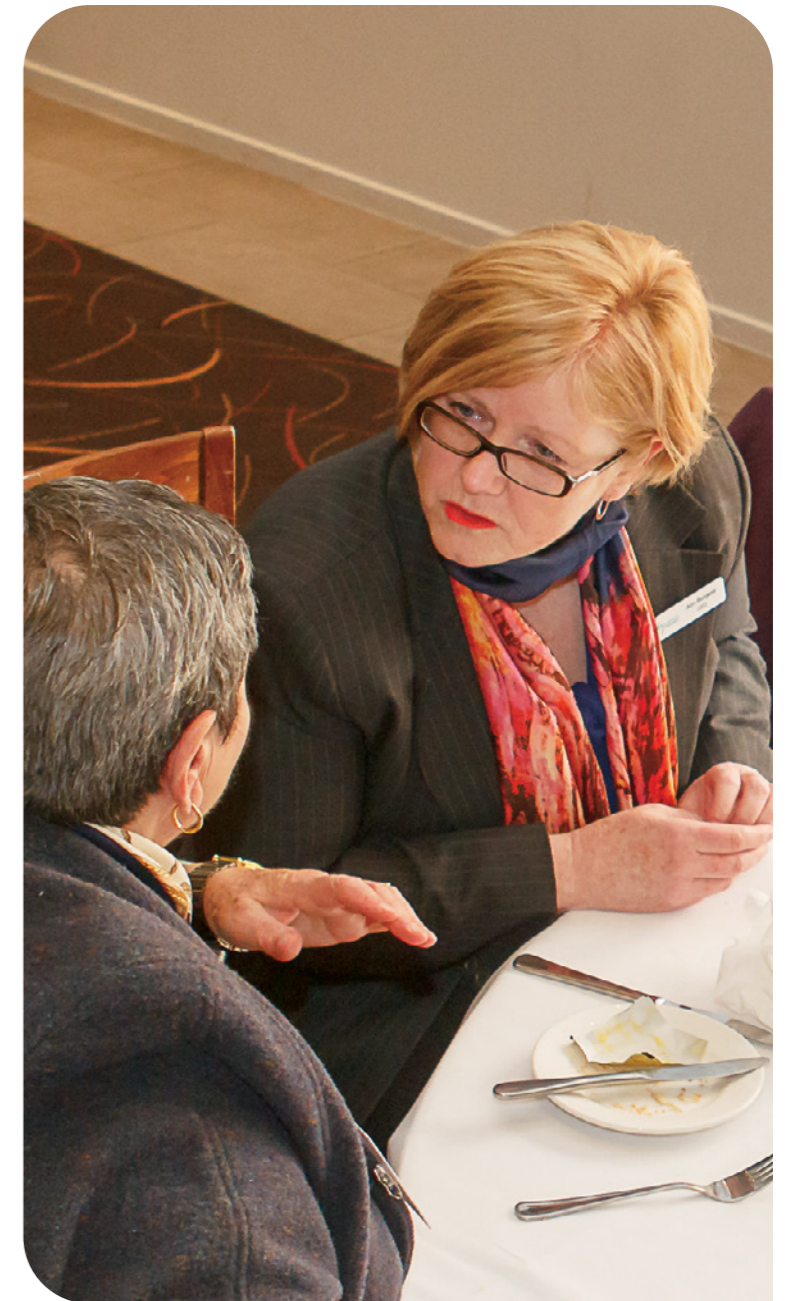
At the AGM on 25 November 2021, we welcomed a new Board member, Terry Long. Terry has been a volunteer driver in the SEV community transport program for many years, so he brings a much-needed volunteer perspective to the Board. During the year, Darren Lim, Gillian Kinder and Simon Beaty resigned from the Board.

In May 2022 we celebrated National Volunteer Week. We invited volunteers to attend a breakfast at the Novotel in Glen Waverley and a lunch at the Pavilion in Greater Dandenong as a thank you for their wonderful contributions throughout the year.

By June 2022, we were celebrating our success in winning the VMA5 funding. This four year funding will enable us to work with communities to remove barriers to volunteering. There were only eight projects funded across Victoria and we were successful in winning the Southern Metro Region. This is the new direction for volunteering, where community organisations will be trained and supported to source their own volunteers. An additional focus to this program is to remove barriers to volunteering for three priority groups – First Nations, New Migrants and People with Disability. We will be working together with a fantastic consortium that consists of the Cities of Greater Dandenong and Casey, the Shire of Mornington and South East Community Links.

**In this second COVID year, some not-for-profits were forced to close, however SEV's resilience has shone through and SEV will continue delivering much needed services across the south east.**

On a more personal note, after seven and half years with SEV, I will retire in July. A heartfelt thanks to staff and volunteers for their compassion for people, for their enthusiasm, for their professional approach to work and commitment to making SEV successful year in and year out.



**Ann Burgess**  
CEO (retired)



## Our Strategic Plan

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This year South East Volunteers Board and Management conducted a review of our strategic directions, with our mission focusing on strengthening inclusive communities through sustainable social connectiveness.

Community Responsiveness, Sustainability and Service Excellence were chosen as the strategic pillars to form the foundation of everything we do to enhance wellness and empowerment. Whilst maintaining alignment with the purpose of South East Volunteers as defined in our constitution.

### Our Mission

To strengthen inclusive communities through sustainable social connectiveness.

### Our Vision

To be the centre of choice for providing social services that enhance wellness and empowerment.

### Our Values

- › **Integrity**  
We are responsive and accountable for our actions
- › **Open**  
We listen, learn and innovate
- › **Compassion**  
We show care to each other and our community
- › **Enrich**  
We collaborate and create meaningful connections

### Key Strategic Directions

- 1. Community Responsiveness**
- 2. Sustainability**
- 3. Service Excellence**

**The focus on the coming year will be on housekeeping and adjusting to the new Federal Government regulations, the first of which is taking place on the 1st July 2022.**

After eleven years, Gerardine Gannon retired from SEV and I was honoured to be offered the role of Client Services Manager, after having spent six years as the Social Support Coordinator.

Connecting with stakeholders had been solely online with the exception of the two day VTCTA Conference held in June.

The Client Services Team faced many challenges over the past year, starting with Victoria going back into lockdown in July and August and then reopening at a time when COVID numbers were rising. COVID vaccines, we were informed, should have slowed down hospital admissions. Unfortunately, opening up the economy with any number made our clients cautious of going out of their homes, no matter if they had received two vaccine and the boosters.

South East Volunteers saw several staff changes in the past twelve months, which meant that there was a substantial amount of time spent on training. The changes were: new receptionist – Pat West; Data Entry – Mamta Mehta and Marija Rakovic, and Intake

and Assessment – Jayne Beaty and Mamta Mehta. Suzanne Hannigan was employed to fill the Social Support Coordinator position made vacant when I took on the Client Services Manager role. Over the year, there was limited staff in the office and also two staff bubbles since February, which has meant that we were able to keep our services running.

Volunteers are an integral part of our organisation and we are very fortunate to have so many committed people support us. However, due to the current climate in 2021/2022, we had a substantial number of the volunteers ask to be put on hold during various times throughout the year. As Victoria opened up from COVID restrictions, SEV volunteers started to take their much needed and deserved holidays, as well as booking surgeries/procedures which had been put on hold. This proved to be a challenge for the transport program. SEV had been lucky in being able to recruit people wanting to return to volunteering, but on occasions SEV staff happily stepped up to fill in to drive clients to appointments.

**New client referrals trended upwards with over ninety clients being referred from My Aged Care in May alone, compared to the average thirty referrals during lockdown.**

Referrals to SEV also came through word of mouth, local community groups as well as local and state MP's.

The year started with Shane and Sarah in Intake and Assessment, with Jayne joining the team to temporarily replace Sarah while on extended leave and finished with Sarah and Mamta.

Social Support staff members Suzanne, Mei and Gary maintained contact with their clients through phone calls and other technologies throughout the lockdown period which continued until early 2022.

When clients were comfortable enough to return to face-to-face contact, there was still a small number of clients who did not return due to their anxiety.

Social Support groups that ran within the SEV premises had a return of clients to pre lockdown numbers as clients were impressed with our disinfecting regime, as well as the new air filter installed in the Meeting Room.

**Staff and clients are looking forward to the upcoming year, with the Social Support events coming back onto the calendar.**





Although the year started with Shane and Mamta sharing the Transport role, in April Mamta moved to the Intake and Assessment team and Shane took over the Transport role completely.

**Bookings increased during the year, and there were days when all the cars were utilised, transporting clients to their appointments.**

There was a noticeable increase in last minute cancellations as clients, or the facility they were being transported to, was affected by COVID.

Sharon has run the Monash Community Safety Register efficiently. There were not many chances to do promotional speaking engagements, however the program was able to maintain their numbers and recruit new members. A smaller Safety Register concert was held at the end of May, for the clients who missed out on last year when numbers in venues were limited.

Unfortunately, the SEV minibus was a target of vandalism the weekend preceding the Monash Safety Register Concert. The clients who were allocated to attend on the bus were transported by other SEV vehicles with scheduling being altered with very little notice. The priority was for the clients to attend, as it was the first outing for many since lockdown.

The SEV minibus is not expected to be returned until the middle or the end of October 2022, with parts needing to come from overseas. Fortunately, a bus was hired within the week of the vandalism, and SEV could continue to run our programs.

The Client Services Team would like to thank both the Data Entry/Administration and Reception Teams - Agatha Fernandez, Mamta Mehta, Pat West, May El Abyad, and Marija Rakovic for their commitment over the past year. They all play a vital role and they were able to adapt to the needs of SEV.

**What a wonderful time to be meeting everyone as we emerged from the difficult and unprecedented circumstances we found ourselves in as a community.**

Congratulations to the staff and our amazing volunteers who worked tirelessly to stay connected with everyone during such strange times. Who knew we would acquire these new skills; discovering some very talented clients who become computer savvy, Zoom experts and regular attendees to our online meetings? We were shown a new appreciation for those who have been house bound for assorted reasons, and a softer understanding of daily challenges some people face.

Our gorgeous team of volunteers, who took our regular fortnightly groups to their outings, did an incredible job. They went above and beyond, as some fell ill and found themselves in COVID isolation. Holidays, operations, and family needs called them away from their role, as others, who had already done so much, stepped in to do even more. The care and dedication to our South East Volunteer clients was admirable. To quote one of our volunteers:

**“I treat them all like they were my mother or father if I still had them around.”**

Our amazing volunteers took out our Men’s and Ladies Lunch Groups, ducking and weaving through all the individual group changes. Many of the changes were the result of people moving into retirement homes, aged care facilities and those transitioning out of the area. We said farewell to some and welcome to others, as they joined the groups and got to meet their fellow members and move into their regular fortnightly catch up.

Our illustrious Book Club team leader warmed up our homes as our new little monthly book club gained momentum. The book club had a monthly theme that the group agreed upon at the end of each meeting. We came together over Zoom to share with each other what we had read and our thoughts on the book, which may inspire others to read or give it a miss. With a self-help book, I had guidance to add banana tea to my indoor plants and, thanks to the books and the insight of the group, they thrived.

Our bus drivers headed out nearly every day, picking up our clients for their various activities. We had our fortnightly activities, which were a joy to offer again.



Craft Group took place here at the South East Volunteer office. The group chatted and created gorgeous works, whether it be through their drawing or knitting. All of the clients blossomed with talent, with lots of encouragement from both volunteers and other group members.

There were plenty of laughs with the Ageless Grace classes (chair-based exercise) as we navigated through this new way of exercising. We enjoyed the imagination of those in the class, as they came up with creative ways of moving their bodies to wonderful musical tracks that took us back to special times in our lives. The class made it a joyous and uplifting day for everyone involved.

Out & About Lunches were a great hit, with many venturing out for the first time in two years. The various venues we attended had changed what was on offer since the lockdowns and we had some good feedback on the food and service.

Morning Melodies brought out the singers in the group and the 'quietly sit in your seat groovers'. The smiles on their faces at these outings made it all worthwhile.

Our Walking Group had been incredibly lucky, with most Fridays avoiding the Melbourne rain, as volunteers and clients braved the elements and enjoyed the scenery that Jells Park had to offer. All participants rewarded themselves after with a well-earned bite to eat, a cuppa and, of course, a good old chat.

**This reporting year threw quite a number challenges and as an organisation we were not immune to these changes.**

Fortunately for us at SEV we had such a loyal and dedicated base of volunteers and staff that we were able to face the many challenges that we encountered while still delivering the highest level of transport service to our clients.

Our volunteers were very accommodating in dealing with last-minute changes in their schedules and procedures as we continued to respond to the changing environment caused by COVID. Many stood by their commitment to drive throughout the period, with some selflessly sacrificing other activities such as gym sessions or time with family in order to drive clients to medical appointments.

The year has actually been a tale of two very different stories as Victoria emerged from lockdowns and went from treating COVID as pandemic to treating it as endemic.

In the first half of the year we saw an additional number of volunteers returning to drive for our transport service. However, the number of bookings during this period were low as many clients were still

choosing to stay at home and many social venues remained closed until February 2022. There were occasions during this time that our drivers were not needed and their scheduled days were cancelled.

In the second half of the year, the number of client bookings began to rise rapidly, as clients started booking medical appointments that had been neglected during COVID lockdowns. There was also an increase in the number of venues reopening and commencing activities which also increased demand for our services.



At the same time, we began to see a number of volunteers take the opportunity to travel following the uncertainties caused by lockdowns. An unexpected consequence of volunteers travelling was that they, or their families, came home with COVID and had to isolate for a further period of time.

Shortages of volunteer drivers occasionally occurred with staff members needing to step in. We were very thankful for the handful of volunteer drivers who were flexible with their time and willing to step in at the very last minute to make sure that our clients were able to access the medical assistance and social support that they required.

We had several volunteer drivers who retired due to health reasons and also a few who continued to drive for us even though they were no longer able to lift walkers into cars.

**We appreciated the dedication of these volunteers and we endeavoured to take into consideration all such limitations when we made the allocation of clients to each driver.**

On the positive side, we had several new volunteers who started to drive for us this year as the restrictions began to ease. These new volunteers have proven themselves to be dedicated, reliable and willing to serve their community and contribute towards the betterment of our society. We would like to thank our new volunteers and hope that our partnership will be as beneficial to them as much as they are to our clients.





## The Monday Group by Gary Shih



### Client Testimonials

**“I joined the Chinese group for over 10 years and I enjoyed every bit of it. The volunteers and staff are very good. We are like family.”**

– Ms Soh

**“The staff and volunteers are very respectful; I feel really special. I am proud to be in this Chinese group.”**

– Mr Liu

### **In the year of 2021-2022, COVID-19 had a significant impact on the Chinese group.**

The lockdown prevented the clients from getting together at the centre in person. At first, we made welfare calls to the clients to check on their health and asked them if they needed any help, such as shopping or providing face masks. Two clients used our services and thanked SEV for providing these services during such a difficult time.

We also provided online sessions for clients to attend, but only a few clients (about five) were able to use the technology. Others preferred to keep receiving welfare phone calls. Many of my group coped very well and asked me to call fortnightly instead of weekly.

After the lockdowns ended, we organised sixteen meetings including ten general meetings, three outings, one guest speaker and two festival celebrations. There are currently twenty-four clients

registered with the Monday group, with an average attendance of about ten. The focus of the group is to provide more opportunities for them to meet more friends and connect to the local community. It can help them to keep a healthy lifestyle and enjoy local life.

The group and our volunteer team do a great job to help clients achieve the target of improving their life. After the lockdowns, many of our clients' health issues increased with some of the clients deteriorating to the point that they were no longer able to attend the group. This proves that the social support group did assist the seniors by keeping them active and healthy.

**We also helped the clients to understand the services that they may need, such as how to register with My Aged Care or receive a government energy rebate.**



We not only provided the information for them but also helped to refer them to another service provider. Some clients have received more services which will improve their life quality.

Tai Chi and qigong (Ba Duan Jin) are still the most popular exercises for the group. They love playing games such as 'Ping-Pong in Cups' and board games are popular as well. They love to play 'Rummikub' and 'Advance to 99'. 'Take 6' was introduced this year and they love to play this game.

There has been a noticeable change in the mobility of our clients. Many previously enjoyed going to the park for one to two hour walks, but now many of them cannot walk for the same amount of time or distance. This change in mobility has limited the options for the outings, as we now need to choose 'easy walking' parks. This change is not only due to our clients getting older, but related to the long lockdowns and many of them not exercising during that period.

Our volunteers continually provide assistance to the seniors. The clients love to chat with Janice & Cindy and share their life experiences with each other.



## The Friday Group by Mei Ip



### Client Testimonials

**“Thank you for arranging transport for us to come to the Chinese group. The volunteer drivers are nice and caring. This service helps to support our social life.”**

– Mr Yip & Ms Lo

**“I am happy to learn fall prevention exercises, with the music and dancing steps. I am young again.”**

– Ms Chong

The Chinese Seniors Social Support group is a community based social service for senior residents who are 65+, socially isolated, with Chinese backgrounds and language barriers. This service can help them make new friends and engage in their local community.

### **The Chinese Seniors Social Support Group is also a social network to help them to connect with each other.**

It enables seniors to be more engaged through diverse activities. Even though they only meet once a week, the social gatherings give them a sense of belonging.

Activities are designed to not only help to improve their physical and mental health, but also to encourage them to connect with their community. These activities include Tai Chi, local and international news coverage, community information, talks, games, karaoke, outings, and celebrations of traditional festivals.

Due to COVID, it has been important for them to take extra health precautions while also having a safe environment for their social gatherings.

In 2022, the group fully resumed meeting at SEV, with the safety for our members coming first. We installed a hospital grade air purifier, and hand

sanitization and mask wearing are still required. Our group members feel much safer coming to the group meetings and enjoy the day of activities.

Following the years of lockdown, I noticed our members mental and physical health had noticeably weakened. Innovative activities are now in place. We have introduced mindfulness talks to give them some simple techniques of how to handle unknown situations and to get positive mind sets. Physically, I have put together different exercises to make them get interested in fall prevention. One activity that they really enjoy is sixteen line dancing steps, to music. These dancing steps make their legs stronger and their balance better. They enjoy the music and the movement. They said that they didn't know they could learn to dance in their 70's.

### **This group is so successful because the members are like family and they support and encourage each other.**

It is also successful because the volunteers are so helpful and so dedicated to the group. A big thank you to the Chinese group volunteers: Janice, Winsie, Simon and Cindy.

**The Monash Community Safety Register ran continuously and effectively in the last twelve months, despite the ongoing challenges and impacts of COVID-19.**

Calls continued to be made every four to six weeks to Safety Register members. It is fair to say that the Safety Register volunteer team (sometimes backed up and supported by assistance from SEV staff) went above and beyond expectations to keep the Safety Register, and all other SEV programs, running effectively.

**Of the 700-plus Safety Register members, approximately 100 were considered to be particularly vulnerable due to a number of factors.**

These included, but were not limited to, a lack of family or friends to provide support, significant mobility issues, mental and physical disabilities and advancing age.

Additional calls were made to these vulnerable Safety Register members or their emergency contacts (when the Safety Register member could not be reached) to ensure members were able to prepare for pending extreme circumstances.

**Examples of Safety Register involvement were:**

- › July 2021 and August 2021 when snap lockdowns were announced to combat a spike in COVID-19 infections. On both of these occasions, the lockdowns took effect within hours of being announced.
- › Extreme heat calls on 30 December 2021. During the SEV closure period calls were made to members by three SEV staff. Calls were made again on the 24th January 2022.

## Safety Register at a glance



7,902

Calls made



700+

Active members



110+

New clients added

There were five active Safety Register members aged between 100 and 103, all of whom were living and ageing in their own homes. By the end of 2022 it is anticipated another two members will turn 100 and join this most exclusive cohort. SEV marked these milestone birthdays by dropping off cards and a gift to all who turned 100 in the last twelve months. To reach such a milestone is truly amazing!

In October 2021 and March 2022, the Safety Register volunteer team gave reminders to all Safety Register members about changing their clocks at the start and end of daylight saving. At the same time, Safety Register members were also reminded that it was a good time to ask a family member or trusted friend to check their smoke alarms to ensure they were working, or to help change batteries if required.

SEV quarterly newsletters were mailed out to all members. Articles about managing extreme heat and checking smoke alarms were also included at appropriate times of the year. At various times, information about and referrals to other services, programs and organisations were provided to Safety Register members by phone and promoted via SEV's quarterly newsletter. A few of the organisations we refer clients to were: City of Monash – numerous services for seniors and younger people with a disability; My Aged Care, COVID-19 support and information services; Victoria Police in the City of Monash; and Information on Elder Abuse and where to get help.

As the Monash Community Safety Register Coordinator, my aim was to continue to strengthen and improve the program by engaging with other community organisations and develop new relationships and partnerships with a view to providing greater support to Safety Register members. Some of the organisations and areas were - Victoria Police in the City of Monash, Rotary Club of Glen Waverley and the City of Monash's Community Safety Officer. A new partnership was formed with the Project Coordinator of the Over 55 Complex Client Capacity Building Project in Inner Eastern Melbourne.

Due to COVID-19 impacts and restrictions, many of the in-person publicity and promotion opportunities were not available. However, the Safety Register was promoted through many online and printed channels to raise awareness of all SEV's services, including the Safety Register. It is anticipated that more publicity and promotional opportunities will be available in the coming year.

An in-person Safety Register event was held in May 2022 at The Novotel, Glen Waverley. Attendee numbers were significantly reduced to ensure a COVID-safe event, but all Safety Register members who attended thoroughly enjoyed getting together, especially after the lockdowns and restrictions they experienced in the previous two years. The event was also attended by other key stakeholders, including representatives from Victoria Police in Monash, City of Monash councillors and staff members.



The Novotel, Glen Waverley, SEV's corporate partner, provided an excellent lunch, venue and service.

The three-way partnership between the Rotary Club of Glen Waverley, Victoria Police in the City of Monash and the Safety Register continued to strengthen and deliver terrific outcomes for Safety Register members. The Rotary Club of Glen Waverley provided care packages which contained non-perishable goods. The Safety Register generated recipient lists from the Safety Register membership, and Victoria Police delivered the care packages. This is an excellent example of three organisations working together to deliver excellent outcomes for recipients.

### **The Safety Register volunteer team continued to deliver an exceptional service to all Safety Register members.**

The team is made up of ten volunteers, many of whom have been with the project for a significant number of years. All ten Safety Register team members speak English, and we have team members who speak Greek, Italian, Spanish or Chinese.

We would like to acknowledge the generous, ongoing funding and support by the City of Monash, without which this wonderful program would not be possible. Through this program, South East Volunteers was able to provide much-needed regular telephone calls, an initial safety audit and ongoing information and support to those who needed it the most in our community.



**As with all areas, Intake and Assessment had a challenging and interesting twelve months as we felt the impact of the COVID-19 lockdowns and restrictions.**

Initial assessments were still conducted however the majority of these were over the phone and it was lovely to get back out conducting face to face visits with our clients again. The Intake staff followed the required protocols and wore masks while visiting.

We called clients who had not used our transport services for over a year to see if they still required assistance as well as helping our existing clients access the My Aged Care system (MAC).

Intake and Assessment also conducted reassessments of our existing clients to ensure that we were providing the highest quality and most appropriate services to suit their needs. Additionally, assessments were also conducted on carers and the next of kin of our clients who would be accompanying clients to their appointments.

As restrictions eased, the client referrals from MAC increased tremendously resulting in a growth in demand for our services. We prioritised client needs, especially for clients requiring urgent transport. South East Volunteers (SEV) recognised the value and importance of our clients remaining as independent as possible and we were also aware of the negative impacts of isolation. This, of course, was especially challenging throughout the extended lockdowns.

COVID taught us the importance of staying connected and the need to interact with the people around us as well as the importance of having access to our regular medical and allied health appointments. As social support groups and activities recommenced we also had an increase in clients wishing to reengage with their friends and peers.

SEV was fortunate to have the services of Jayne Beatty for nine months in Intake and Assessment until her retirement. Jayne stepped in to assist whilst Sarah was recovering from surgery and continued to assist with the increased number of referrals and outstanding home visits that were delayed due to restrictions.

Mamta Mehta then joined the team, replacing Jayne. Mamta is a fantastic asset and brings enthusiasm, empathy and a wealth of knowledge of our client base to the job.

We look forward to the next twelve months and being able to assist members of our community to live happy, healthy and connected lives in the City of Monash.

## The challenges continued into this year for the community service sector, and particularly for volunteering.

We saw only 50% of volunteers return to their roles pre COVID and we found fewer volunteers available to take up volunteering due to concerns about the spread and variants of COVID. However, we still had some positives this year, such as the return of office volunteers, and commencing volunteer training in person in 2022.

We also secured funding for several projects, specifically a four year grant for the Volunteer Management Program and the City of Dandenong extended the Greater Dandenong Volunteer Resource Service funding for a further eighteen months.

We are extremely fortunate to work with the City of Monash, City of Greater Dandenong and the City of Casey, and the support they provide to our volunteer programs. Volunteering Victoria has also been invaluable as we work together to remove barriers to volunteering.

Our Volunteer Program Team went through a few changes this year as well. Wendy Fox (GDVRS) resigned to find employment closer to home,

so May El Abyad took up the role of Outreach Manager, covering Casey and Greater Dandenong. Mei Ip continued to cover the Monash office, and in particular our Chinese speaking volunteers. Together, as a team, we worked hard to keep the program going, continued with training, network meetings and kept in touch with volunteers and organisations that were struggling to get volunteers to come back or to get new ones to assist with their programs.

We continued to offer volunteers three options for interviews - face to face, via telephone or online via Zoom, MS Teams or FaceTime. This has proved very effective.

### **In total, we recruited 558 volunteers for non-profit organisations located in the south east area.**

This is down from last year, and again, the primary reason is the uncertainty of COVID and also, the availability of paid employment opportunities.



Our receptionists, Agatha Fernandez and Pat West, were the heart of the organisation. They ensured our systems kept going and information made it to the right people. They provided support to volunteers, clients and staff, as well as a warm welcome, in person and over the phone.

## Training & Workshops

In 2022, we commenced volunteer workshops in person, but we continued to provide managers workshops online. We ran 25 workshops for volunteers, 7 for Volunteer Managers, and the total attendees were 151 volunteers and 58 managers.

## National Volunteer Week

We are very fortunate to have the Glen Waverley Novotel as a corporate sponsor and this year they hosted a beautiful breakfast for all our volunteers. Our numbers were low due to the current health issues in the state, but it was, all in all, a great success. Our guest speaker was Monash Council Mayor, Cr Stuart James. We were honoured to also have in attendance Deputy Mayor, Cr Tina Samardzija, Cr Shane McCluskey and Cr Nicky Luo. This was such a testament to the longstanding, respectful relationship SEV has with the City of Monash.

We also held an event for the City of Greater Dandenong volunteers which was well attended, despite the ongoing COVID situation. The Honourable Julian Hill MP attended and spoke some very encouraging words to all the attendees. The Mayor, Jim Memeti, was our guest speaker, and also in attendance was Cr Angela Long and Deputy Mayor, Cr Eden Foster. We are very proud of the strong relationship we have with the City of Greater Dandenong.



## Volunteer Services at a glance



558

Volunteers interviewed



61

Languages spoken



29%

Under the age of 24



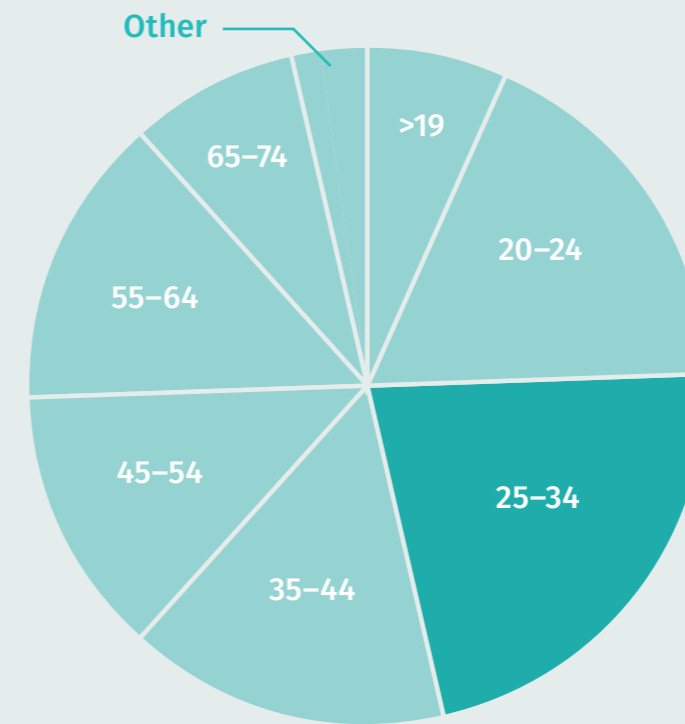
## What Lies Ahead

The future is looking brighter with renewed and secured funding through to 2026 with Volunteering Victoria.

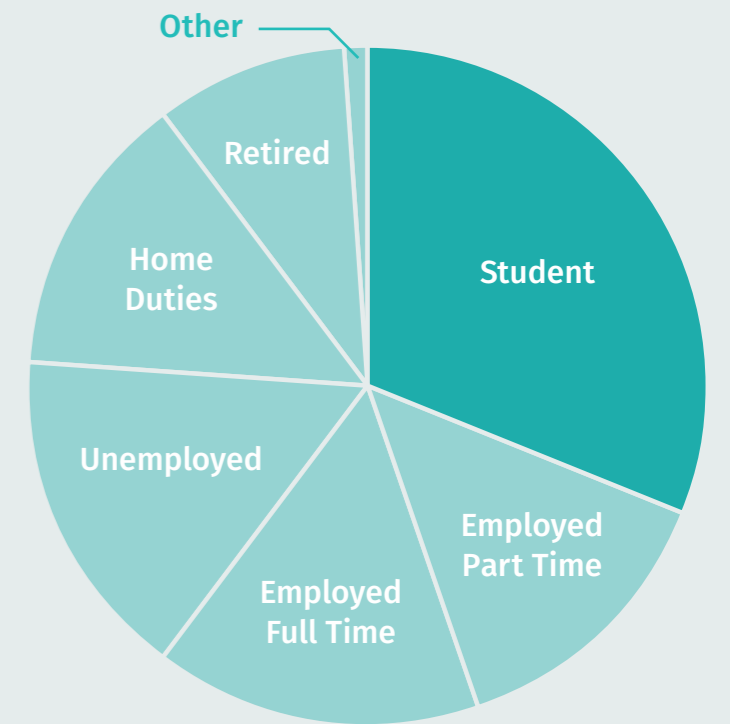
We are working well with local organisations to remove barriers for those who have a disability, new migrants and First Nations and we are excited about where we will be in the next four years.

**We hope to see volunteer numbers increase, programs expand and the resilience we have developed over the past two years to stand us in good stead to go forward and be better.**

## Volunteer statistics



Age group



Employment status



Location



## A Volunteer's Story

by Winsome Bowman

I have been volunteering with South East Volunteers for seven years.

It is such an important service in the community and brings together people of all ages and backgrounds who might not necessarily have ever met.

**I so look forward to meeting my ladies for craft – it's the greatest joy each fortnight.**

It provides a sense of purpose for me but also my ladies. Community is vital as we become older and gathering together to laugh, share and catch

up is pivotal for happy hearts and healthy minds.

Building relationships at craft has been the most joyous part of all. Whether it's with my beautiful ladies or the other volunteers who drive and assist, we are a great team.

Peter Halliday, our driver for the craft group, is a wonderful addition and goes out of his way to greet each lady with a smile and is always on for a chat.

Whether it is sharing our family life stories, craft activities or simply enjoying a cup of tea with each other it is always special and a highlight of every second Tuesday.

My family call my group 'The Ladies of Wisdom' and this is so true.

So many interesting women with fascinating stories and backgrounds. My favourite example of what happens is watching one of our 95-year-old ladies teaching an 87-year-old to crochet – how splendid is that!

**That is what the Social Support program is all about, sharing time, talents, and stories.**

I am so grateful to be part of this team and spending time with my 'Ladies of Wisdom'.



**Winsome Bowman**  
SEV Volunteer

**The volunteering programs suffered significantly due to COVID-19 and the many lockdowns.**

However, we proved to be resilient and embraced technology and working from home. In March 2022, everything was opening up and volunteering was picking up in numbers.

Within a short time, community service organisations started placing ads for new jobs for new volunteers. With restrictions behind us, we promoted our volunteering services from our Dandenong and Narre Warren offices. We introduced our service once a week at the Springvale Community Hub, and this proved to be well regarded in the local community.

**We came across a new challenge: attracting volunteers.**

Many volunteers chose not to return, either because they still felt uncertain about COVID or vaccination requirements, or to enjoy their retirement or found work. However, we were up for the challenge and increased our ongoing contact with community organisations to fulfill their requests for volunteers.

Our continuous effort with the community sector was rewarded by renewed funding from the City of Greater Dandenong.

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

**Training & Workshops**

We continued delivering training and workshops for volunteers and managers in both face to face and online formats. The workshops included:

- › Introduction to Volunteering
- › 8 Steps to Better Conversations
- › Rewire for Resilience
- › Embracing Inclusiveness
- › Disability Awareness





## National Volunteer Week

This year we celebrated National Volunteer Week at Beletti in Dandenong. We had the pleasure to have the City of Greater Dandenong Mayor Jim Memeti and MP Julian Hill. A good number of community services volunteers within the City of Greater Dandenong came and enjoyed a lovely lunch.

In conclusion, 2021/22 was a challenging year. The volunteering sector is working with these challenges we are facing. We will embrace the new changes and develop new opportunities to meet the needs of the community services sector.

**We are looking forward to a better and inclusive future that accommodates every person looking for new opportunities to enrich their lives and to help others.**



### Volunteer Testimonial

“Since I started working as a volunteer with the GDVRS in July 2021 I have not only learned so much about what GDVRS actually do and how many people they help on a daily basis, but also witness the care and dedication that the Volunteers show towards their clients.

I have worked for over 40 years in the Corporate and Health sectors but have never experienced the fulfillment you get when you volunteer.

The feeling of being able to listen to and help applicants find suitable volunteer positions that interests them so that they can in turn, give back to the community, is immeasurable.

The interest and enthusiasm that many of our applicants, young and old, show is also heart-warming.”

- Catherine

## Outreach Programs at a glance



# 544

Volunteers interviewed



# 54%

Culturally and Linguistically Diverse



# 4%

Volunteers with a disability

**The Disability Inclusive Volunteering project is funded by the City of Greater Dandenong and we were successful in securing further funding until 2024.**

The project objective is to increase the volunteering opportunities for people who have a disability.

During the last 12 months the Disability Inclusive Volunteering project delivered 3 rounds of workshops to 18 organisations. We worked with a number of speakers who have created short videos talking about their experiences of volunteering.

- › **100% of workshop attendees** confirmed that their knowledge and awareness of disability has increased.
- › **100% of workshop attendees** confirmed that the workshops provided enough information and resources to increase the number of people with a disability volunteering at their organisation.

We are now creating a stand-alone website for the Disability Inclusive Volunteering project, where all the resources, further learning, workshop dates and registrations will be available. Future workshops will be held at either the Noble Park Community Centre or the Dandenong Neighbourhood House.

Rebecca Dunn has been invaluable as the administrative assistant since 2020 and has worked with 2 project coordinators. Rebecca will finish in September 2022 to pursue her career in mental health.



**Feedback Received**

**“Being disability inclusive is easier than first thought, great insights and relatable videos.”**

**“Instead of feeling daunted, I feel encouraged and excited to keep learning.”**

**“I found the practical aspects of engaging people with disability in work or volunteering very insightful.”**

**“The information in the workshops have certainly helped us think and plan better.”**

**“Great workshop, very informative and has given me insight into Disability Inclusive Volunteering.”**

## Independent Auditor's Report

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To the members of South East Volunteers Inc. and Controlled Entities

### Opinion

We have audited the accompanying 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 2022, 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 accompanying 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 2022 and of its financial performance for the year ended; and
- ii. complying with Australian Accounting Standards - Simplified Disclosures 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 - Simplified Disclosures 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, management is responsible for assessing the Registered Entity'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 management either intends to liquidate the Registered Entity 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.

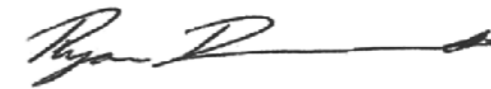
## Auditor's Responsibilities for the Audit of the Financial Report

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 the 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 this 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 management.
- › Conclude on the appropriateness of the management's 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 Registered Entity'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 reporter, 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 Registered Entity 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.

We communicate with the management 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 4 November 2022



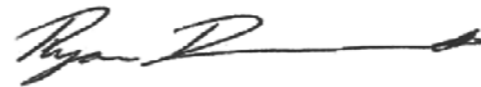
## Auditor's Independence Declaration

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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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, 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 4 November 2022

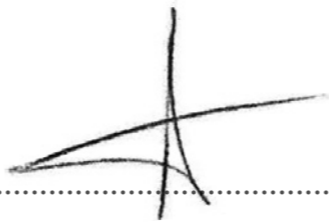
## Committee of Management Declaration

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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*.

Director ..... 

Director ..... 

Dated ..... 3<sup>rd</sup> November

## Statement of Profit or Loss and Other Comprehensive Income

	Note	2022 (\$)	2021 (\$)
Revenue	5	3,287,523	3,173,696
Interest received	6	802	10,803
JobKeeper		-	63,000
Other income	5	49,027	54,376
ACIC expenses		(1,345,417)	(1,430,280)
Administration expenses		(199,095)	(167,288)
Advertising and marketing expenses		(21,153)	(5,817)
Auditor's remuneration		(12,903)	(7,750)
Employee benefits expense		(1,452,511)	(1,444,943)
Depreciation and amortisation expense	7	(129,012)	(82,548)
Interest on leases	6	(7,238)	(6,923)
Motor vehicle and travel		(28,598)	(24,143)
Occupancy expenses		(18,498)	(57,431)
Program and project expenses		(31,191)	(20,021)
Volunteer expenses		(7,173)	(5,279)
<b>Surplus before income tax</b>		<b>84,563</b>	<b>49,452</b>
Income tax expense		-	-
<b>Surplus for the year</b>		<b>84,563</b>	<b>49,452</b>
<b>Total comprehensive income for the year</b>		<b>84,563</b>	<b>49,452</b>
Surplus attributable to:			
<b>Members of the parent entity</b>		<b>84,563</b>	<b>49,452</b>
Total comprehensive income attributable to:			
<b>Members of the parent entity</b>		<b>84,563</b>	<b>49,452</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	2022 (\$)	2021 (\$)		Note	2022 (\$)	2021 (\$)
<b>Assets</b>				<b>Non-Current Liabilities</b>			
<b>Current Assets</b>				Lease liabilities			
Cash and cash equivalents	8	2,273,167	2,283,127	Employee benefits	15	79,323	117,888
Trade and other receivables	9	78,567	73,372			74,980	71,919
Other assets	11	21,315	18,984	<b>Total Non-Current Liabilities</b>		<b>154,303</b>	<b>189,807</b>
<b>Total Current Assets</b>		<b>2,373,049</b>	<b>2,375,483</b>	<b>Total Liabilities</b>		<b>985,030</b>	<b>1,065,335</b>
<b>Non-Current Assets</b>				<b>Net Assets</b>		<b>1,643,538</b>	<b>1,558,975</b>
Property, plant and equipment	10	255,519	248,827	<b>Equity</b>			
<b>Total Non-Current Assets</b>		<b>255,519</b>	<b>248,827</b>	Accumulated surplus		1,643,538	1,558,975
<b>Total Assets</b>		<b>2,628,568</b>	<b>2,624,310</b>	<b>Total Equity</b>		<b>1,643,538</b>	<b>1,558,975</b>
<b>Liabilities</b>							
<b>Current Liabilities</b>							
Trade and other payables	13	225,956	209,404				
Lease liabilities	12	85,088	36,675				
Employee benefits	15	221,953	203,835				
Other liabilities	14	297,730	425,614				
<b>Total Current Liabilities</b>		<b>830,727</b>	<b>875,528</b>				

## Statement of Changes in Equity

	Accumulated Surplus (\$)	Total (\$)
<b>2022</b>		
Balance at 1 July 2021	1,558,975	1,558,975
Surplus for the year	84,563	84,563
<b>Balance at 30 June 2022</b>	<b>1,643,538</b>	<b>1,643,538</b>
<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>

## Statement of Cash Flows

	Note	2022 (\$)	2021 (\$)
<b>Cash Flows from Operating Activities:</b>			
Receipts from customers		3,512,917	3,641,577
Payments to suppliers and employees		(3,413,589)	(3,366,518)
Interest received		802	10,802
COVID relief received - cash flow boost		-	31,976
COVID relief received - jobkeeper		-	63,000
Other income		23,326	62,347
<b>Net cash provided by/(used in) operating activities</b>		<b>123,456</b>	<b>443,184</b>
<b>Cash Flows from Investing Activities:</b>			
Payments for property, plant and equipment		(48,186)	(20,632)
Proceeds from term deposits		-	563,186
<b>Net cash provided by/(used in) investing activities</b>		<b>(48,186)</b>	<b>542,554</b>
<b>Cash Flows from Financing Activities:</b>			
Proceeds from (repayment) of leases		(85,230)	(33,653)
Net cash provided by/(used in) financing activities		(85,230)	(33,653)
Net increase/(decrease) in cash and cash equivalents held		(9,960)	952,085
Cash and cash equivalents at beginning of year		2,283,127	1,331,042
<b>Cash and cash equivalents at end of financial year</b>	<b>8</b>	<b>2,273,167</b>	<b>2,283,127</b>

## Acknowledgements

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Alex Kyle

Andrews Foundation

Ashford Accountants & Advisory

Australian Department of Social Services

Bill Pyman

Brendan Scott

Bridges Connecting Communities

City of Casey

City of Greater Dandenong

City of Monash

Department of Health & Human Services

InTech Pty Ltd.

Justice Connect

Karen George, Karen's Consulting

Koorie Heritage Trust

Lions Club of Waverley

Meg Phillips, Balanced4Life

Michael Upston

Nick Lauria, Underdog Design

Norton Rose Fulbright

Novotel Glen Waverley

Patricia Malowney OAM

Public Libraries, City of Monash

Rotary Club of Glen Waverley

Roula Fenech

The Hub for Learning

Tim Pryor, Access Guru

Victoria Police - Monash Unit

Volunteering Victoria

Waverley RSL



5 Myrtle Street Glen Waverley VIC 3150

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

*In the spirit of reconciliation South East Volunteers acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.*