

# Annual Report

2022/2023





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## Our Board

Mark Pellas

*Chairperson*

Melissa Hardy

*Deputy Chairperson*

Stanley Goricane

*Secretary*

Kee Chi

*Treasurer*

Terry Long

*General Member*

Christine Papas

*General Member*

Tamra Keating

*General Member*

Despina Djumas

*General Member*

## Our Staff



**Gavin Watson**  
CEO



**Shirlene Standish**  
Volunteer Services  
Manager



**Christina Saladino**  
Client Services  
Manager



**May El Abyad**  
Outreach Services  
Manager



**Kerri West**  
Accounts Officer



**Sharon Morgan**  
Safety Register  
Coordinator



**Suzanne Hannigan**  
Social Support  
Coordinator



**Gary Shih**  
Chinese Seniors  
Coordinator



**Mei Ip**  
Volunteering Clayton  
/ Chinese Seniors



**Sarah Kelly**  
Disability Inclusive  
Volunteering



**Sarah Hudson**  
Intake and Assessment



**Shane Gan**  
Transport  
Coordinator



**Lisa Hester**  
VMA Project  
Coordinator



**Mamta Mehta**  
Admin / Intake and  
Assessment



**Agatha Fernandez**  
Reception



**Marija Rakovic**  
Admin / Data Entry



## Our Volunteers

### Life members

Elizabeth Bruce  
Norm Gibbs, OAM  
Raymond Randall

### 20+ years

Anne Johns  
Judith Wescott  
Patricia Witt  
Elizabeth McDonald  
Susan Trowbridge  
Jenifer Sampson

### 15+ years

Bronwyn Lloyd  
Lisbeth Calder  
John Jarvis  
Simon Chan

### 10+ years

Anthony Alexander  
Ken Calder  
Lesley Atherton  
Phillip G. King  
Ross McDowall  
Patricia Russell  
Anthony Bray  
Maureen Jeanes  
Terry Long  
Leanne Shaw  
Janice Yu  
Richard Borthwick  
Fay Whitehead  
Winsie Au  
Gail Graczyk  
David Hawkins  
Kathryn Holder  
Rhonda Makey

### 5+ years

Wanda Filippelli  
Quang Pham  
Rathi Vinay  
Joanne Burns  
Stanley Goricane  
Shirley Grondman  
Miryana Hranilovic  
Kaye Huxtable  
Julie Myers  
Ian Reid  
Han Seow  
Rodney Florence  
Linda George

Peter Halliday  
Brenda Twigg  
Despina Djumas  
Jo Anne Howell  
Carlos Varsavsky  
Gregory Brown  
Gillian Diamond  
Anne Happ  
Colin Rodrigues  
Vivian Sonnet  
Malak Sukkar  
Elisabeth Wilson

### >5 years

Margaretha La Lau  
Christopher Lodewyke  
Pamela Smith  
Raymond Standish  
Narelle Walker  
Gary Young  
Mark Pellas  
Gerard Wilson  
Elcira Castro  
Ralph Holmes  
Shellagh Jarvis  
Roger Lough  
Michele Oscar  
Robert Piggott  
Graham Robertson  
Nurcan Tasci  
Raymond Arnold  
Julia Barnes  
Christina Bong  
Margaret Champion  
Mae Chen  
Kee Chi  
Glenn Gillin  
Christine Hanka  
Trevor Huf  
Tamra Keating  
Garry Miritis  
Paul Nikakis  
Hong Ning  
Cheryl O'Shea  
Chrisoula Papas  
Yit Teck Parn  
Sandra Riley  
John Bende  
Khyati Bhatt  
Lynne Bolton  
Justina Choy  
Nicholas Derry  
Doreen Hall  
Mary McLean  
Moh-Lee Ng  
Gursharan Panesar  
Peter Riley  
Tam Lac Tran  
Belinda Zaitz

## From the Chairperson

Mark Pellas

*SEV continues to shine as a beacon within the community, setting the standard for what a community organisation should aspire to be.*

### **What a remarkable year it has been!**

It feels like just yesterday we convened at our previous Annual General Meeting to address two pressing concerns facing South East Volunteers - the imperative for a new CEO and the necessity of securing new accommodations. I'm delighted to report that both these issues have been successfully resolved.

Before I delve into the specifics, I'd like to extend my heartfelt appreciation to Shirlene and the entire SEV team. They not only managed the organisation admirably during the CEO transition but also endured the uncertainty surrounding our relocation. It was undoubtedly a challenging period. The Board did not anticipate that the CEO search would take as long as it did, and Shirlene's exceptional leadership during this time deserves special recognition.

I'd also like to take a moment to express our gratitude to our dedicated volunteers who remained steadfast during the challenging times of the COVID-19 pandemic and continue to stand by us today. Your dedication and the positive impact you bring to our local community are truly commendable. While SEV is an exceptional organisation, it is individuals like you who transform our mission into a reality for the disadvantaged within our communities. Your contributions are invaluable, and I extend my heartfelt kudos to each one of you.

Additionally, I'd like to acknowledge my fellow SEV Board members, all of whom are volunteers. Throughout the year, they worked tirelessly, driving progress through the establishment of several subcommittees, which allowed for more efficient and

parallel management of the Board's responsibilities.

Let's turn our attention to the significant accomplishments of the year, beginning with the appointment of our new CEO, Gavin Watson. We received an impressive pool of over 50 applicants for the CEO role. Through a rigorous and meticulous selection process, we identified Gavin as the standout candidate. Gavin brings a wealth of experience in not-for-profit leadership and a proven track record of organisational growth and collaboration with local councils and government bodies to address community needs. In his short time with us, he has already made a substantial impact, and I have every confidence that he will lead SEV to even greater achievements in the future. Welcome aboard, Gavin!



Our second major achievement this year was securing our new home. Just a year ago, we were concerned about where we would relocate and the limited timeframe available for the move. I am pleased to announce that we have found a suitable location, conveniently situated close to our current office.

While it may be smaller than our current space, it will encourage us to become more integrated within the community, fostering partnerships with other community organisations and enhancing our engagement across the communities we serve. I am genuinely excited to witness this transformation in action.

SEV continues to shine as a beacon within the community, setting the standard for what a community organisation should aspire to be. In alignment with our mission statement advocating for inclusive communities, we have initiated the development of a Reconciliation Action Plan (RAP) and have made public endorsements of the Voice to Parliament initiative.

I must express my gratitude to the State and Commonwealth governments, as well as the cities of Monash, Greater Dandenong, and Casey, for their unwavering support and funding for our various volunteer and outreach programs.

Our Annual Report serves as a snapshot of our organisation's remarkable achievements over the past twelve months, featuring heartwarming stories and outstanding performance metrics. I trust you will find the 2022-23 Annual Report an enlightening read and eagerly anticipate the accomplishments we will report in the coming year.

After serving on the Board for four years, this will be my final year with South East Volunteers. During my tenure, I have developed profound respect and admiration for the SEV staff and volunteers and have been privileged to be part of this exceptional team. I wish you continued success in all your future endeavours and look forward to hearing about the continued positive impact you will undoubtedly achieve.

**Mark Pellas** GAICD

Non-Executive Director and Board Chair

## From the CEO

Gavin Watson

*There are many organisations that support us, without them we couldn't do everything we do.*

### **It certainly is an exciting time to be part of South East Volunteers – we have a lot going on.**

Change is going to be the common theme for us over the next few years, some of those are our choice, others are not, but either way we will make all of these be positive outcomes for SEV.

I would like to thank the board, our managers, all the staff, and all the volunteers for working through the past few years as you have done; with Covid and changes in leadership through this period and to have SEV still in such a strong position shows us all what you are capable of, thank you for all the support.

Our strategy focusses on 'Strengthening our Community through Connecting People' and this theme runs through all our programs and activities. Everything we do needs

to focus on this reason that we exist and we need to tell everyone in our community how we do that, and how we do that well.

Another theme in our strategy is partnerships. We do not need to do all our work alone to have an impact in the community. Partnering with other organisations will allow us to expand our social support programs and add services into other areas. This may be simply running our activities in another groups space, or it may be doing something together. It will give us the opportunity to provide more support to the people that use our service but also to many new people who do not.

Obviously, a big topic for SEV, has been our office premise. We are relocating in November this year, due to the mandatory acquisition by the Suburban Rail Loop of our existing location. Although this has

been a time consuming and, at times, stressful process for SEV to manage, the opportunities that are presented to us to do things differently, are exciting, and again we will make the most of those changes to benefit how we work. There will be, without doubt, some hiccups along the way, but so long as we work together, be mindful of each other, we will come out of the relocation even stronger than we are today.

There will be many changes to how our funding is provided in the next two years and probably even longer, with many announcements already made by some government agencies, although generally details are not yet confirmed. To be ready for this we need to minimize our risks and diversify our funding sources. This will require us to change how we work with those agencies, but also internally. Many



of these new processes have already commenced or we are trialing in some way. The most notable change so far is a new software package to manage the bookings and trips for transport and social support activities. We have signed up with the provider to be a development partner to contribute to the software package being fit for purpose for a community transport provider such as SEV. This work has commenced and we will work over the next 6-12 months to improve the functionality of this software.

There are many organisations that support us, without them we couldn't do everything we do. I would like to thank our team at CrimCheck, who each year support us via the proceeds of the social enterprise. In the past year, the Lions Club of Waverley

provided a very generous donation that allowed us to purchase another mini-bus. We also need to thank the local councils of Monash, Dandenong, and Casey who have continued to enter into service agreements to deliver service in their areas. We have agreements with DFFH (state government), DSS (federal government) and Volunteering Victoria. Once again, we couldn't do everything we do, without all of them. Another change has occurred in this funding space, with us now working with Home Care Package Providers to deliver service to local clients in the area, who are now funded via a HCP provider. This was a difficult time for many people trying to understand these changes and how it affected the services they wanted, with a lot of misinformation and many

changes occurring. We now invoice to the Home Care provider directly, not the client, and although the administration of these agreements is time consuming, with improved processes being implemented we will have the opportunity of servicing new clients also.

To wrap up, it is clear change is upon us, and by being positive and looking at what we want these changes to look like for SEV, then we will expand our reach and our impact within the Southeast Metro region of Melbourne. This will be achieved by an unwavering commitment to focus on the client first; treating them as people not numbers, and delivering trusted programs that enable people to participate in the community and remove isolation in everything we do.





# Client Services



## Client Services

Christina Saladino

### **This year the client services team has put their skills and knowledge into practice, as backfilling for team members occurred.**

There were also times when staff had to backfill the volunteer drivers, due to shortages, which made for a challenging year for the small team.

During the past couple of years when all our lives were impacted by COVID, SEV focused on assisting all that needed our services, which meant that some new clients had not been through a My Aged Care (MAC) assessment and referral process. This year the Intake & Assessment team of Mamta and Sarah, have spent the year contacting all clients to ensure that the clients over the age of 65 were registered with My Aged Care as required, and that their details were up to date in our system.

The Aged Care Royal Commission previously focused on Aged Care facilities and now their recommendations have started focusing on the Commonwealth Home Support Scheme (CHSP), which impacts the transport side of the business for clients over the age of 65. There are constant changes occurring behind the scenes, which staff need to be trained in the new processes and articles are added to the newsletter for the clients to be made aware when it affects them. It is expected that the current recommendations and changes will not come into full effect until the 1st July 2025, which will also come with a name change to the program, currently expected to be changed to “Support at Home”.

Co-contribution costs to the clients have remained low to clients over the years as the Federal Government has

been subsidising the costs of running the service. Many clients are moving onto a Home Care Package (HCP), and in many cases are not informed or understanding the impact of signing an HCP. Many hours have been spent on the phone explaining to clients and their families the changes, as well as producing articles in the newsletter that is posted to clients every 3 months. Client’s frustrations with the system, have been channelled back to government departments through various methods.

Clients who are under 65 who are part of the Program for Younger People, funded by the state government, have also had confusion around NDIS providers and whether transport is included in their package or not.

As clients appreciate the reliability and the care given by SEV staff and volunteers, many clients have not

*Our clients appreciate the reliability and the care given by SEV staff and volunteers, so clients have not wanted to leave SEV’s transport service.*



wanted to leave SEV's transport services. To continue providing services to clients who have accepted a Home Care Package, SEV has had to sign subcontract agreements with the providers, with many more to be signed. Clients have informed us that their HCP providers will hand a taxi card for clients use, which will be charged back to their package or charge for a carer to drive and wait for them, while they are at their appointment. There are instances where SEV services, even though they would be charged at full cost recovery rate, are still cheaper than the HCP options. At last count there are over 168 providers that service The City of Monash.

All of the Client Services Team sections have started streamlining their processes and have found some time savings, which have been needed to have the opportunity to start planning for the future. There are now 2 SEV minibuses, one of the buses is now being offered to other local community organisations for hire, which has proven to be more popular than originally expected.

Volunteers and staff have formed a vehicle subcommittee, to research and provide a suggestion to the board for another fit for purpose vehicle, to replace those due for upgrade.



*"I just rang to say thank you for the card I received regarding my husband's passing and wanted to say thank you so much for the services you have provided in enabling me to visit my husband over the years."*

With the MAC changes, providing transport to clients on HCP's, the client administration has become more complex, the need to move to a modern computer package is now a necessity. The team has looked into several programs, one which will be implemented within the next 6 months, as it will create efficiencies in all areas of service.





The Premier & John Mullahy, MP for Glen Waverley, helping Monash seniors claim the Power Saving Bonus





## Social Support

Suzanne Hannigan

### Thanks to all our Volunteers and Clients who have helped make our outings and groups so enjoyable.

The welcoming attitude and kindness within the groups really does give our members a day out to look forward to. There are new, and re-established, friendships that have been made as a result of our social support program. Social Support and being a part of a community group is so important for keeping people connected and reducing the negative impact of isolation. It can assist in reducing stress, and help maintain or improve physical health.

Our Out & About Lunches and the Men's Lunch Groups have headed to places beyond the Monash boundary in our SEV Bus. We've enjoyed a few trips down to Port Melbourne for a bite to eat, with some ship-spotting as a little bonus. There have also been

some trips to Healesville, enjoying the scenic drive and fresh country air. We have been so fortunate, often enjoying good weather on these bigger outings. The Ladies Lunch Group are smaller groups via a volunteer's own car and tend to stay within the City of Monash boundaries. These outings grant a valuable opportunity to socialise and create friendships. Members of some of these groups, now exceed over a decade.

Ageless Grace (chair-based exercise class) runs on every second Tuesday. This has been a wonderful source of joy for all, through imagination and movement with the music. It is proven that as the brain is challenged with activities it promotes neuroplasticity and deftness of thought. That it is accompanied by laughter and happiness is no small bonus on its own. The music has been a trigger

to think back on old times, often prompting great discussion after class. Our fortnightly Tuesday Craft group also has a variety of skill sets, with some members drawing, knitting and crocheting, whilst chatting and having a cuppa and a biscuit. Some of their beautiful works are donated to other charities as toys or blankets.

Our clients have really enjoyed going to the Cinema and tucking into a light lunch at one of the cafes nearby. The movie 'Mrs Harris goes to Paris' sparked great interest, getting the best reviews from our groups. Now, with the new owners settled in, invitations to these outings will again be offered during school terms. Much laughter and singing were enjoyed at the Morning Melodies. The value for money – getting a meal and entertainment included in the price – proved especially appealing.

*The welcoming attitude and kindness within the groups really does give our members a day out to look forward to.*



Unfortunately, due to venue issues, this activity has been shelved until further notice. We hope to offer an opportunity for music and sing-a-longs in the near future. Perhaps shifting to our new venue will allow exploring such ventures once more. Watch this space.

Our Friday fortnightly Walking Group is currently welcoming new members. The morning walk around Jells Park is rewarded with a friendly chat, cuppa & bite to eat. This is kindly looked after by the New Horizons café staff, Stella and her team. Our ever-giving team of Volunteers head out no matter the temperature as alternative venues are sourced.

Online Zoom Book Club, although small, has continued on past covid lock downs. It gives those at home an opportunity to chat face to face with others on a monthly basis.

A monthly theme links an array of books, with many book titles shared and recommended throughout the

hour chat. Our illustrious leader has been an ongoing source of energy and enthusiasm and a wonderful Volunteer. We thank her for sharing the many stories read and inquisitive questions.



*“Everyone at SEV is so pleasant, why can’t everyone be like our volunteers!”*

In November 2022 we held our only event for the year at Novotel Hotel in Glen Waverley. The entertainer was again Brendan Scott, who has been entertaining SEV clients for the November function for many years. Numbers were down as clients have been hesitant to commit due to COVID.

We look forward to welcoming new members and offering many more affordable Social Support activities. We welcome expressions of interest for all groups from both Volunteers and Clients.



## Transport

Shane Gan

### **The start of this reporting year saw many venues reopen and the initial expectation was that things would be returning to pre-Covid norm.**

However, new challenges emerged within the volunteering sector with a drop in the number of people volunteering.

At SEV, we are fortunate to have a loyal and dedicated base of volunteers and staff. We are very proud of our volunteers who have given of their time selflessly and make the effort to partner with us in SEV transport to serve our community and contribute to the well-being and health of our clients. We thank all our volunteers for helping us to make and answer phone calls, drive and care for our clients on their way to and back from their appointments, and helping us with reporting our statistics to government and funding bodies.

We are proud to say that we had managed to transport every client who booked a transport service within the booking timeframe in the last year due to the dedication of our wonderful volunteers who were willing and flexible enough to work with us to deliver the highest level of service despite scheduling challenges.

The number of client bookings started to increase from the pandemic level at the end of the last reporting year. This was due to the easing of restrictions and venues such as neighborhood houses and clubs reopening. A number of our clients use the SEV transport to get to these venues on a regular and ongoing basis.

Some Home Care Package providers run their own transport service using taxi vouchers or have other arrangements already in place and would not enter into an agreement to allow their clients to continue

*SEV transport continues to receive great feedback from our clients for the service that we provide to them.*



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# 14,650

Transport trips

“

*“I would like to say thank you to the drivers who have assisted me with my trips so far. They are always on time and courteous.”*

“

*“I am using your transport services a lot and I am very grateful.”*

“

*“The drivers were wonderful, especially since the doctors were going overtime and the drive had to be split.”*

to use SEV transport. Other package providers that are more flexible or do not have a transport arrangement in place did sign agreements with SEV to allow their clients to continue to use our transport service.

SEV transport continues to receive great feedback from our clients for the service that we provide to them.

Our aim is to provide clients with the best transport service that we can to enable our clients to get to their appointments and other support activities such as clubs or groups easily and with minimal issues, so that they can remain connected to the community, and continue to have and enjoy good health and wellbeing while living independently.



## **The Monday Group**

Gary Shih

### **For the period 2022-23, the Chinese Seniors Social Support Group held 47 meetings.**

This year we are back to normal group meetings without the restriction of COVID but still careful with hygiene. These gatherings provided a valuable platform for our members to come together, share experiences, and engage in various activities that fostered friendship and a sense of community.

Our regular group activities continued to enrich the lives of our members. Morning exercises, including Tai Chi and Qigong (Ba Duan Jin), helped in maintaining physical well-being and promoting a healthy lifestyle. Local news information was provided to keep our members informed and engaged with current

affairs and encourage them to join the community activities. We played games together which provided them exercise for their brain with a playful escape and encouraged a competitive spirit in a friendly environment.



*“You are so helpful. We are so lucky to have your services. We are so happy. God bless you!”*

The Chinese Seniors Social Support Group celebrated significant festivals and events during the year. These celebrations were an opportunity for our members to embrace and cherish their cultural heritage, and it brought them closer together as they shared traditions, stories, food and delightful moments.

We organised informative talks throughout the year, covering topics of interest to our senior members. These talks were presented by experts from various fields, aiming to promote health awareness, information from Services Australia, and information on Aged Care Services.

Our focus remains on fostering a strong sense of community, promoting health and wellness, and ensuring that every member of the Chinese Seniors Social Support Group feels valued and cherished.

*Our regular group activities continued to enrich the lives of our members.*



## The Friday Group

Mei Ip

The Chinese Seniors Social Support group plays a crucial role in providing Chinese seniors with a warm and supportive environment where they can engage in social connections.

It is not uncommon for seniors to experience feelings of isolation and loneliness. In response to this growing concern, the Chinese Seniors Social Support group was established with the primary aim of addressing these issues and creating a sense of belonging among the elderly.

Physical and mental well-being are top concerns for the elderly, and the Chinese Seniors Social Support group takes these aspects seriously. Diverse activities are designed not only to improve their physical and mental health but also to encourage them to reconnect with the community.

In March an exciting event took place as the power bill rebate initiative came into effect. Victoria's Premier,

Daniel Andrews, accompanied by John Mullahy MP, paid a special visit to the Chinese Social Support Group to offer their assistance in helping some of the members obtain their power bill rebates. The members appreciated the opportunity to interact with the premier and express their concerns regarding rising energy costs, which had been a significant worry for many of them.

In June we celebrated the Dragon Boat Festival at the Centre. One of the main highlights of the celebration are the delightful array of food, especially the mouth-watering Dim Sim, Rice Dumplings, and fruits, which hold a special place in Chinese culture. The Dragon Boat Festival continues to hold a special place in the hearts of Chinese. It not only celebrates a traditional festival but also strengthens the bonds of friendship and mutual support among those who come together to partake in this joyous occasion.





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**700+**

Active members

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**8,172**

Calls made

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**9**

Languages supported by  
Safety Register volunteers  
& SEV staff

**The Monash Community Safety Register had another successful year, achieving good outcomes for all members.**

While COVID-19 continued to have an impact on our community in 2022, the impacts started to subside in 2023 and this, in turn, enabled greater community connection and participation. The Safety Register continued to play a part in supporting the safety and wellbeing of its members through regular telephone calls and active engagement.

Of the 700-plus Safety Register members, approximately 100 are considered to be particularly vulnerable due to a number of factors (including, but not limited to, minimal or no family or friends to provide support, health and significant mobility issues, disabilities and advancing age). In addition, at various times during the

year, more frequent calls were made to numerous Safety Register members who were experiencing significant challenges (such as significant illness, loss of a partner or family member) to support them through a difficult time.

As at July 2023, there were five active Safety Register members aged between 100 and 102, all of whom were living and ageing in their own homes.

Safety Register members received reminders about changing their clocks at the start and end of daylight saving and were reminded to ask a family member, trusted friend or service provider to check their smoke alarms to ensure they were working, or to help change batteries if required.

All Safety Register members received quarterly newsletters which included various articles relating to safety and wellbeing, such as strategies for managing extreme heat, tips for

*Our regular group activities continued to enrich the lives of our members.*



fire safety in winter, checking smoke alarms, scams awareness information and how to report a scam, elder abuse awareness and updates on changes to My Aged Care, Home Care Packages (HCP) and Commonwealth Home Support Programs (CHSP).



*“Thank you kindly for Monday was very nice and enjoyable, great event.”*

Safety Register members were provided with information about and referrals to other services, programs and organisations, including South East Volunteers’ transport and social support programs, COVID-19 support services, Council On The Ageing (COTA), Seniors’ Rights Victoria and Victoria Police in the City of Monash.

The Coordinator (and other SEV staff members) actively engaged with numerous local community organisations and participated in various networks which added value by strengthening community engagement and extending the promotion and reach of the Safety Register program.

Another successful annual Safety Register event was held at The Novotel in Glen Waverley on 17 October 2022.

The event was attended by Safety Register members and key stakeholders from the City of Monash, Victoria Police in Monash and the Rotary Club of Glen Waverley. As always, the event was supported by SEV volunteers and staff.

The tripartite partnership between the Rotary Club of Glen Waverley, Victoria Police in the City of Monash and the Safety Register continued into 2022 and 2023. The Rotary Club of Glen Waverley provides care packages (containing non-perishable goods), the Monash Community Safety Register generates recipient lists from its membership database, and Victoria Police delivers the care packages.

This is an excellent example of three community organisations working together to deliver excellent outcomes for recipients (all of whom are Safety Register members).





## Intake & Assessment

Sarah Hudson & Mamta Mehta

### **South East Volunteers, as it has throughout the years, has been supporting the ageing residents of City of Monash to remain living in their homes independently by providing assistance with transport to their medical and allied health and social support appointments.**

Our transport services have assisted them to stay connected with their friends and families and also not feel like a burden or a responsibility on them for their every need. By allowing us to provide these services the clients are giving their own family members and carers' a sense of peace and the assurance that they are in good and caring hands with South East Volunteers.

Our new CEO, Gavin Watson, has been busy introducing new ideas and ways to help our clients. Gavin's different approach to things is making us think outside the box. Our organisation

is here to make a difference and a positive impact in the lives of people. We would like to be able to cater to the needs of our clients and make changes and mold our services to fit in with their needs and requirements.

This year we continue to see many changes in Intake and Assessment with new rules and regulations being implemented by the governments providing funding. Our Client Services Manager, Christina Saladino, has kept the entire team in sync and updated about all the funding changes as and when they happen. We, as a team, have a better understanding of how the Home Care Packages work and in turn we are in a better position to assist with any enquiry from our clients, thus relieving them of stress and confusion.

Each department within South East Volunteers supports and helps to provide a great service to our community. Intake and Assessment

works hand in hand with Transport, Social Support and the Safety Register. The initial assessment conducted by the Intake and Assessment team starts a relationship with the clients. By assessing their needs, we direct client to the appropriate program for their wellbeing and support.

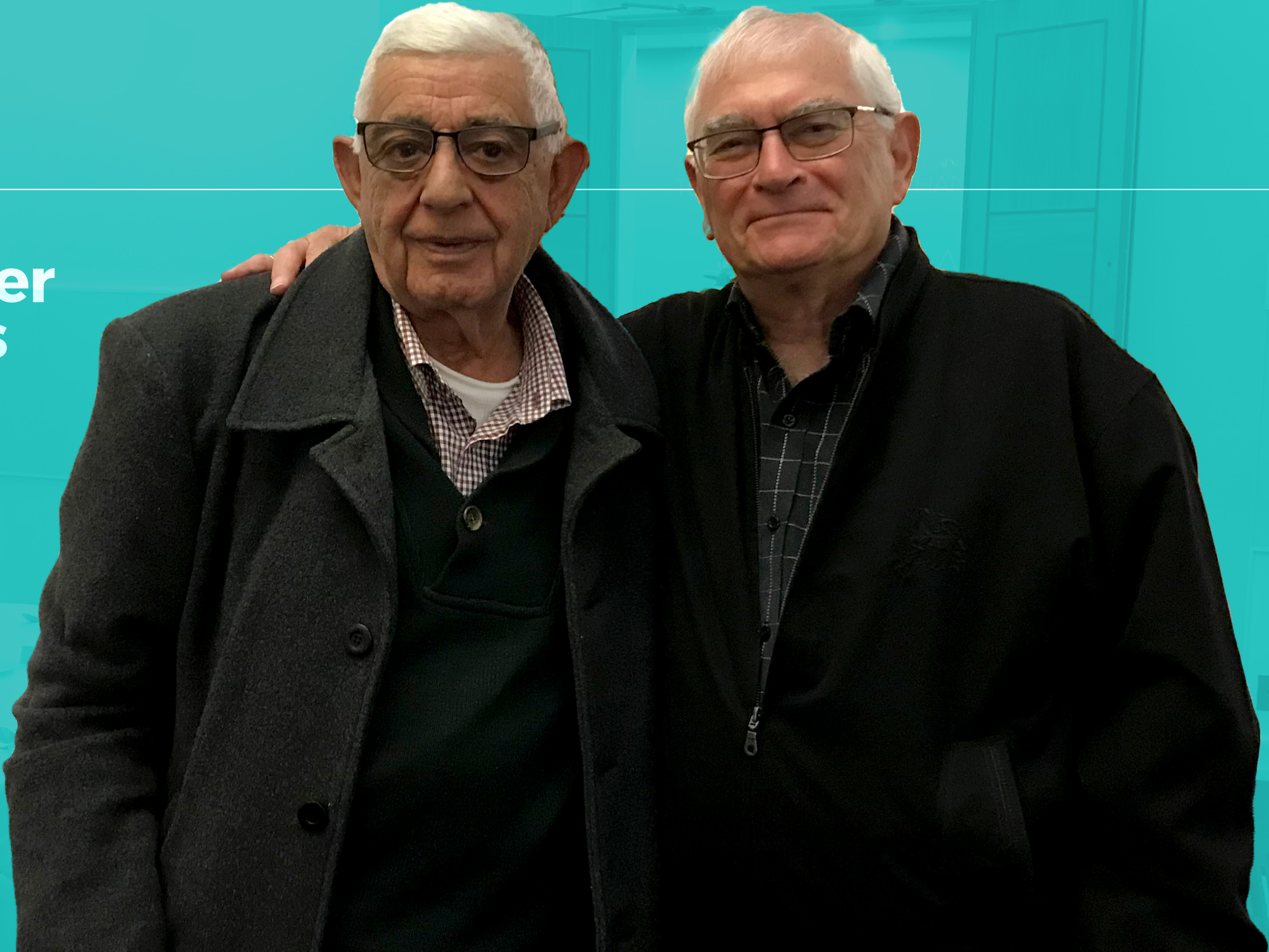
There has been an inflow of new referrals from My Aged Care. Client numbers continue to grow as demands for assistance has been on the rise. We prioritize the referrals based on the urgency of needs of a client. All referrals are attended to in an organized manner and within a proper time frame. New clients are being registered and the old ones being reassessed to make sure that any change in needs is being met with care.

SEV is a multicultural and multi linguistic organisation and are very fortunate to have multilingual staff to help with the intake of CALD clients.

*Client numbers continue to grow as demands for assistance has been on the rise.*



# Volunteer Services





## Volunteer Services

Shirlene Standish

*We have a great foundation of staff, volunteers and community which will keep us focussed on all that we can achieve in the coming year.*

### **What an interesting year we have had! So many changes in the sector and at SEV!**

However, what has remained the same is the excellent contribution by our volunteers, a great team to work with and excellent support by our Board, our funding bodies and the community.

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

The Volunteer Program Team has increased as well, with the inclusion of Lisa Hester who coordinates the Volunteer Management Activity Program. May El Abyad

has permanently taken on the role of Outreach Manager, covering Casey and Greater Dandenong and Mei Ip continues to support the Monash area, and in particular our Chinese speaking volunteers. We have also received assistance from Sarah Kelly, Disability Inclusive Volunteering, as she provides us with valuable insight into promoting inclusive volunteering. Together, as a team, we worked together with volunteers and organisations that were struggling to get volunteers to assist with their programs.

We continue 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 559 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 administration staff, Agatha Fernandez and Marija Rakovic, ensured our systems kept going and information made it to the right people. They provided assistance to volunteers, clients and staff, as well as a warm welcome, in person and over the phone. They were assisted by a group of dedicated administration volunteers who made our work so much easier with their continued support.

### **Volunteer Expos**

We worked with the cities of Greater Dandenong & Casey to promote volunteering through two Volunteer Expos in May, following National Volunteer Week. We had amazing contributions from 69 local community





service organisations, promoting their programs and discussing volunteer options with many potential volunteers at each event. The Expos were so successful, we have plans to run one in Monash and Stonnington, and perhaps other LGAs.

### **Training & Workshops**

As part of our VMA project we were able to provide some great workshops for Managers of Volunteers, such as Cultural Safety, Aboriginal Cultural Competency, Governance & Strategic Planning, Fundraising, & Grant Writing. We also provided training for volunteers including Better Communication, Introduction to Disability Inclusion, Safety in the Community, Cultural Safety, as well as our Introduction for Volunteering – provided in English and Chinese. We offered these workshops in person and online and, in some cases, we did hybrid training – both online and in person. We had 152 volunteers and 92 managers attend our training this year.

### **National Volunteer Week**

Once again, our corporate sponsor, the Glen Waverley Novotel, provide a fantastic breakfast to honour our hard-working volunteers in Monash. The breakfast was attended by Mayor Tina Samardzija, Cr Shane McCluskey and Cr Theo Zographos.

We also held an event for the City of Greater Dandenong volunteers which was well attended. Mayor Eden Foster was our guest speaker, and also in attendance was Cr Angela Long.

### **What Lies Ahead**

We look forward to seeing volunteer numbers increase, our programs expand and the resilience we have developed over the past few years to stand us in good stead to go forward and be better. We have a great foundation of staff, volunteers and community which will keep us focussed on all that we can achieve in the coming year.





### A Volunteer's Story

*Hello, my name is Kevin and I volunteer my time at SEV as a community transport driver.*

After seeing an urgent post on Facebook looking for drivers to assist older clients to get to medical appointments, I decided to put my hand up and volunteer. I am not new to volunteering, as I commenced in 2018 (at the age of 22) to help with IT/Library services.

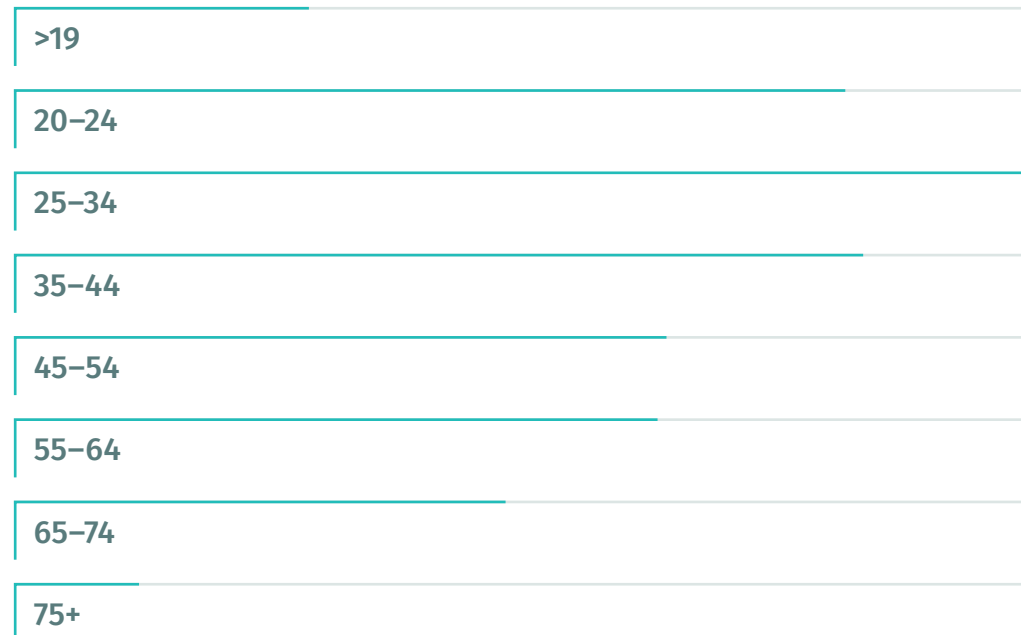
I try my best to deliver the best service for our clients who are not able to drive themselves. When I am not rostered for a transport shift, I also volunteer my time with the local Neighbourhood Watch,

Glencare and the local Monash SES unit. Giving back to the community and helping others is a rewarding experience and an opportunity to meet new people from all walks of life.

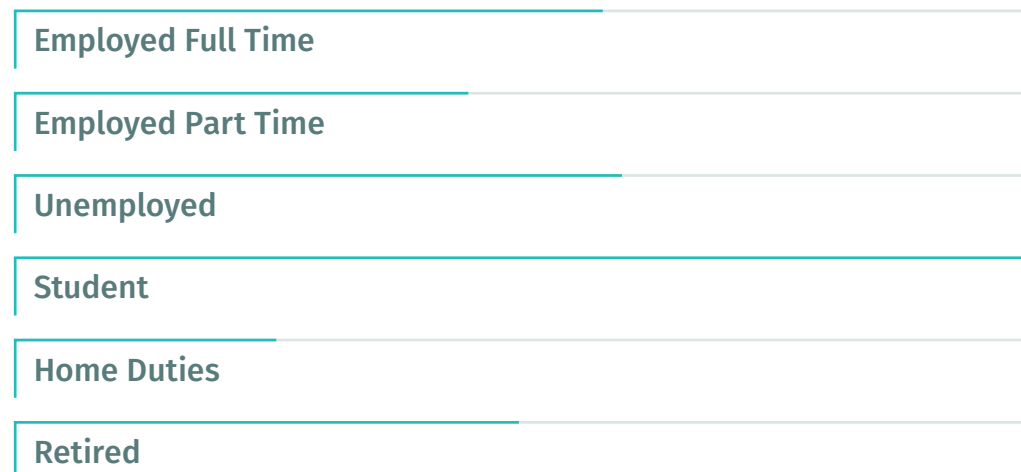
Many organisations are desperately in need of volunteers. I feel like it is a priority in my life, and I urge others who can give some of their time to consider volunteering in their local community.

### Volunteer Snapshot

#### Age group



#### Employment status



# 559

Volunteers interviewed

# 57%

From culturally and linguistically diverse background

# 22%

Under the age of 24

# 17%

Unemployed

# 3%

Have a disability



## Outreach Volunteer Program

May El Abyad

*Our commitment to facilitating volunteering opportunities and reducing isolation amongst marginalized groups has yielded remarkable results.*

### **Our continuous efforts in the Greater Dandenong and Casey community have been fruitful.**

We have been actively engaged in referring potential volunteers to local community organisations and providing comprehensive training to both managers and volunteers. However, we acknowledge the challenges faced by the sector in finding volunteers amidst the ongoing impact of COVID, retiring older volunteers, and community members pursuing alternative paths in education and employment.

To address this issue, we introduced the idea of a Volunteer Expo. Recognising its potential, we believed it would serve as a platform for community organisations to directly engage with the public, discuss their programs, and recruit volunteers. In May 2023, we experienced a flurry of activity. Not only did we celebrate Volunteer Week,

but we also successfully implemented two Volunteer Expos within a span of a week. The first one took place at the Springvale Town Hall, followed by a second expo at Bunjil Place, where we collaborated with the City of Casey.

Both events proved to be exceptional opportunities for community services to converge, exchange ideas, and celebrate volunteerism, with the spirit of Volunteer Week. The turnout was impressive, with a significant number of community members actively visiting the expos and expressing interest in volunteering.

Building on this success, we are determined to establish the Volunteer Expo as a yearly recurring event that not only showcases the diverse range of volunteer opportunities available but also serves as a catalyst to ignite passion and commitment within our community.

Among the many success stories that emerged this year, one particularly inspiring tale involves a mature individual with a physical disability. Motivated by her desire to give back to the community that supported her, she approached us seeking a meaningful volunteer role. Recognizing her passion for history, we were able to connect her with the local historical society. Now, almost a year later, she dedicates two days a week to volunteering at the society, utilizing her skills and enthusiasm for research. This not only allows her to contribute her valuable expertise, but also alleviates her sense of isolation, fostering a renewed sense of purpose and fulfillment.

Our commitment to facilitating volunteering opportunities and reducing isolation amongst marginalized groups has yielded remarkable results. The success of





the Volunteer Expo further reinforces our belief in the power of community engagement, collaboration, and unlocking the potential of individuals. With continued determination and innovative approaches, we remain steadfast in our pursuit to create a thriving and inclusive community for all.

In order to provide flexibility and accessibility, we are still giving an array of interview options for potential volunteers. Our commitment to accommodating diverse needs and preferences is reflected in the three available formats: face-to-face, telephone, or online via popular platforms such as Zoom, MS Teams, or FaceTime. By offering these choices, we aim to ensure that individuals can engage in the interview process in a manner that suits their convenience and comfort level.

Whether they prefer a traditional face-to-face setting, the convenience of a phone call, or the seamless virtual experience facilitated by technology, we are prepared to accommodate their preferences.

Our dedication to providing multiple interview options underscores our commitment to inclusivity and our unwavering dedication to matching volunteers with opportunities that align with their skills, interests, and availability.

---

**432**

Interviews in Greater Dandenong and Casey

---

**48%**

From diverse and linguistically diverse population

---

**19%**

Unemployed

---

**6%**

Have a disability



## Disability Inclusive Volunteering Project

Sarah Kelly

*A series of workshops were delivered to the volunteer managers with Monash Health, which were tailored to their requirements.*

**During the last 12 months the Disability Inclusive Volunteering project has continued to deliver workshops and support to community organisations in the Greater Dandenong and surrounding region.**

Our goal is to continue to increase the volunteering opportunities for people who have a disability and assist organisations to provide an inclusive volunteer environment.

We delivered group workshops to 10 different organisations, including Wellsprings for Women, the City of Greater Dandenong council (conservation & environment), Dandenong Community & Learning Centre, Women's Federation for World Peace and MiCare. We assisted 3 of the organisations to develop a Disability Action Plan.

A series of workshops were delivered to the volunteer managers with Monash Health, which were tailored to their requirements. Their volunteers can be ward ambassadors, concierge, or chaplaincy assistance. The workshops were very well received and appreciated.

The Disability Inclusive Volunteering Team assisted with the planning and delivery of the Volunteer Expo held in Springvale in May 2023. This enabled local organisations to inform community members of their services and the volunteer opportunities which they have available. It was a great success, and we hope to be able to hold the event again next year.

The Advisory Group continue to meet online bi-monthly and provide guidance and support for the delivery of the project and workshops.

“

*“Great information, enjoyed how interactive the session was.”*

“

*“Loved the open discussion, the session has helped me feel more confident in supporting my current volunteers and onboarding new volunteers.”*

“

*“Interesting and knowledgeable.”*

“

*“Definitely changed the way I look at volunteer recruitment.”*

## VMA5 Project

Lisa Hester

*We are well placed to offer a very successful VMA project, assisting NFP's in creating inclusive volunteering and sustainable practices.*

### **The VMA5 program enables us to collaborate with communities in the Southern Metro Region of Victoria to assist in removing barriers to volunteering.**

This is the new direction for volunteering, where community organisations will be trained and supported to source their own volunteers. We are supported by our Consortium members, the Cities of Casey & Greater Dandenong, the Shire of Mornington, and South East Community Links (SECL) and we cover 10 local government areas.

The first year of the VMA5 project has been all about establishing relationships within the 3 main priority groups identified by Volunteering Victoria:

- › First Nations
- › Disability
- › New Migrants

The First Nations space was an area we had not tapped into at SEV and it was considered to be the cohort we may struggle to engage with. Thanks in part to a solid relationship with the key stakeholders at The City of Casey, we have been able to engage with the First Nations community via The Gathering Place at Doveton.

Through the VMA work, we have assisted the program coordinator at The Gathering Place to connect to other services and people who can support her in the delivery of Indigenous programs across Casey.

Thanks to May El Abyad (GDVRS) and Sarah Kelly (GDDIV) we were able to connect with Dardi Munwarro, a local indigenous support organisation. We are working with them towards creating a sustainable volunteer program for the community in Dandenong.

Year 2 of the VMA will see more outreach into other areas within the Southern Metro including The City of Stonnington and the local Gathering Place.

Work is well underway within the disability cohort, and we have seen some incredible wins with disability training and volunteering projects.

We have worked closely with Valorous Place to find their disability group a regular volunteering placement. The group has already started volunteering at the new RDA facility in Pakenham.

The group also assisted with the Casey Expo held in May and made a positive impact amongst the community groups in attendance, giving them the opportunity to see first-hand the benefits of having volunteers with a disability involved. We have since written a case study for Volunteering Victoria to highlight the many





advantages of being inclusive and the ripple effect has not just been on the volunteers and the community group, but also their extended families.

We have assisted Wellsprings for Women, a local migrant refugee center in Dandenong, with the implementation of a new project focused on creating awareness around the benefits of having a diverse and inclusive volunteer base within the community.

Other works include connecting and building relationships within the Afghan community and supporting new refugees through linking arms with other Not For Profits (NFP) like Reclink.

We are looking forward to expanding on these links and assisting migrants further into the Southern Metro Region.

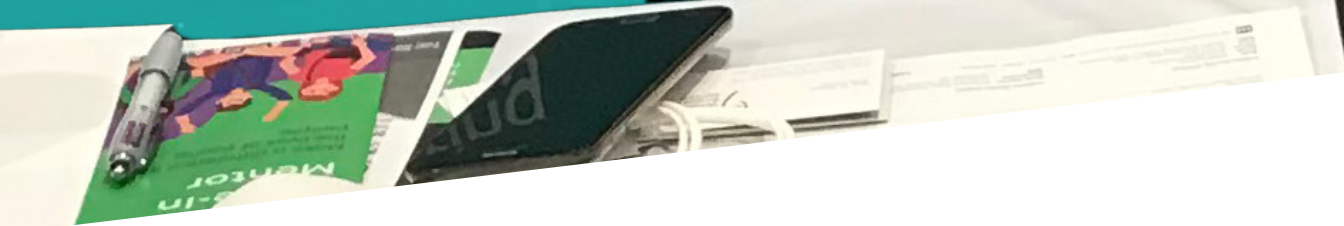
In the coming year, SEV will be adding 3 additional priority groups as required by Volunteering Victoria: vulnerable women, young people aged 12-18 and unemployed. We are well placed to offer a very successful VMA project, assisting NFP's in creating inclusive volunteering and sustainable practices.



ing the City of Monash  
ond for over 35 years.

unteering  
nsport

unity





## Independent Auditor's Report

*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 2023, 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 2023 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.

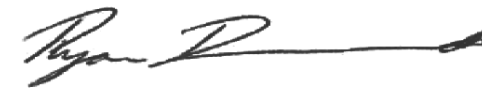


## Auditor's Independence Declaration

*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*

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, 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

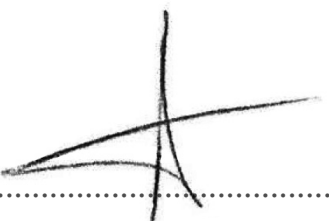
Dated 13 October 2023

## Committee of Management Declaration

The directors of the Association declare that:

1. The financial statements and notes, as set out on pages 33 to 39, 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 2023 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 ..... 12<sup>th</sup> October



## Statement of Profit or Loss and Other Comprehensive Income

	Note	2023 (\$)	2022 Restated (\$)
Revenue	5	3,121,403	3,287,523
Interest received	6	13,641	802
Other income	5	118,163	49,027
ACIC expenses		(1,288,074)	(1,345,417)
Administration expenses		(192,822)	(179,095)
Advertising and marketing expenses		(35,336)	(41,152)
Auditor's remuneration		(13,600)	(12,903)
Employee benefits expense		(1,529,196)	(1,425,849)
Depreciation and amortisation expense	7	(127,602)	(129,012)
Interest on leases	6	(3,000)	(7,238)
Motor vehicle and travel		(32,240)	(28,598)
Occupancy expenses		(25,188)	(18,497)
Program and project expenses		(46,658)	(31,191)
Volunteer expenses		(4,931)	(7,173)
<b>Surplus (loss) before income tax</b>		<b>(45,440)</b>	<b>111,227</b>
Income tax expense		-	-
<b>Surplus (loss) for the year</b>		<b>(45,440)</b>	<b>111,227</b>
<b>Total comprehensive income for the year</b>		<b>(45,440)</b>	<b>111,227</b>
Surplus (loss) attributable to:			
<b>Members of the parent entity</b>		<b>(45,440)</b>	<b>111,227</b>
Total comprehensive income attributable to:			
<b>Members of the parent entity</b>		<b>(45,440)</b>	<b>111,227</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	2023 (\$)	2022 Restated (\$)
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	8	2,190,821	2,273,167
Trade and other receivables	9	57,984	78,567
Other assets	11	90,186	52,383
<b>Total Current Assets</b>		<b>2,338,991</b>	<b>2,404,117</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	10	201,323	255,519
<b>Total Non-Current Assets</b>		<b>201,323</b>	<b>255,519</b>
<b>Total Assets</b>		<b>2,540,314</b>	<b>2,659,636</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	13	201,820	225,956
Lease liabilities	12	46,764	85,088
Employee benefits	15	267,985	225,269
Other liabilities	14	331,579	297,730
<b>Total Current Liabilities</b>		<b>848,148</b>	<b>834,043</b>

	Note	2023 (\$)	2022 Restated (\$)
<b>Non-Current Liabilities</b>			
Lease liabilities	12	32,559	79,323
Employee benefits	15	34,845	76,068
<b>Total Non-Current Liabilities</b>		<b>67,404</b>	<b>155,391</b>
<b>Total Liabilities</b>		<b>915,552</b>	<b>989,434</b>
<b>Net Assets</b>		<b>1,624,762</b>	<b>1,670,202</b>
<b>Equity</b>			
Accumulated surplus		1,624,762	1,670,202
<b>Total Equity</b>		<b>1,624,762</b>	<b>1,670,202</b>



## Statement of Changes in Equity

	Accumulated Surplus (\$)	Total (\$)
<b>2023</b>		
Balance at 1 July 2022 (Restated)	1,670,202	1,670,202
Surplus for the year	(45,440)	(45,440)
<b>Balance at 30 June 2023</b>	<b>1,624,762</b>	<b>1,624,762</b>
<b>2022</b>		
Balance at 1 July 2021	1,558,975	1,558,975
Surplus for the year (Restated)	111,227	111,227
<b>Balance at 30 June 2022 (Restated)</b>	<b>1,670,202</b>	<b>1,670,202</b>

## Statement of Cash Flows

	Note	2023 (\$)	2022 (\$)
<b>Cash Flows from Operating Activities:</b>			
Receipts from customers		3,463,970	3,512,917
Payments to suppliers and employees		(3,496,173)	(3,413,589)
Interest received		13,641	802
Other income		97,710	23,326
<b>Net cash provided by/(used in) operating activities</b>		<b>79,148</b>	<b>123,456</b>
<b>Cash Flows from Investing Activities:</b>			
Payments for property, plant and equipment		(73,406)	(48,186)
<b>Net cash provided by/(used in) investing activities</b>		<b>(73,406)</b>	<b>(48,186)</b>
<b>Cash Flows from Financing Activities:</b>			
Proceeds from (repayment) of leases		(88,088)	(85,230)
Net cash provided by/(used in) financing activities		(88,088)	(85,230)
Net increase/(decrease) in cash and cash equivalents held		(82,346)	(9,960)
Cash and cash equivalents at beginning of year		2,273,167	2,283,127
<b>Cash and cash equivalents at end of financial year</b>	<b>8</b>	<b>2,190,821</b>	<b>2,273,167</b>

## Acknowledgements

Ashford Accountants

Australian Department of Social Services

Beletti Restaurant Café

Bill Pyman

Brendan Scott

Bridges Connecting Communities

City of Casey

City of Greater Dandenong

City of Monash

Commonwealth Bank – Waverley Gardens Branch

Dancercise Multicultural Group

Department of Health & Human Services

InTech Pty. Ltd.

Juniper Networks

Koorie Heritage Trust

Lions Club of Waverley

Nick Lauria, Underdog Design

Novotel Glen Waverley

Glen Waverley Bowls Club

Patricia Malowney OAM

Rotary Club of Glen Waverley

Shire of Mornington

South East Community Links

Springvale Learning & Activities Centre (Line Dancing Group)

Springvale Mandarin Network (dance & Tai Chi)

Springvale Town Hall Staff

Victoria Police, Monash Unit

Volunteering Victoria





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.