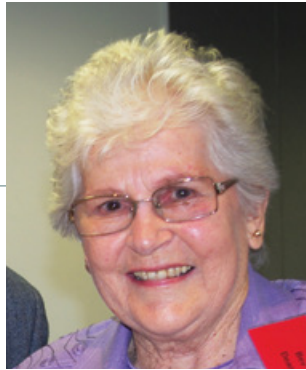




# Annual Report

2018 / 19





## **Vale Beverley Dean & Beverley Dungan**

We remember the passing of two powerful and passionate women who gave so much of their time to South East Volunteers.

Beverley Dean, life member and Beverley Dungan, volunteer for over 20 years – together they gave more than 45 years of their time to our organisation and the local community,

We are eternally grateful.

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*Pictured: 2017/18 SEV  
Annual General Meeting*

# Our Board

	13.08.18	02.10.18	11.02.19	08.04.19	03.06.19
Pin Ng	●	●	●	●	●
Andrew Freeman	○	●	●	●	●
Nicola Mc Neil	○	●	●	●	●
Wina Kung	●	○	●	○	○
Ka Chi Cheung	●	●	○		
Malak Sukkar	●	○	●	●	●
Vijay Susarla	●	○	●	●	○

Pin Ng will retire in 2018/19 after 6 years as Chairperson of the Board and Ka Chi Cheung retired in February 2019. Thank-you both for your commitment to SEV.



# Our Staff

## South East Volunteers

Ann Burgess  
*Chief Executive Officer*

Gerardine Gannon  
*Client Services Manager*

Shirlene Standish  
*Volunteer Services Manager*

Melissa Hardy  
*Outreach Services Manager*

Irene Khoo  
*Finance Services Manager*

Hannah Landray  
*Intake & Assessment Co-ordinator*

Shane Gan  
*Transport Co-ordinator*

Christina Saladino  
*Social Support Co-ordinator*

Sharon Morgan  
*Safety Register Co-ordinator*

Mei Ip Chinese  
*Seniors & Volunteer Referral*

Gary Shih  
*Chinese Seniors*

Mamta Mehta  
*Transport and Reception*

May El-Abyad  
*Administration Worker*

## CrimCheck

### Staff

Brett Holland

Alyson Ritchie

Samuel Lucas

Hayssam El Janoudi

Samantha Dove

Louise Byrne

Nuashaba Oishee Ennamullah

### Volunteers

Monika Bushan

Reshma Lachireddi

Athini Amarasiri

# SEV Volunteers

● = 5 years of service

Alexander, Anthony	●●	Gupta, Smita		Ranganathan, Angeline	
Atherton, Lesley M.	●	Halliday, Peter		Reid, Ian	
Au, Winsie	●	Happ, Anne		Riley, Sandra	
Bam, Chrystal	●	Hawkins, David	●	Rodrigues, Colin	
Bertone, Maria		Holder, Kathryn	●	Russell, Patricia	●
Bird, Peter		Holmes, Siok Tin	●	Sampson, Jenifer	●●●
Borthwick, Richard	●	Howell, Jo Anne		Schober, Graeme K.	●●●
Bouchet, Ghylene	●	Hranilovic, Miryana		Seow, Han	
Bowman, Winsome		Huxtable, Kaye		Shaw, Leanne	●
Bray, Anthony	●	Hymas, Gerald	●	Smith, Kenneth	
Broders, Marie-Luise	●●●●	Jarvis, John W.	●●	Smith, Pamela	
Brown, Gregory		Jeanes, Maureen	●	Sonnet, Vivian	
Bruce, Elizabeth E.	●●●●	Johns, Anne	●●●	Standish, Raymond	
Burns, Joanne		Johnstone, Cynthia		Steele, Peter	
Calder, Lisbeth	●●	Julian, Geoffrey	●	Sukkar, Malak	
Calder, Kenneth E.	●●	King, Phillip G.	●	Sukumaran, Sukesh	
Chan, Simon	●●	King, Judith	●	Susarla, Vijay	
Chan, Vanessa	●	Kung, Wina	●	Tan, Yunyi	
Cheung, Ka-Chi		Li, Weiwei		Tang, Man Ching	●
Clohesy, Julie	●	Lim, Darren		Teichert, Moira	
Clohesy, Ronald	●	Litchfield, Lois	●●●	Trowbridge, Susan	●●●
Comerford, Joanna	●●	Lloyd, Bronwyn	●●	Twigg, Brenda	
D'Arcy, Ginia		Long, Terence	●	Varsavsky, Carlos	
Dean, Brian	●	Luu, Tieu Hue		Vijayan Peter, Victoria	
Diamond, Gillian		Makey, Rhonda	●	Vinay, Rathi	●
Djumas, Despina		Matheson, Julia		Vinnicombe, Scott	●
Dungan, Beverley	●●●●	McDonald, Elizabeth	●●●	Wang, Xin	
Filippelli, Wanda	●	McDowall, Ross	●	Wescott, Judith	●●●
Florence, Rodney		McNeil, Nicola		Whitehead, Fay	●
Francis, Marianne		Muratovic, Salih		Whitmee, Philip S.	●●
Freeman, Andrew	●	Myers, Julie		Wilkie, Alister	
Gaffney, Brett	●	Nelson, Richard		Wilson, Elisabeth	
George, Linda		Ng, Chee Pin	●	Witt, Patricia	●●●
Gibbs OAM, Norm	●●●●●	Pham, Quang	●	Young, Huong Chee	
Goricane, Stanley		Poole, Stephen		Yu, Janice	●
Graczyk, Gail	●	Preece, Brian		Zhang, Zhen	
Grondman, Shirley		Randall, Raymond	●●●	Zhou, Shuhong	





*Pictured: Making new friends over lunch.*



# CEO & Chairperson's Report

The past year has proven to be one of significance in SEV's history, faced with guiding the organisation through one of the largest reforms the aged care sector has experienced in recent years. We viewed the move to My Aged Care with both trepidation and confidence and the user pay models forced us to re think service delivery to our clients and resulted in restructuring many aspects of SEV. Thanks to the hard work of staff, we were delighted with how quickly we adapted and continued to provide client services and 95% of clients were satisfied with the changes. With a professional staff team and excellent feedback on our service delivery, South East Volunteers has never been in a better place.

We conducted our annual satisfaction survey with the aim of improving the client experience and the results illustrated our commitment to older people living in Monash. 100% of people surveyed thought the service was value for money and 98% reported that they found our drivers to be both friendly and professional.

2019 has also seen our Volunteering Program implement changes in this our 34th year of operation. Whilst we have continued the work of the past: recruiting, empowering and supporting 600 community agencies to accept volunteers, we have also taken on more of a consulting role assisting organisations to establish and improve their volunteering programs. With this expertise, we were able to assist Monash Council to establish its own volunteering program to recruit residents to assist in Council programs.

The Greater Dandenong Volunteer Service continues to flourish, as does our outposts at Casey and Cardinia. This year we have delivered regular training in the south east including Mental Health First Aid.

It has also been a year of increased collaboration; SEV is an executive member of Volunteering Victoria's Support Network, the governance group for volunteering organisations in Victoria. Working with other regional volunteer organisations, we



have also been developing resources to encourage people with a disability to volunteer.

This past year saw the passing of Beverley Dean, one of our life members and Beverley Dungan who had been volunteering with South East Volunteers since the organisation was established. They will not be forgotten.

Many thanks to the Board members, volunteers all, who provide direction. Ka Chi Cheung resigned from the Board after 5 years service. Thank you Ka Chi.

Thanks to all the SEV and CrimCheck staff members for their commitment and professional contribution during the year.

Extra special thanks to our volunteers, we could not function without them: they turn up every week professional and passionate and they truly deserve our heartfelt thanks.

**It's a fabulous, fabulous organisation. It is so comforting to know there is someone out there who cares about you.**

*Client testimonial*

**Thank you to all the wonderful, friendly volunteers who make contact. They are superb!!**

**Your volunteers are all lovely and very caring people. Well done!**

*Volunteer testimonials*

# Client Services

This year has seen many changes in Client Services, both internally, and from the government departments providing funding, making it a challenging year.

We have continued to steadily increase the number of services to our clients in all areas – Transport, Social Support, including the Chinese groups, as well as the Monash Community Safety Register.

Internally, the retirement of our long-time, highly experienced Client Services Manager, Rae Kum, meant that we needed to make some structural changes to ensure that we have the best team combination going forward.

Christina, Mamta and I all increased our responsibilities, with some reshuffling, and we welcomed a new member to the Transport team, Shane Gan, who has added more skills in Access database programming, helping us to respond more quickly to the constant changes coming through from the government departments.

One welcome change is that Home and Community Care (HACC) has now

recognised that the NDIS is leaving a service gap for many of those under 65, as the NDIS has very strict eligibility criteria. HACC has now renewed its funding for organisations such as ours for those people under 65 who cannot or who have not yet transitioned to NDIS.

My Aged Care, the new referral system from the Commonwealth Home Support Program (CHSP), has accelerated the number of our new client Transport and Social Support referrals, doubling our need for assessments, so we have responded by revising our process to ensure that we prioritise those who need our services most urgently.

Our services are truly needed within the Monash community.

Thank you to all our drivers, jockeys and other volunteers; clients constantly share their praise for the care and attention they receive. Thank you also to our Client Services staff for their dedication to both clients and volunteers. It has been a demanding year with many adjustments but I now feel positive about our ability to grow and move forward.

Activity attendance 2014/15 – 2018/19

4,817	Ladies' Lunch
2,434	Men's Group
835	Shopping
1,548	Cinema
3,389	Out & About
736	Morning Melodies
771	Walking
732	Craft
402	Ageless Grace
10,701	Chinese Group
2,560	Special Events

We have continued to steadily increase the number of services to our clients in all areas.

Activity attendance	Ladies' Lunch	Men's Group	Shopping	Cinema
	976	445	105	401
	16%	7%	2%	7%
	Out & About	Morning Melodies	Walking	Craft
	596	86	173	217
	10%	1%	3%	4%
	Ageless Grace	Chinese Group	Special Events	
	402	2,213	525	
	7%	36%	9%	





# A Client's Story

The aim of the Chinese groups is to provide opportunities for the members to meet friends and connect to the local community.

Due to the language barrier, Mrs Yang is a little shy when trying to communicate and can only understand simple English. She always tells us how much she loves the Chinese group.

At the Christmas party, she so enjoyed the event that she got up and danced with the entertainer. That was a big step for her to stand up and dance in front of the audience.

*Mrs Yang Chinese Seniors Client*



# What Our Clients Say



**Thank you. It is the best thing in Glen Waverley. In fact it is the only thing!!! Thank you to everyone. You are all doing a wonderful job.**

**I consider myself very lucky and I'm grateful for such excellent services. I could not fault anything. I couldn't do without your services.**

**Thanks to all staff and volunteers for the tremendous service provided throughout the year. When one gets to their mid eighties life becomes a difficult challenge. The support and fellowship you provide are tremendous.**

**Volunteers are always considerate, courteous and helpful, and cheerful.**

*Client testimonials*





# Social Support

*Pictured (left): Volunteer Jenni with the Ladies' Lunch group.*

*(right): Veronica and Margaret enjoying the Christmas function.*

2018-2019 has again been a busy year with Social Support increasing the number of trips by 5%; this is due to two factors, our database changes in the previous year coming into effect and also with the great work our volunteers do in calling clients.

Places in the ladies and men's lunch groups and the Ageless Grace exercise program are sought and we have had to implement a waiting list.

Other programs, Out and About, Morning Melodies and the cinema are well attended and often we fill the bus and a car with clients wanting to attend. As some of our clients have mobility issues,

the car is easier to access. This year, we bought a station wagon and the greater internal space fits three walkers.

Client functions are also the responsibility of the Social Support team and during the year we ran four functions at great venues that have been wonderful and attentive to our clients.

A special mention needs to be made to our office volunteers, Sandra Riley, Julia Matheson, Gillian Diamond who helped the Social Support program be successful. Also we want to thank our bus drivers, car drivers, ladies lunch drivers and jockeys who without their help the Social Support Program would not run as smoothly.





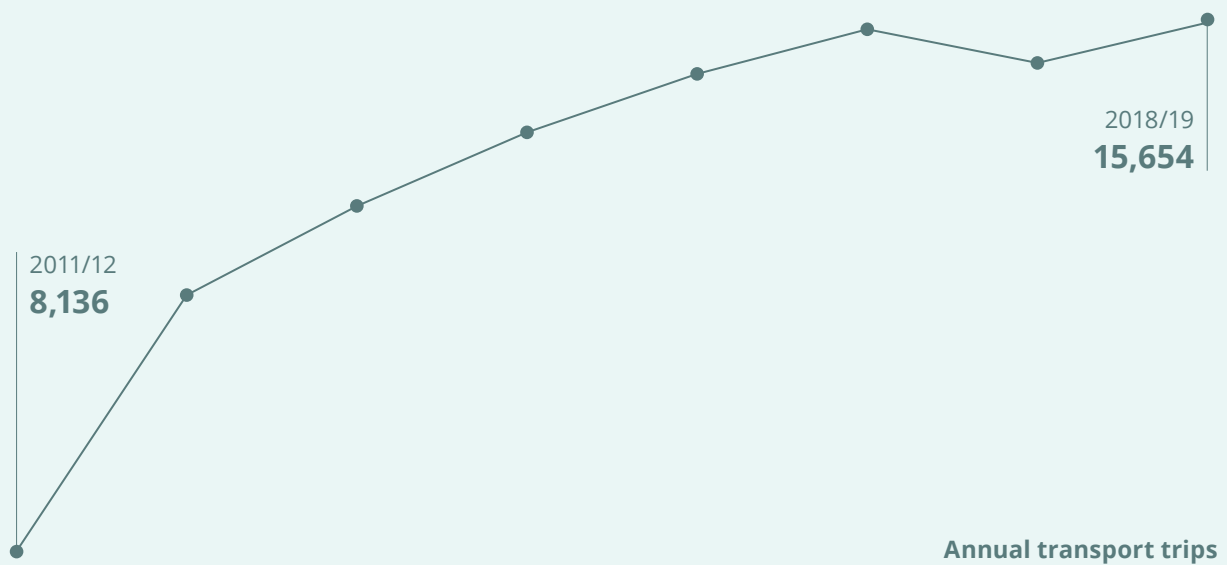
## Social Support Special Events

**July** We held the mid winter lunch at The Highways and enjoyed the sounds of the Swing Era music performed by Paul Hogan.

**October** The Safety Register concert was held at the Novotel Hotel Glen Waverley with music supplied by the wonderful Royal Australian Navy Band Jazz ensemble. It was unanimously agreed that afternoon tea was terrific and that the band were exceptionally good.

**November** We held the end of year celebration at the Novotel Hotel Glen Waverley clients enjoyed their 3 course Christmas Menu. Santa made a special appearance with his sack of goodies and had a special message for us all, in different languages.

**April** The Easter function was held at the Mulgrave Country Club and clients were entertained with songs from the 60's that had clients singing along and some clients up and dancing. Everyone went home with Easter eggs. Thank you to John Branagan from the Melbourne Fire Brigade who gave us all some helpful hints on how to stay safe in our home.



Transport service **gives me some independence** from relying on my children. Volunteers are always considerate, courteous and helpful, and cheerful.

*Client testimonial*

#### Social Support transport trips

2014/15

5,498

39%

2015/16

5,260

35%

2016/17

6,161

40%

2017/18

5,871

39%

2018/19

6,182

40%

# Transport

Transport, yet again, remains our most sought after service. This year, to respond to government changes, we restructured our Transport team to reflect the growth of the service and the need to have more skilled back up staff. The Transport Coordinator role has been split with Mamta, taking on our Driver Coordinator duties, and new staff member, Shane, taking on Vehicle Coordinator duties, each bringing different skills to their roles.

This service must continue regardless of staff having to take time off for any kind of leave or emergency. We now have four staff trained in transport scheduling, who also can back up Social Support if needed, to keep the services running smoothly.

We were able to increase our number of trips by a steady 3% without adding another car to the fleet. Previously, we have increased the size of our fleet every second year but now we have outgrown our carpark, forcing us to think more creatively about how to keep up with rising demand without adding extra cars.

Two of these initiatives are the changing over of one car to a station wagon that can fit more walkers so that we transport more clients in the same car especially if they are travelling to the same place at the same time. We have also been sharing cars with Social Support, Intake and the Safety Register, so that cars are never left idle.

We managed to hold off a price increase for ten years, but this year we finally needed to raise client fees to allow for the cumulative increases in petrol and vehicle running costs. We also negotiated a special deal with Shell to receive petrol discounts through new fleet cards, so that we can combat further increasing costs and avoid further price rises.

Despite the recent price increases, we continue to receive comments from clients who say that they do not know what they would do without us!

Our clients are full of praise for our thoughtful, caring volunteer drivers, and we thank them for their time and commitment.





# Chinese Seniors' Support Groups

The Chinese Seniors' Social Support Groups started in 2007. The 51 members look forward every Monday and Friday to joining in the planned activities such as picnics in the park, sightseeing, yum cha, buffet lunches, Tai Chi, joint exercises and qigong. The groups have become part of their lives.

Each year the groups celebrate important Chinese festivals that give them a way to reminisce about their youth, and bring about a sense of belonging. This year the Chinese groups celebrated the Dragon Boat Festival with Matt Fregon, the local MP. Everyone enjoyed the traditional Chinese food and games. Matt talked about the importance for seniors to





celebrate their culture in a new country and fit into the community.

The groups met 81 times in the past year, ventured out on 15 outings, celebrated 8 festivals and arranged for seven different community agencies to come and give a talk about services in the community. Outings give the groups great pleasure and the chance to see community attractions.

A special thanks to our devoted volunteers – Winsie Chan, Vanessa Chan, Simon Chan and Janice. They give a 110% into the Chinese Seniors' Social Support Group. Their contributions make the groups run smoothly and effectively.

**This Chinese group is supportive. Volunteers are very nice and kind, they look after us in the best possible way.**

**I am very happy about everything in this group. Well done.**

*Client testimonial*

# Monash Community Safety Register

The Monash Community Safety Register (referred to as the Safety Register) is a free service designed to connect with and support older people and those with a disability in the City of Monash. During the period 1 July 2018 to 30 June 2019, the Safety Register volunteer team made 8646 telephone calls compared with 7720 calls in the previous year which is a 12% increase.

We welcomed two new volunteers onto the team, both of whom bring a range of relevant skills and experience. The team is now comprised of ten volunteers who all speak English, and four of the team are bilingual (speaking Greek, Italian, Mandarin and Cantonese). These language skills enable us to connect with the main cultural groups in our community.

In December, two more Safety Register members turned 100. During afternoon tea, it was fascinating to listen to Ern and Stan reminisce about their lives leading up to this milestone birthday.

During the summer heat, additional calls were made to the more vulnerable Safety Register members on their safety and wellbeing and to remind them of useful strategies to prepare for and cope with extreme heat.

Sharon, the Coordinator, provided individualised support and assistance to a number of distressed Safety Register members who were going through a challenging period. Support included an in-person visit by Sharon, referrals to appropriate services and more frequent telephone calls by the team.

**During the summer heat, additional calls were made to the more vulnerable Safety Register members**

The Safety Register was widely promoted through two radio spots on local radio WBC, an online article on the Monash Eyewatch page, promotion through Council's PALS booklet, attendance at festivals and events, and public speaking opportunities with local service clubs.

Sharon continued to build partnerships within the local community (Monash Welfare Network, City of Monash, Victoria Police, Glen Waverley RSL), and the broader community through attendance at the annual Communities in Control

conference and World Elder Abuse Awareness Day events).

The annual Safety Register event was held in October 2018 at The Novotel, Glen Waverley. The event was attended by approximately 100 Safety Register members and key stakeholders. The Navy Band provided musical entertainment which was so well received, some clients started dancing!

Our thanks to the City of Monash and Crimcheck for their ongoing funding and support, and to Victoria Police for their support of this vital program.

**Knowing you are there if I need help is great and comforting.**

**Telephone calls are from lovely, clear, bright people. Wish it was the same from others!**

**Your volunteers are all lovely and very caring people.**

**I always have a great day out. I meet new people and find new friends. The volunteers are wonderful.**

*Client testimonials*



# Volunteer Services

Despite major challenges with funding cuts, new reporting systems and changes in how and what we collect from our volunteers, we have had an exciting year in the Volunteer Sector!

The Cities of Monash, Dandenong and Casey, as well as the Department of Social Services have been supportive. The City of Monash continues to provide us with a venue in Glen Waverley and Clayton, both close to transport, which is incredibly generous and a testament to the long and positive relationship we share.

Our service is only as good as the volunteers who give so generously of their time and talents. They are all stars and we would be lost without them. We have a team of committed administration volunteers – Liz Bruce, Anne Johns, Rathi Viany, Kaye Huxtable, Vicky Peters, Julia Matheson, Sandra Riley, Anne Happ, Lis Wilson, Moira Teichert, Gillian Diamond, Dorrie Bertone, Smita Gupta and Cynthia Johnston. These volunteers are SEV's backbone, providing friendly and helpful information to clients, potential volunteers and members of the public. We sadly lost one of our longest serving admin volunteers, Beverley Dungan, and she will be

greatly missed. Bev volunteered with SEV for 19 years.

In total, we recruited 1045 volunteers for 600 Non Profit organisations; a good result considering the decreasing number of volunteers Australia wide. Out of the 1045 volunteers interviewed, 637 were from a culturally & linguistically diverse (CALD) background, 81 had some type of disability, 12 suffered from mental health issues and 243 were unemployed. We are seeing more volunteers looking for work experience to gain full time employment. This has led to some challenges; not for profit organisations look for volunteers prepared to commit long term.

Mei Ip continues to staff the Clayton office, covering parts of Monash and Kingston as well as interviewing our Chinese speaking volunteers. Our volunteers in the Monash office - Judi King, Rhonda Makey, & Kathryn Holder all put so much effort each week into finding the right job for the right volunteer. We are fortunate to have some incredible staff, Mamta Mehta, May El Abyad and Diane Harris, who provide support to the office volunteers and most definitely to the other staff, making them invaluable.

Age groups

76	<20
173	20-24
219	25-34
186	35-44
133	45-54
166	55-64
78	65-74
14	>74

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

Volunteers interviewed and referred

1,045

69%	Not born in Australia
31%	Students
9%	With disabilities or mental health issues

Employment status

Full time	Part time	Home Duties	Retired
96	101	149	118
9%	10%	14%	11%
Student	Unemployed	Workcover	Other
329	243	6	3
31%	23%	0.6%	0.3%

## Training & Workshops

We continued to offer first class training for volunteers and managers of volunteers. We were able to provide this training, thanks to funding from Department of Social Services and we trained 348 volunteers and 95 Managers. We also participated in shared training with the City of Monash, providing an opportunity for Monash Council Volunteers to benefit from the training we provide – and meet each other's committed volunteers.

## National Volunteer Week

We would celebrate our volunteers all year if we could, and we do try and show our appreciation whenever can. However, we take the opportunity in May to celebrate National Volunteer Week with our volunteers. This year, we invited all of our volunteers to breakfast at the Bruce County Hotel. This year's theme for National Volunteer Week was 'Making a World of Difference' so we produced a booklet with feedback from our clients, showing our volunteers that they do indeed make a difference in people's lives.

## The Future

The coming year will be filled with challenges and opportunities I'm sure, but with the adaptable and committed team of staff and volunteers at SEV we look forward to new horizons.

**We continued to offer first class training for volunteers and managers of volunteers**

# Outreach Services

The SEV outreach programs, including the Greater Dandenong Volunteer Resource Service continued to build on their success in 2018.

## **Greater Dandenong Volunteer Resource Service**

In Greater Dandenong alone, we assisted over 500 people into volunteering, conducting more than 300 face to face interviews.

After creating and implementing the Volunteer Coordinators Network, we have seen it grow with almost 50 members now participating in the group. The Network is essential to the community; it provides Volunteer Coordinators and Managers an opportunity to make meaningful connections with people in similar roles, for information sharing, brainstorming, building confidence as leaders, as well as providing and receiving peer support.

Since 2015, the GDVRS has been consulting with and supporting many community service organisations. Currently, we have over 120 community groups, large multinational NGOs, small not for profits and government agencies whom we support in their professional volunteering practice. Training plays a big part and during the year we trained 150 Volunteer Coordinators and Volunteer Managers on Mental Health First Aid, Conflict Management, Handling Seriously Difficult People and Professional Boundaries.

During National Volunteer Week, we coordinated a breakfast for volunteer organisations registered with the GDVRS to celebrate the incredible work that volunteers do within the local community. We had over 100 volunteers and representatives attend.

Volunteering sometimes builds communities in unexpected ways. Two women from separate organisations, who were friends in primary school but had not seen each other for 51 years, attended the Breakfast. Needless to say, there were tears and plenty of things to catch up on.

We would like to thank the City of Greater Dandenong for their ongoing support of the GDVRS service.

## **Casey Outreach**

Casey Outreach had a bumper year with an increasing number of people volunteering in the City of Casey. We interviewed and placed volunteers from 39 different countries of birth and collectively speaking over 36 different languages. These numbers represent an increasingly diverse community that resides in the growing City of Casey.

During 2018, we worked tirelessly to increase the profile and levels of community volunteering. As a result, residents are benefitting from improved skills and employment outcomes. Through volunteering we are improving the health and wellbeing of residents and delivering a more resilient, inclusive and socially connected community.

We would like to thank the Cities of Greater Dandenong and Casey Cardinia for their ongoing support of these services.





# A Volunteer's Story

I commenced volunteering for South East Volunteers (then Monash Volunteer Resource Centre) in October 2004, not long after the passing of my wife. I became a driver for the Client Services Transport Program. At the same time, I also became involved with Monash Meals, delivering meals to clients who are isolated.

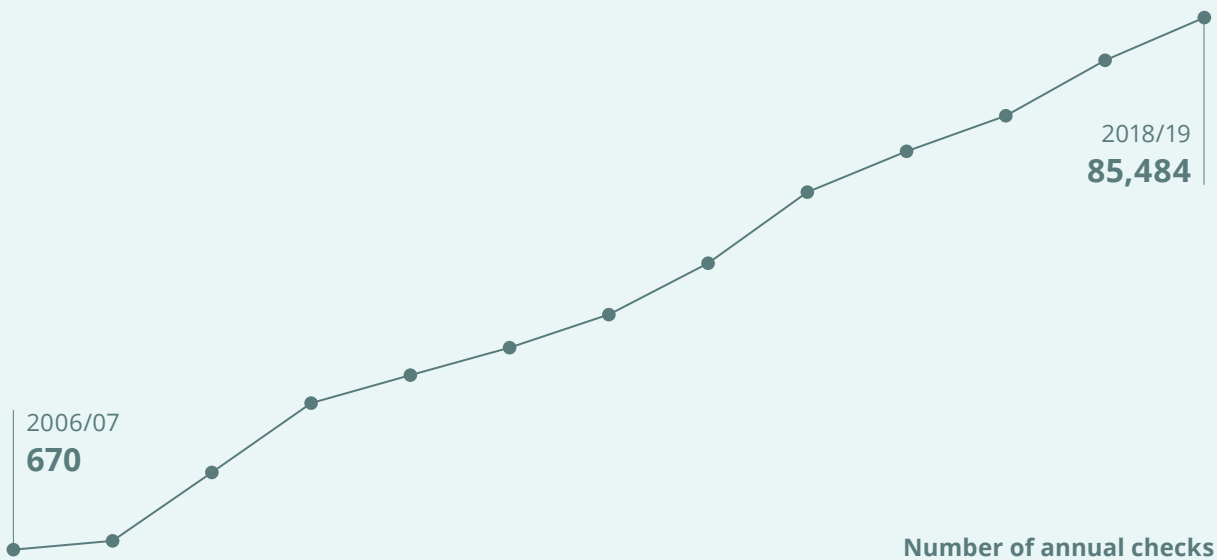
When I was asked what my motivation was for volunteering in the first

place, I had a number of reasons. I started out with a need to keep busy. After my first wife passed away, I was searching for something to give me purpose. I then realised how much I enjoyed being involved in programs that do so much to help others.

I love helping the clients in a small way, helping them stay connected, and I take a real interest in their lives and their stories.

**Graeme Schober** *Volunteer Driver*

# CrimCheck



CrimCheck successfully moved into new premises in Springvale during the financial year whilst we were sad to lose our Blackburn location the new office provides many opportunities to expand and take on new staff and volunteers

During the year, we also managed to bring another 168 organisations into the system enabling a steady growth in the overall number of National Criminal History Checks being processed.

We were also able to present several webinars regarding screening of staff and volunteers in conjunction with Not For Profit Law. Combined with numerous presentations to volunteering coordinator meetings across Melbourne and in regional Victoria we have been able to provide excellent support in answering most of the general enquiries from our clients whilst improving the overall effectiveness of Criminal History Checking for the Not for Profit sector across Victoria and Australia.

# Independent Auditors' Report

*To the members of South East Volunteers Incorporated*  
A.B.N. 66 484 048 216

## Report on the Audit of the Financial Report

### Opinion

We have audited the accompanying financial report of South East Volunteers Incorporated (the association) which comprises the statement of financial position as at 30 June 2019 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

In our opinion the accompanying financial report of the association for the year ended 30 June 2019 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012 and Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Report section of our report. We are independent of the

association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled out 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.

### Emphasis of Matter – Basis of Accounting

We draw attention to note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association in complying with the requirements of the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the association and should not be distributed to or used by parties other than the association. Our opinion is not modified in respect to this matter.

## **Responsibilities of Management and those Charged with Governance**

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the association'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 association or to cease operations, or has no realistic alternative but to do so.

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

## **Auditor's Responsibility 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 auditors' 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 company's internal control.
- › Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the director.
- › Conclude on the appropriateness of the director'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 company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company 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 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.

Name of Firm:

*Morton Watson & Young*  
.....  
**MORTON WATSON & YOUNG AUDIT PTY LTD**  
Chartered Accountants

Name of Director:

*[Signature]*  
.....  
Kerpil S Harnam - Registered Company Auditor

Address:

51 Robinson Street, Dandenong Vic 3175

Dated:

This *4<sup>TH</sup>* day of *SEPTEMBER 2019*  
.....

# Statement by Members of the Board

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

In the opinion of the board the financial statements as set out on pages 28 to 37:

1. Presents a true and fair view of the financial position of South East Volunteers Incorporated as at 30 June 2019 and its performance for the year ended on that date.

2. At the date of this statement, there are reasonable grounds to believe that South East Volunteers Incorporated will be able to pay its debts as and when they fall due.

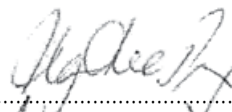
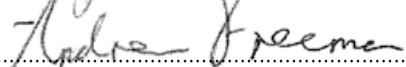
3. The financial statements and notes satisfy the requirements of the Australian Charities and Not-for-Profits Commission Act 2012.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

Chairperson:

Treasurer:

Dated:

  
.....  
  
.....  
This 4th day of September 2019

## Notes

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

# Statement of Comprehensive Income

	Note	2019 (\$)	2018 (\$)
Revenue	3	1,091,384	1,077,553
Other income	3	2,264	866
		<b>1,093,648</b>	<b>1,078,419</b>
Administration expenses		(55,814)	(61,287)
Auditor's remuneration	4	(3,200)	(3,050)
Depreciation and amortisation expenses		(47,913)	(45,817)
Employee expenses		(828,628)	(791,924)
Motor vehicle and traveling expenses		(30,659)	(29,459)
Occupancy expenses		(53,518)	(55,052)
Police check expenses		(1,229)	(784)
Program and project expenses		(57,599)	(67,630)
Volunteers expenses		(10,572)	(7,885)
<b>Profit before income tax</b>	<b>5</b>	<b>4,516</b>	<b>15,531</b>
Retained earnings at the beginning of the financial year		1,227,477	1,211,946
<b>Total comprehensive income for the year</b>		<b>1,231,993</b>	<b>1,227,477</b>

# Statement of Financial Position

	Note	2019 (\$)	2018 (\$)
<b>Assets</b>			
Current Assets			
Cash and cash equivalents	6	1,178,611	1,141,730
Trade and other receivables	7	41,939	43,481
Total Current Assets		1,220,550	1,185,213
Non-Current Assets			
Property, plant and equipment	8	174,426	201,179
Total Non-Current Assets		174,426	201,179
Total Assets		1,394,976	1,386,392
<b>Liabilities</b>			
Current Liabilities			
Trade and Other Payables	9	23,976	21,075
Provisions	10	139,007	137,840
Total Current Liabilities		162,983	158,915
Total Liabilities		162,983	158,915
Net Assets		1,231,993	1,227,477
<b>Equity</b>			
Retained earnings	11	1,231,993	1,227,477
Total Equity		1,231,993	1,227,477



# Statement of Changes In Equity

	Retained Earnings (\$)	Total (\$)
<b>Balance at 1 July 2017</b>	<b>1,211,946</b>	<b>1,211,946</b>
Profit attributable to members	15,531	15,531
<b>Balance at 30 June 2018</b>	<b>1,277,477</b>	<b>1,277,477</b>
Profit attributable to members	4,516	4,516
<b>Balance at 30 June 2019</b>	<b>1,231,993</b>	<b>1,231,993</b>

# Statement of Cash Flows

	Note	2019 (\$)	2018 (\$)
<b>Cash Flows from Operating Activities</b>			
Receipts from funding/grants		872,404	858,834
Payments to suppliers and employees		(1,037,152)	(1,009,596)
Interest received		17,681	21,198
Other income		202,841	197,521
<b>Net cash provided by operating activities</b>	<b>12</b>	<b>55,774</b>	<b>67,957</b>
<b>Cash Flows from Investing Activities</b>			
Proceeds from sale of equipment and motor vehicles		9,091	10,909
Payments for equipment and motor vehicles		(27,986)	(37,046)
<b>Net cash provided by (used in) investing activities</b>		<b>(18,895)</b>	<b>(26,137)</b>
Net increase in cash held		36,879	41,820
Cash at beginning of financial year		1,141,732	1,099,912
<b>Cash at end of financial year</b>	<b>6</b>	<b>1,178,611</b>	<b>1,141,732</b>

# Income and Expenditure Statement

	2019 (\$)	2018 (\$)
<b>Revenue</b>		
Fees and Charges Unrestricted	48,928	37,804
Donation from CrimCheck Ltd	140,000	150,000
Outgoings Reimbursed	9,409	7,003
Donations Received	445	150
	<b>198,782</b>	<b>194,957</b>
<b>Other Revenue</b>		
Interest Received	17,681	21,198
Grants		
City of Monash	125,257	130,790
Department of Health and Human Services, Victoria	199,025	179,555
Department of Social Services	392,773	377,571
In-Kind Rental Assistance	41,981	41,988
City of Greater Dandenong	80,000	80,000
City of Casey	20,000	41,820
Other Grants	13,369	7,110
	<b>872,405</b>	<b>858,834</b>
Sundry Income	2,516	2,564
Profit on Sale of Non-current Assets	2,264	866
	<b>894,886</b>	<b>883,462</b>
	<b>1,093,648</b>	<b>1,078,419</b>

	2019 (\$)	2018 (\$)
<b>Expenditure</b>		
Annual Report Design	1,680	1,980
Assets purchased < \$5,000	175	1,022
Auditor's Remuneration	3,200	3,050
Bank Charges	(1)	-
Board/Governance Expenses	1,103	1,657
Casey Outreach Expenses	3,006	7,477
Cleaning and Pest Control	7,042	6,539
Computer Expenses	18,412	16,088
Depreciation	47,913	45,817
Electricity and Gas	3,990	4,086
Employees' Amenities	2,417	1,815
Holiday Pay Provision	4,853	11,735
Insurance Premiums	1,004	954
Long Service Leave Provision	(3,686)	2,535
Motor Vehicle Expenses	29,610	27,651
Police Checks and Fees	1,229	784
Postage, Freight and Couriers	8,350	9,641
Printing and Stationery	7,812	10,159
Project Expenses	5,797	3,869
Registrations, Subscriptions and Conferences	3,991	5,829
Rent of Premises	41,981	41,988
Repairs and Maintenance	330	1,417
Social Support Program	48,796	56,284
Staff Training and Development	10,612	3,744
Sundry Expenses	133	211
Superannuation Contributions	67,054	64,878
Telephone, Fax and Internet	13,330	14,768
Travel and Accommodation	1,049	1,808
Volunteers Expenses	10,572	7,885
Wages and Salaries	732,068	692,492
Workcover	15,310	14,725
	<b>1,089,132</b>	<b>1,062,888</b>
<b>Profit for the Year</b>	<b>4,516</b>	<b>15,531</b>



## Acknowledgements

Australian Red Cross  
Andrea O'Donnell, The Hub for Learning  
Kaitlyn Bennett, Novotel Glen Waverley  
Andrews Foundation  
Australian Government Department of Social Services  
Bill Pyman  
Brendan Scott  
Bruce County Hotel  
Bunnings Noble Park  
City of Monash  
City of Greater Dandenong  
City of Casey  
Dandenong Club  
Dementia Victoria  
Department of Health & Human Services  
Diane Jones, Highways Hotel  
Gavin Goh, Grill'd Glen Waverley  
Johan Henry, Mulgrave Country Club  
Ka Chi Cheung, Norton Rose Fulbright  
Kylie Draper, Eastern Palliative Care  
Laurenne Di Salvo, Harvest Coaching & Learning  
Meg Phillips, Balanced4Life  
Michelle James, AUS Consulting  
Monash Police Stations  
Nick Lauria, Underdog Design  
Public Libraries, City of Monash  
Puffing Billy  
Royal Australian Navy Band  
St Johns Ambulance  
Waverley RSL



## **Our Vision**

Connected community through volunteering and services.

## **Our Mission**

We partner with the community in the pursuit, provision and growth of volunteering opportunities and social support.

We provide a sense of social interaction and safety for vulnerable members of the community.

Our services belong to local residents and enhance lifestyles.