

# **MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE**

Reg No A0002446N



## **47TH ANNUAL REPORT**



# **MONASH OAKLEIGH COMMUNITY SUPPORT AND INFORMATION SERVICE**

## **ANNUAL REPORT 2020-21**

### **SERVICE AIMS**

- Provide free accessible information and support to the community
- Deliver a friendly, impartial service by trained volunteers
- Especially target those in our local community who are marginalised, isolated or suffering from poverty or discrimination
- Respect the privacy and independence of everyone seeking assistance

### **COMMITTEE OF MANAGEMENT 2020-21**

PRESIDENT	Kathleen Hosie
VICE-PRESIDENT	Sana Dabbous
TREASURER	Peter Booth
SECRETARY	Karen Oakley
COMMITTEE MEMBERS	Bernadette Allan Liz Grant Joy Graves Maureen Winestone

### **HONORARY LIFE MEMBERS**

Bernadette Allan	Nancy Evans
Bev Gair	Rosemary Goddard

## **ABOUT OUR SERVICE**



Monash Oakleigh Community Support and Information Service has been serving the local Oakleigh Clayton area since 1975. It is one of a network of Community Information centres operating throughout Victoria under the umbrella of Community Information and Support Victoria (CISVic). The Service is staffed entirely by trained volunteers and governed by an elected Committee of

Management which meets monthly. Opening hours are from 10 a.m. to 3.30 p.m. weekdays. The support services provided include emergency relief, tax help, negotiation and advocacy, assistance in completing forms, information and referral services, and a No Interest Loan Scheme. Volunteers work at the agency in a variety of roles, many of them multi-tasking. All volunteers who interview clients must have completed the CISVic approved, nationally recognised fifty-hour training program. On-going training sessions are also held throughout the year enabling volunteers to increase their knowledge and further develop their skills. Many agency volunteers are also members of other community groups and bring a broader perspective to their agency work and assist with networking opportunities.

*\*Thanks to Zoe from CISVic for this photo, and for those later in this report*

## **PRESIDENT'S REPORT**

**Kathleen Hosie**

This past year we have shown how flexible we can be. MOCSIS was operating five half days per week until November. We managed to do this by having a trained volunteer talking to clients at the door and other volunteers working at the back of House preparing food parcels and helping with data entry. In October we took advantage of the Victorian State government Working for Victoria grant made available through our peak body CISVic. This grant allowed MOCSIS to employ Lori Kawasaki full time for 6 months. From November onwards we were able to resume full opening hours which made the service far more accessible for our clients. I would like to acknowledge Lori's contribution to the smooth running of MOCSIS.

MOCSIS has been very fortunate that all but two of our volunteers have returned after the shutdown; those two have ongoing health issues to deal with. With Lori's employment ending at the end of March, and the increasing demand for food assistance, MOCSIS is grateful for the tireless support of our volunteers. As outbreaks of covid and the necessary lockdowns continued, we have had to adapt to every change in government directives to keep our volunteers and clients safe.

We were fortunate to be able to hold a Christmas lunch for our volunteers, adapted to covid restrictions. It was so good to be together and catch up. We also held a morning tea in May during Volunteer week as a thank you to volunteers for the support they provide to MOCSIS. There are so many aspects to the smooth running of MOCSIS that it is hard to quantify the total number hours that our volunteers have worked: the community support workers

engaged with clients, the volunteers involved in Foodbank ordering, delivery and unpacking, Oz harvest unpacking, the work involved in the garden, the sorting and placing of opshop items, tax help interviews, NILS interviews, the work of the committee, the Treasurer's role that has expanded to include odd jobs, and compiling the MOCSIS newsletter. A rough estimate would be around 4,000 hours per year. Thank you!

This year we have received generous donations from individuals and organisations wanting to support the work we are doing. All donors are listed in this Annual report, and we thank you so much for thinking of those who need help in our local community.

The cooperation between Monash Council and MOCSIS continued throughout the year in the provision of masks for clients and the delivery of food parcels to people who cannot leave their homes. We are grateful to Monash Council, particularly Colin Bostock, for their ongoing support of MOCSIS and the work we do supporting the residents of Monash.

## **RECRUITMENT AND TRAINING**

**Bernadette Allan & Liz Grant**

**Recruitment.** Rosalie O'Dea and Eva Giavi are new volunteers who assisted with general work in the house and the op shop. Aniela Wilson completed and Patrick Yilun commenced the CISVic interviewer training. We are delighted to have these new volunteers join MOCSIS. An information stall at Oakleigh Shopping Centre was held in May, with a few people expressing interest in volunteering. The stall also assisted in raising awareness of MOCSIS in the community.

**Training.** Due to frequent lockdowns since September 2020 the ongoing training has been limited in scope. In January all volunteers were sent a copy of the MOCSIS Covid Safe Principles to inform them of the processes in place for assisting clients during the pandemic. There was one very well attended Zoom session in April. Kathy updated volunteers about changed procedures and how MOCSIS was managing during the pandemic. The guest speaker was Bill Kendall, Senior Project Officer in Monash Council, who discussed the Council's outreach programs for rough sleepers including community education, increased housing support, and the role of outreach officers. His powerpoint presentation contained much useful information for volunteers. Sana Dabbous and Liz Grant shared information about the Mental Health First Aid training course they had undertaken and how volunteers could use this to assist MOCSIS clients. CISVic online training opportunities have been promoted to volunteers.

## **COMMUNITY ACTIVATION AND SOCIAL ISOLATION INITIATIVE**

**Liz Grant**

MOCSIS is involved in this Victorian Government Initiative through Monash Council. A Local Support Network (LSN) was established with many Monash community groups taking part as Community Connectors. This has allowed MOCSIS to gain information about other groups in the LSN and to share resources. MOCSIS linked our emergency relief services to Monash Council and other organisations so that emergency relief could be delivered to people in lockdown. The project also funded Mental Health First Aid Training for two MOCSIS volunteers.

## **EMERGENCY RELIEF**

**Kathleen Hosie**

The demand for food support was lower than usual until the government provided covid subsidies were cut back towards the end of 2020. The December Christmas period was our busiest on record with 350 clients assisted and 405 visits. We were unable to provide gifts when covid restrictions prevented entry into the building but compensated by providing an additional voucher for Christmas. The Rotary Club of Oakleigh, Clayton and Huntingdale, Trish Facy, and friends Marlene, Denese, Beth, Lauren and Lorna provided boxes of chocolates that we gave out to clients as Christmas treats



Demand for ER has risen significantly, far exceeding 2020 and even a little higher than 2019, with many clients presenting more regularly for food parcels as a way of keeping food on the table. Occasionally, food parcels were given to people not in our area because we do not turn away anyone who needs food. The RACV frozen meals which we received throughout the long lockdown have now stopped, and we thank the RACV for their generous support.

Our fortnightly order with Foodbank no longer sufficient so we have needed to buy more food to keep the shelves and freezers stocked. As a result, the role of Foodbank coordinator has grown. Karen Oakley has spent hours every week monitoring food supplies and buying additional stock from Campbells Wholesale and Coles.

Oz Harvest resumed weekly deliveries in November providing fresh fruit and vegetables and some meat. Bakers Delight in Oakleigh continued its support with weekly supplies of bread which is much appreciated. There is nearly always a queue

of people on Monday mornings waiting for it. Our thanks as always to the family who pick up this bread and bag it, ready for our clients. Thanks also to Shashi Kant Kochar for another mid-week delivery of bread.



We received generous donations of food products and cash from Johnny and My Chan who own the Glen Asian Grocery. Hao Hong Duong made 500 reusable face masks for distribution to those in need. Both donors are members of a Buddhist temple where our volunteer Alice Tran is a member. Hoyts donated many boxes of snacks which we shared with Monash Welfare network members and this helped them provide some Christmas cheer to their clients. The Rotary Club of Glen Waverley provided us with many additional Coles vouchers.

Due to covid restrictions, the Op shop has been closed for most of the year although we were able to provide some items such as bedding, towels, and knitted goods from the door. Whenever eased restrictions permitted, clients have been allowed back in on a limited basis.

**MOCSIS July 2020 - June 2021 Statistics Report**

Kathleen Hosie

Clients provided with food vouchers and food parcels -601

Number of emergency relief services provided for face-to-face clients-7984

General enquiries for food and other services- 4166

**Combined total of services provided-12150****Number of visits -2783**

<b>Assistance breakdown by type for face to face</b>	<b>Total number</b>
Food parcel	2303
Food voucher	1936
Advocacy/support	19
Education support	27
Health care assistance	23
Information/advice/referral	95
Intake and assessment	2784
Material goods-op shop	581
Transport assistance	130
Utility bills assistance	66
Accommodation assistance	5
Intensive support	15
<b>Total</b>	<b>7984</b>

<b>General enquiries services requested</b>	<b>Total number</b>
Accommodation	9
Centrelink	2
Emergency relief services-referred internally	441
Emergency relief services-unable to assist/referred externally	257
Material assistance-bread/fruit &veg/op shop	2724
Forms	1
Financial counselling	2
Administrative enquiry	323
NILS	111
Legal services	5
Tax Help	28
General enquiries	227
Council services	13
Health services/mental health	5
Other-various services	18
<b>Total</b>	<b>4166</b>

<b>General enquiries</b>	<b>Total number</b>
Face to face	2775
Phone	1326
Email	65

## **GARDEN REPORT**

### **Joy Graves**

The MOCSIS vegetable garden program has continued to flourish throughout 2020-2021 supplementing the range of fresh food available for clients. Another wicking bed has been built in the garden, bringing the total of raised beds to twelve. The easy to cultivate, (volunteer friendly) raised beds and wicking watering system, allow us to grow a wide selection of vegetables and herbs all year round.

The garden team has expanded to three volunteers who work enthusiastically to propagate, plant, cultivate, tend, and the best part, pick and pack the vegetables and herbs to distribute to our many clients.

Our potting shed has had an impressive upgrade with new marine quality vinyl blinds, replacing the old very broken ones. We now have an ideal solar space to propagate from seed and to replenish our ongoing crops, which in turn, are continually nourished with compost from our five compost bins.

A highlight this year is to be invited to participate in the Monash Open Garden Day in November, Covid permitting. The garden team looks forward to welcoming visitors to the garden, and the opportunity to further highlight the work of MOCSIS in the community.



## **NILS**

### **Kathleen Hosie**

Few appointments were made this year due to COVID restrictions and not being able to have applicants come into the building. Enquiries were referred to either Good Money or Cockatoo NILS. Demand also declined as the government payments doubled.

Once restrictions eased and we could have applicants come into the building, we lost our long time NILS worker Jean Leoncio, who has moved to the other side of Melbourne. I want to thank Jean for all her help and support over the years.

A total of 12 NILS enquiries were followed up. Of those 1 came in for an interview but then decided to take a Centrelink advance, 2 were referred to a financial counsellor, 5 had no further contact, 2 we were unable to assist as they needed larger loans than NILS can provide, and 2 we were able to provide with loans. The 2 successful applications were for car repairs. There were 111 NILS related phone enquiries during the year.

## **TREASURER'S REPORT**

**Peter Booth**

### **Operating Account:**

The Operating ledger income position was basically static compared to prior years ,apart from a reduction in the sale of goods sub-ledger which was reduced by \$1,591. This was caused by the pandemic not allowing our participation with Community Opportunity Shop activity, both due to lockdown requirements and volunteer availability. Fortunately, the increased support from donors and the City of Monash was enough to offset the reduced Sale of Goods sub-ledger.

The expenditure activity for the Operating ledger was generally back to normal compared to the 2019/2020 financial year, and as a result, we had a small net surplus of \$262 for the year. The City of Monash has clarified the permitted usage of their grant, and as a result, we have adjusted our allocation of expenses to meet these requirements.

In summary, we have a balance of \$24,752 at the end of the financial year which meets the requirement defined in our constitution to maintain operating reserves to cover one financial year.

### **Emergency Relief Account:**

The primary feature of the income for Emergency Relief ledger has been the increased funding from the Department of Social Services (DSS) to target the impact of the COVID-19 pandemic. This was also augmented by a number of donations during the year from corporations and individuals wishing to minimise the impact of the pandemic on our clients. The expenditure on Emergency Relief has more than doubled this financial year from previous levels due to the increased support from DSS and donors. Special Assistance and Other Assistance sub-ledgers have markedly increased from \$3,461 to \$26,980 and our expenditure on food and supermarket vouchers is up by \$60,086.

It should be noted that DSS required their grant funding to be spent by 30<sup>th</sup> June 2021, and as a result, we pre-purchased supermarket vouchers and completed some garden and op shop maintenance to meet this requirement. This resulted in a higher than normal number of vouchers on hand at the end of the financial year. Our auditor has requested that in future we treat vouchers on hand as assets to be brought forward in the same manner as cash and investments. This will form a note to the accounts for financial year 2022.

In summary, we have accumulated a very healthy balance of \$94,596 for emergency relief going forward into the next financial year which will enable us to maintain our increased support for clients experiencing hardship as a result of the pandemic and their personal circumstances.

### **Summary:**

In a very difficult year for society and especially the disadvantaged, Monash Oakleigh Community Support has maintained an effective service throughout the year. The financial support from the City of Monash, the Department of Social Services and our donors has been outstanding and enabled us to provide increased levels of care for our clients.

Once again, our community supporters who donated goods for distribution are to be commended for their generosity – our heartfelt thanks.

Finally, thank you to our auditor, Mr Gerry Howell, for providing his services pro-bono to complete the audit of the accounts of Monash Oakleigh Community Support and Information Services Inc.

## **ACKNOWLEDGEMENTS**

Very many people and organisations have contributed to the success of MOCSIS this year and we thank everyone for their generosity, commitment, and hard work.

### **MOCSIS VOLUNTEER STAFF 2020-2021**

#### **Interviewers**

Bernadette Allan*	Marlene Kar-Ng
Ahmad Al-Ramadan	Chris Krahn
Elizabeth Becker*	Monica Lausch*
Sue Brown	Maria Lia Szabo
Sana Dabbous	Tess Little
Tracey Gardner	Glenda May
Eva Giavi	Meg Parry
Rosemary Goddard*	Judy Rose
Carolyn Grandine	Allison Sarkies
Liz Grant	Alice Tran
Joy Graves	Alok Verma
Elly Hayward	Stella Wellington
Kathleen Hosie*	Aniela Wilson
Robert Jamieson *	Maureen Winestone

#### **Non-Interview support**

Andrea Barlow	Jane Minogue
Peter Booth	Karen Oakley
Doug Calvert	Rosalie O’Dea
Philip Graves	Joy Stevenson
Jean Leoncio	Robyn Wenger

\* *Recipients of Caroline Chisholm Award / Chisholm Volunteer Award*

**Garden** Joy Graves, Coordinator  
Philip Graves  
Jane Minogue  
Rosalie O’Dea

**Op Shop** Maureen Winestone, Coordinator  
Robyn Wenger  
Rosalie O’Dea

**NILS** Kathleen Hosie  
Jean Leoncio

**Tax Help** Robert Jamieson  
Marlene Kar-Ng

## **PARTNERSHIPS**

Australian Tax Office	Eastern Emergency Relief
City of Monash	Oz Harvest
CISVic Consortium	Pinchapoo
Cockatoo Hills NILS	Share the Dignity
Department of Social services	South East Community links
Foodbank Victoria	The Nappy Collective
Good Shepherd Microfinance	

## **COMMUNITY NETWORKS**

Centrelink Oakleigh	Monash Council Homelessness Network
Monash Waverley CISS	Monash Welfare Network
Sth East Emergency Relief Network	South East Volunteers

## **DONORS**

Ancor	Magistrates Court
Anita McGaw	Marlene Kar Ng
Avalon Centre	Marlene Hansford
Bakers Delight Oakleigh	Masako and family
Balkara Uniting Parish	Meri Chenhall
BCF (Rob)	Morny Cochrane
Bendigo Bank	Mouykim Khe Mama Grocery
Ben Winestone	Mount Waverley Interchurch Council
Betty Beadman	Oakleigh Ladies Probus
Centrelink Staff Oakleigh	Oakleigh Lions Club
Christine Crawshaw	Oakleigh Parishes
Colin Bostock and Tracey Egan	One Bean
Coles Grocery Team	Peter, Kathy & Alan (Redhill Cherries)
Commonwealth Bank Oakleigh	Peggy Renshaw & Knitters of Combined Probus Clubs of Syndal
Diane Rachinger	RACV
David Moffat	Rotary Club of Oakleigh Clayton and Huntingdale (OCH)
Dot Clarke	Rotary Club of Glen Waverley
Glenda May	St David's Uniting Church
Glenis & Don Duff	Sonia Keddy
Graeme Williams	South Oakleigh Secondary College
Heather Papoutsidis	Sue Wright
Hoa Huong Duong	Tracey Gardner
Hoyts Chadstone	Trish Facy, Marlene, Denese, Beth, Lauren and Lorna
Johnny & My Chang	Waverley Benevolent Society
Kishor Dabke	Weary Dunlop - Roslyn Prentice, Rajee and Bernadette
KOGO	
Lucy Burt	
McGaw Constructions	

MONASH OAKLEIGH  
COMMUNITY SUPPORT  
&  
INFORMATION SERVICE  
INCORPORATED

FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2021

MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE INCORPORATED  
**EMERGENCY RELIEF ACCOUNT**  
INCOME & EXPENDITURE STATEMENT  
AND ASSETS & LIABILITIES STATEMENT AT 30<sup>TH</sup> JUNE, 2021  
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2021

	<b>2020/2021</b>	<b>2019/2020</b>
	\$	\$
<b>INCOME</b>		
Court Funds	4,000	4,000
Donations <span style="float: right;"><i>*Note1</i></span>	18,938	27,474
Grants	150,351	89,288
GST Collected/Refunded	15,035	8,829
Sale of Goods	77	320
Sundries		
Interest	735	1,094
	189,136	131,005
<b>EXPENDITURE</b>		
Assistance given		
- Food & Vouchers	128,847	68,761
- Chemist	770	163
- Travel Vouchers	238	159
- Special Assistance	12,776	3,091
- Other	24,194	370
Bank Fees & other expenses		
GST Paid	14,126	7,236
	(180,951)	(79,780)
<b><u>Net Income (Deficit):</u></b>	8,185	51,225
Accumulated funds brought forward	86,411	35,326
Prior year expenses presented	0	50
<b><u>Accumulated funds at 30<sup>th</sup> June:</u></b>	94,596	86,411
Represented by -		
<b>ASSETS:</b>		
Cash	7,596	3,340
Investment (Bendigo Bank)	87,000	83,071
<b><u>Total Assets</u></b>	94,596	86,411
<b>LIABILITIES</b>		
<b><u>Net Assets</u></b>	94,596	86,411

**Note1:** *Significant quantities of goods are donated and distributed to clients in need. These are not reflected in the statements of the Emergency Relief Account*

MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE INCORPORATED

**OPERATING ACCOUNT**

**INCOME & EXPENDITURE STATEMENT**

**AND ASSETS & LIABILITIES STATEMENT AT 30<sup>TH</sup> JUNE, 2021**

**FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2021**

	<b>2020/2021</b>	<b>2019/2020</b>
	\$	\$
<b>INCOME</b>		
Donations	950	499
Grants	8,250	6,300
GST Collected/Refunded	1,492	1,158
Interest		52
Sale of Goods	75	1,666
	<hr/>	<hr/>
	10,767	9,675
	<hr/>	<hr/>
<b>EXPENDITURE</b>		
Fees		109
Cleaning, Maintenance & Garden	507	1,427
Equipment, Internet, Computer & Security	1,891	1,251
GST Paid	1,420	1,410
Insurance	446	521
Office & Meeting Expenses	160	246
Postage, Stationery, Printing	916	4,166
Subscriptions & Memberships	749	260
Telephone	871	0
Utilities	1,745	2,386
Volunteers	1,800	1,457
	<hr/>	<hr/>
	(10,505)	(13,233)
	<hr/>	<hr/>
	<b><u>Net Income (Deficit):</u></b>	<b>(6349)</b>
Accumulated funds brought forward	24,490	30,839
Prior year expenses presented	0	0
	<hr/>	<hr/>
<b><u>Accumulated funds at 30<sup>th</sup> June:</u></b>	<b>24,752</b>	<b>24,490</b>
	<hr/>	<hr/>
Represented by -		
<b>ASSETS:</b>		
Cash	752	2,561
Investment (Bendigo Bank)	24,000	21,929
	<hr/>	<hr/>
<b><u>Total Assets</u></b>	<b>24,752</b>	<b>24,490</b>
	<hr/>	<hr/>
<b>LIABILITIES</b>	0	0
	<hr/>	<hr/>
<b><u>Net Assets</u></b>	<b>24,752</b>	<b>24,490</b>
	<hr/>	<hr/>

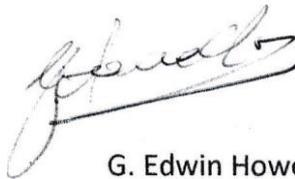
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MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION  
SERVICE INCORPORATED

AUDIT CERTIFICATE

I have examined the books of account and vouchers of the Monash Oakleigh Community Support and Information Service Incorporated for the year ended 30th June 2021 for the Operating account and the Emergency Support Account including the Statements of Assets and Liabilities and certify that the Statements attached are in accordance therewith.



G. Edwin How G. Edwin Howell CPA.  
9th July 2021