

MONASH OAKLEIGH COMMUNITY SUPPORT AND INFORMATION SERVICE INC

Reg. No. A0002446N ABN 71 024 168 108

49th Annual Report

MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE

Reg No A0002446N



49TH ANNUAL REPORT 2022-23



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**

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.

HONORARY LIFE MEMBERS

Bernadette Allan
Bev Gair

Nancy Evans
Rosemary Goddard

MOCSIS COMMITTEE OF MANAGEMENT 2022-23



Kathleen Hosie
President



Joy Graves
Vice-President



Peter Booth
Treasurer



Karen Oakley Secretary



Liz Grant



Maureen Winestone



Aniela Wilson



Allison Sarkies



Bernadette Allan



Rosalie O'Dea



Stella Wellington

PRESIDENT'S REPORT 2022-23

Kathleen Hosie

This past year has been our busiest on record. Maintaining the level of service is a wonderful testament to our dedicated volunteers. Any visitor to our organisation is always impressed with the diverse services we provide. We have maintained our opening hours of 5 days per week 10-3.30pm, which is a challenge at times. We have our free Op shop and the donations have increased in terms of new items, such as sheets and towels and backpack sleeping bags for the homeless clients. We continue to provide access to NILS loan applications and Tax Help. A big thank you to our volunteers.

The CISVic campaign to access State government funding for a paid volunteer coordinator has fallen on deaf ears. We will continue to apply pressure to the government. Every organisation in this sector is struggling with increased demand for support. A paid position would make it so much easier to run our organisation. Our committee of management must fill various roles, my thanks for their continued support in the smooth running of MOCSIS. We have come to rely on student placements to help fill the roster. This has been a wonderful resource and we have been very fortunate in the students who have fitted in so well.

Unfortunately, we are locked in to pre pandemic funding, which in real terms is a reduction to our funding from DSS. The cost of buying food has risen and the need has never been greater. CISVic continue to advocate for increased funding.

Sadly, Peter Booth our Treasurer will not be standing for re-election as Treasurer. He and his wife will be moving out of our area, and it won't be practical for Peter to continue with us in this role. Peter has been our Treasurer for 4 ½ years and in that time, he has wrought many positive changes to the financial reporting system. It makes the job of good financial governance so much easier for the committee when we have all the reports that Peter generates. We now have a system in place that the next Treasurer can pick up and easily use. Thank you, Peter, for all your work.

We are grateful to Monash Council for their continued support and the provision of the building we operate from. We could not continue without this support. Thank you to the Monash staff who work with us and to Colin Bostock.

We are grateful for the funding that DSS provides to assist the most vulnerable in our community.

Our thanks to all those wonderful organisations and individuals who support the work we do. A full list of those supporters is included in this report.

RECRUITMENT AND TRAINING Liz Grant & Allison Sarkies

After many years involvement in Ongoing Training Bernadette Allan has retired and Alison Sarkies has taken her place. We thank Bernadette for her work and wise counsel in the training of MOCSIS volunteers.

Tess Little and Eva Giavi finished volunteering with MOCSIS during the year, we thank them for their service to MOCSIS and wish them both well for the future.

During the year Sach Giacomello and Mary Lloyd joined us as interviewing volunteers. Carolyn Billings joined us in April, she has been assisting in the Op Shop and intends to complete the CISVic interviewer course. Robyn Harris has joined the team who manage the unpacking and sorting of Oz Harvest food deliveries. Durkanai Sayed has joined the FoodBank unpacking team. Carol Bhebhe commenced two days a week in a Student Placement role in April. All our new volunteers are most welcome.

There have been three well attended training sessions in 2022/23 with volunteers enjoying catching up with everyone face to face. MOCSIS is very appreciative of the use for free of the South Oakleigh Bowls Club for our Ongoing Training meetings - this is an excellent venue with generous space and facilities. In August 2022 Melanie Shirley - Community Outreach and Stakeholder Engagement Officer at the Office of the Water and Energy Ombudsman (EWOV) presented an interesting and informative session about energy use and issues. Sana Dabbous from MOCSIS presented an outline of MOCSIS procedures to assist clients with their utility issues and reiterated the importance of self-empowerment for the client in dealing with these issues.

In March 2023 the training was a quiz and further discussion based on the Policy and Procedure Manual with the purpose to learn and confirm knowledge of the procedures at MOCSIS with volunteers demonstrating a very good understanding - prizes were presented. The training finished with a start of the year pizzas and soft drinks and there was much chat and catching up.

In May 2023 during Volunteers Week a meeting was held with volunteers from Monash Waverley CIS also invited to attend. Speakers from Services Australia Nadeesha Fonseka and Peter Mathieson, Financial Information Services Officers (FISO) presented a comprehensive, informative and interesting session and handout material. This included topics that volunteers could access to assist MOCSIS clients such as FISO roles, multiple Services Australia support systems, allowance types, the NDIS and available portals. All volunteers are also encouraged to attend the AGM and to use the online and face to face education offered by CISVic to extend their knowledge.

EMERGENCY RELIEF 2022-23

Kathleen Hosie

It is a shame that I must report that this year has been our busiest ever. During the Christmas period demand for our services was the highest it has ever been. There were 550 interviews conducted in the 4 ½ week period. We gave an additional food voucher for Christmas to help people get through that very expensive time of year. In total we spent \$31,000 on vouchers for this period. We gave out 324 food parcels. We also received funding from Rotary Oakleigh, Clayton, and Huntingdale to provide boxes of chocolates for our clients.

We received a very generous donation of 40 cartons of non-perishable food from Glen Waverley Anglican Church at the end of the year. This was a very welcome donation as we were able to replenish our shelves after the Christmas rush in time to re-open in the new year.

During March and April We were able to team with the Cornerstore utilising a government grant of \$20,000 they had applied for, to provide food to the community over 4 'Market Days'. Our clients were extremely happy to receive the wonderful fresh fruit and vegetables and other nonperishable food as well as delicious meals and preserves prepared by Cornerstore volunteers. We are very grateful to the Cornerstore for all the support they have given us during the year, providing cooked food, preserves and fresh fruit.

We have also received regular donations from Johnny and My Chan from the Glen Asian Grocery, they have generously given us rice, eggs, noodles and various other food stuffs. Alice Tran has collected the donations for us during the year.

The Oz Harvest delivery every Monday is very much in demand by our clients trying to make ends meet. To put this into context we receive approximately 30 crates of produce every week weighing approximately 200 kg. That amounts to 1,440 crates per year, weighing approximately 9,600kg. Rosalie and her team of Colin, Robyn and John sort through the crates and get them ready for distribution to the clients. We owe them a debt of gratitude; this is a big task undertaken every week.

Bakers Delight Oakleigh continue to provide bread twice a week. We receive approximately 20 crates of bread per week. Our thanks to the family who pick up the bread on Sundays and bag some of the bread. Since Baker's Delight changed to later trading hours, Karen and Maureen bag approximately 16 crates of bread early Monday morning to be ready for the clients when doors open.

Shashi Kant Kocher delivers bread on Wednesdays, the bagging is done by roster volunteers and foodbank volunteers every second week. The bread is very much appreciated by our clients and is all gone by the end of each week.

Karen, our Foodbank coordinator, places a fortnightly order. The order is picked up at the South Dandenong depot (a round trip of 50 minutes) by our volunteer drivers Rob and Doug, and our emergency drivers Colin, and Peter. The order is unpacked by Karen, Joy, Andrea, Rosalie, Colin, Rob, Doug, John and Durkanai. There is an average of 65 cartons and crates in the Foodbank order each fortnight, any bulk frozen food is bagged prior to placing in the freezers.

The Op shop is popular with clients, and we receive very generous donations from the public. Maureen, Robyn, and Carol do an amazing job of keeping everything tidy in such a small space.

Keeping the shelves stocked is a constant struggle. Food is more expensive, and the number of clients has grown. The committee has had to make the decision to cut back on special assistance and direct more funds to buying food. We spent \$109,025.00 on food and vouchers this financial year.

As you can see by reading this our volunteers do a fantastic job with the emergency relief distribution. A huge thank you to everyone.

MOCSIS July 2022-June 2023 Statistics Report **Kathleen Hosie**

This has been our busiest year on record, which reflects the current financial situation our country is facing. All support agencies are experiencing the same challenges as we are.

The number of clients on the books 783 up 8%, services provided up 33%, material aid fruit & veg, bread, Op shop up 36%, food vouchers up 4%, phone calls up 18%.

Combined total of services provided-17287.

Number of interviews -3212

Assistance breakdown by type for face to face	Total number
Food parcel	2500
Food voucher	2268
Advocacy/support	15
Health care assistance	36
Information/advice/referral	29
Intake and assessment	3222
Material goods-op shop	842
Transport assistance	163
Utility bills assistance	10
Intensive support	22
Form filling/ URG elec,gas/ energy bonus	12
Accommodation assistance	2
NILS	2
Total	9122

General enquiries services requested	Total number
Accommodation	5
Centrelink/settlement services	2
Emergency relief services-referred internally	165
Emergency relief services-unable to assist/referred externally	264
Material assistance-bread/fruit &veg/op shop	6707
Financial counselling	3
Administrative enquiry	190
NILS	160
Employment	25
Tax Help	88
General enquiries	530
Council services/legal services	4
Health services/mental health	2
Forms/power saving bonus	9
Education	3
Emergency service/ domestic violence	8
Total	8165

General enquiries -enquiry type	Total number
Face to face	6438
Phone	1667
Email	59

GARDEN REPORT 2022-2023

Joy Graves

We have, as it demands, been very busy in the garden this year, although our labour has not always produced an abundance of produce, thanks to the usual battles with pests and sometimes more rain than we needed! A lack of bees was very obvious this year, resulting in poor crops from some of our veggies. Not to be daunted we have replanted and the results are beginning to flourish. Due to increasing demands on some of the garden team, and more specifically my reduced physical capacity, the decision was made to simplify the range of veggies we grow, thus we are concentrating on green leafy quick rotation veggies, such as lettuce, spinach, silver beet, bok choy, carrots, leafy herbs etc.

Thanks to a call-out by Waverley Garden Club for volunteers to assist us, the garden team has welcomed a much needed new member. Thanks are due to Peter Moskovic for his support and help.

Unfortunately, some of our wicking beds are beginning to rot-out as they are made from recycled soft timber, add to this a much wetter year than usual, the outcome, was one of the larger boxes collapsed when we attempted to repair it! Thankfully we have been able to fund a colorbond replacement, which will be in place for our spring planting.

We continue to compost as much as we can of the leftover foodbank fruit and veggies as well as the shredded office paper, the resultant rich compost is then added to our garden beds. Hopefully the garden will continue to flourish as the harvested produce adds to the range of fresh veggies we are able to offer our clients.

Joy Graves
Garden Co-ordinator

TREASURER'S REPORT 2022-23

Peter Booth

Operating Account:

The Operating ledger income position has returned to what was a normal level prior to last financial year. The corporate and government grants we received last year were not forthcoming this year as expected. There were no donations received that were directed to operating the community house, however, the operating reserves are sufficient to support the agency going forward.

The expenditure activity for the Operating Account ledger was generally consistent with the prior year except for a significant reduction in Office expenses and Volunteer expenses. We had no furniture and office equipment expenses this year and less expenses for Volunteer training.

In summary, we had a net income for the year of \$1,592 and now have a balance of \$30,083 meets the requirement defined in our constitution to maintain operating reserves to cover one financial year.

Emergency Relief Account:

The income recorded for Emergency Relief ledger has decreased overall this financial year. This has principally been due to a reduction in donations, especially from the corporate sector, and a reduction in grant funds with the cessation of COVID related support. Fortunately, this was partly offset by a return of payments from the Melbourne Magistrates Court with court proceedings back to normal following Victorian lockdowns.

With the reduction in income for the year, the expenditure on Emergency Relief has reduced from the high levels last financial year. Reductions were experienced in Food & Voucher spend, Financial Assistance and a significant reduction in Other Assistance. The Other Assistance ledger records expenditure related to vouchers for clothing usually provided using corporate donations, which were significantly reduced this year.

In summary, we have net asset position of \$44,835 compared to \$77,654 for the prior year. This reduction reflects the net deficit of \$16,339 and \$27,662 of Assets on Hand being distributed to clients during the year. The DSS grant funds also stand at a deficit of \$5,157 as we pre-purchased vouchers to use up the DSS grant funds.

The Department of Social Services requires all agencies to fully spend their grant allocations, and as a result, we use all outstanding grant funds (if any) to pre-purchase vouchers at the end of the financial year. The value of these vouchers is an asset for the agency and is included in the Financial Statement for the Emergency Relief Account.

Financial Statement Review:

As advised at the last Annual General Meeting, the agency is required to conform to the Associations Incorporation Reform Act 2012 with respect to review of Financial Statements. As a Tier 1 association we are not required to have an independent review of their Financial Statements unless the members of the association vote to require this review.

The vote at the last Annual General Meeting approved to continue with the option for the Committee of Management to appoint two members to review the Financial Statements and sign a Certificate stating that the statements gave a true and fair view of the financial year of the organisation.

For the Financial Year ending June 30th, 2023, the Committee of Management appointed the President and Secretary to carry out the Financial Review and the signed Certificate of Fidelity is provided as part of the financial papers in the AGM report.

Summary:

In another difficult year for society and especially the disadvantaged, Monash Oakleigh Community Support has used our grant monies and donations to maintain the effective service delivery we are known for.

The asset position we have now has prompted the Committee to carry out a “tightening” of our belts for the next financial year to ensure we can support our clients in the most effective manner. We have established new procedures to focus Financial Assistance to only those in dire circumstances so we can use the bulk of our funds to assist the whole client base rather than a small sub-set. Unfortunately, at this time we will not have funds to increase our denominations of Grocery Vouchers, and our Christmas voucher position is at risk.

The financial support from the City of Monash, the Department of Social Security, Dandenong Magistrates Court, and Individual donors has been outstanding and has enabled us to provide increased levels of care for our clients. We are actively seeking grant and donation funding to augment this vital support.

Finally, we do not account for the non-cash donations from our community supporters for distribution to our clients. It should be noted that this equates to many thousands of dollars value in fresh produce, bakery products, dairy goods, dry foods and canned goods, clothing and household goods. They should all be commended for their generosity – our heartfelt thanks.

NILS Report 2022-23

Kathleen Hosie

We have a new NILS interviewer, Aniela Wilson, who will take over from me and I will assist as needed. The number one enquiry was for car repairs, these enquiries were often not followed through by the client.

Activities as follows:

- 180 NILS related phone calls
- 7 not eligible loan purposes
- 46 enquiry applications completed
- 4 applications were unaffordable, advised of financial counselling service
- 9 loans were approved
- 4 applicants chose to go elsewhere due to time constraints
- 22 ceased further contact

ACKNOWLEDGEMENTS

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 2022-23

Interviewers

Bernadette Allan*
Carol Bhebe
Sue Brown
Sana Dabbous
Joanna D'Souza
Kylie Flitcroft
Tracey Gardner
Sach Giacomello
Eva Giavi
Rosemary Goddard*
Carolyn Grandine
Liz Grant
Joy Graves
Elly Hayward
Kathleen Hosie*

Robert Jamieson *
Marlene Kar-Ng
Chris Krahm
Maria Lia Szabo
Tess Little
Mary Lloyd
Glenda May
Jane Minogue
Judy Rose
Allison Sarkies
Alice Tran
Alok Verma
Stella Wellington
Aniela Wilson

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

FoodBank

Karen Oakley, Coordinator
Rob Jamieson
Doug Calvert
Andrea Barlow
Joy Stevenson
Rosalie O'Dea
Colin D'Souza
Durkanai Sayed

Garden

Joy Graves, Coordinator
Philip Graves
Jane Minogue
Rosalie O'Dea
Colin D'Souza

NILS

Kathleen Hosie
Aniela Wilson

Op Shop

Maureen Winestone, Coordinator
Robyn Wenger
Carolyn Billings

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49th Annual Report**Oz Harvest**

Rosalie O'Dea, Coordinator
Robyn Harris
Colin D'Souza
John

Tax Help

Robert Jamieson
Marlene Kar-Ng

Treasurer

Peter Booth

PARTNERSHIPS and COMMUNITY NETWORKS

Australian Tax Office	Monash Council Homelessness Network
Centrelink Oakleigh	Monash Waverley CIS
City of Monash	Monash Welfare Network
CISVic Consortium	Oz Harvest
Cockatoo Hills NILS	Salvation Army
Department of Social services	Share the Dignity
Eastern Emergency Relief	South East Emergency Relief Network
Foodbank Victoria	South East Volunteers
Good Shepherd Microfinance	StreetSmart
Local Support Network	The Nappy Collective

DONORS

Alice Tran	Marlene Kar-Ng
Annie Houghton	Masako and family
ARC Outreach Pet Support	Meri Chenhall, Judy, Sam, Atlas
Bakers Delight Oakleigh	Morris and Rochelle Winestone
BCF	Nance Esmore
Bev Leishman	Natalie Watts
Brad Jackson	Nicole Lewis-Jacobs
Carolyn Grandine	Oakleigh Ladies Golf Club
Centrelink Staff Oakleigh	Oakleigh Ladies Probus
Cheryl Hogan	Oakleigh Parishes
Diana Ridgewell	Oriental Merchant Pty Ltd
Diane Rachinger	Pam Carland
Dion Stewart	Peggy and Robert Renshaw
Eastleigh Community Church	Syndal Combined Probus knitters
Elaine Layton	Rae Smith
Elinor Omnibus	Ray White Glen Waverley
Glen Waverley Anglican Church	Rotary Club of Glen Waverley
Glen Waverley Rotary	Rotary Club of Mt Waverley
Ian Wanless and Tracey Gardner	Rotary Club of Oakleigh Clayton and Huntingdale (OCH)
Johnny and My Chan	Ruth Gurwitch
Joshua Taylor	St David's Uniting Church
Kay Duprey	Steve Dimopoulos
Kerrin Osborne	Shashi Kochhar - Friends of the Children
Kishor Dabke	StreetSmart - SleepSafe
KOGO	Soup Angel
Lesley Lamble	South Oakleigh Bowling Club
Linda Hagar	Sue Mills
Lisa Verni	The Corner Store – One Bean
Lucy Burt and Gloria	Trish Facy
Magistrates Court	Victory Park Tennis Club
Mandy Fenton	Your Source
Marlene Hansford	

MONASH OAKLEIGH
COMMUNITY SUPPORT
&
INFORMATION SERVICE
INCORPORATED

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30TH JUNE, 2023

MONASH OAKLEIGH COMMUNITY SUPPORT AND INFORMATION SERVICE INC

Reg. No. A0002446N ABN 71 024 168 108

49th Annual Report**MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE INCORPORATED****EMERGENCY RELIEF ACCOUNT****INCOME & EXPENDITURE STATEMENT****AND ASSETS & LIABILITIES STATEMENT AT 30TH JUNE, 2023****FOR THE YEAR ENDED 30TH JUNE, 2023**

	2022/2023	2021/2022
	\$	\$
INCOME		
Court Funds	9,000	4,000
Donations (Note1)	7,873	16,292
Grants	85,211	96,137
GST Collected/Refunded	8,521	9,576
Sale of Goods	140	861
Interest (less fees charged)	1,274	339
	<u>112,019</u>	<u>127,205</u>
EXPENDITURE		
Assistance given		
- Food & Vouchers	109,025	115,896
- Health Assistance	1,081	565
- Travel Assistance	0	
- Financial Assistance	6,622	8,746
- Other Assistance	2,809	22,005
Other expenses		
GST Paid	8,821	13,415
	<u>(128,358)</u>	<u>(160,627)</u>
Net Income (Deficit):	(16,339)	(33,422)
Accumulated funds brought forward	61,174	94,596
Accumulated funds at 30th June:	<u>44,835</u>	<u>61,174</u>
Represented by -		
ASSETS:		
Cash	3,660	7,174
Investment (Bendigo Bank)	41,175	54,000
Total Assets	<u>44,835</u>	<u>61,174</u>
ASSETS ON HAND (Note 2)		
Vouchers brought forward @ 1 st July, 2022	16,480	59,520
Vouchers Purchased/Donated	91,310	136,310
Less – Vouchers Issued	(92,005)	(179,350)
Total Assets on hand	<u>15,785</u>	<u>16,480</u>
Net Assets	<u>60,620</u>	<u>77,654</u>

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

Note2: Vouchers are purchased in advance and given to clients as emergency relief. There are therefore assets at the end of the Financial Year that are distributed the following financial year. These distributions and assets on hand now form part of the accounts.

MONASH OAKLEIGH COMMUNITY SUPPORT AND INFORMATION SERVICE INC

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49th Annual Report**MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE INCORPORATED****OPERATING ACCOUNT****INCOME & EXPENDITURE STATEMENT****AND ASSETS & LIABILITIES STATEMENT AT 30TH JUNE, 2023****FOR THE YEAR ENDED 30TH JUNE, 2023**

	2022/2023	2021/2022
	\$	\$
INCOME		
Donations	0	0
Grants	8,250	13,250
GST Collected/Refunded	1,554	1,629
Interest	746	124
Sale of Goods	37	96
	<u>10,587</u>	<u>15,099</u>
EXPENDITURE		
Fees	0	
Cleaning, Maintenance & Garden	20	262
Equipment, Internet, Computer & Security	1,553	820
GST Paid	1,305	1,503
Insurance	580	502
Office & Meeting Expenses	353	2,255
Postage, Stationery, Printing	604	374
Subscriptions & Memberships	608	500
Telephone	995	987
Utilities	1,807	1,850
Volunteers	1,170	2,307
	<u>(8,995)</u>	<u>(11,360)</u>
<u>Net Income (Deficit):</u>	1,592	3,739
Accumulated funds brought forward	28,491	24,752
<u>Accumulated funds at 30th June:</u>	<u>30,083</u>	<u>28,491</u>
Represented by -		
ASSETS:		
Cash	2,258	1,491
Investment (Bendigo Bank)	27,825	27,000
<u>Total Assets</u>	<u>30,083</u>	<u>28,491</u>
LIABILITIES	0	0
<u>Net Assets</u>	<u>30,083</u>	<u>28,491</u>

MONASH OAKLEIGH COMMUNITY SUPPORT AND INFORMATION SERVICE INC

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Certificate of Fidelity

MONASH OAKLEIGH COMMUNITY SUPPORT AND INFORMATION SERVICE INC

Reg. No. A0002446N ABN 71 024 168 108



25 Downing Street Oakleigh 3166

Phone: 9568 4533

www.mocsis.org.au

Email: admin@mocsis.org.au

To Members of Monash Oakleigh Community Support and Information Service Inc.,

Pursuant to Section 94 (2.b) of the Associations Incorporations Reform Act 2012, we the undersigned certify that the financial statements of the association provided to the Committee of Management give a true and fair view of the financial position and performance of the association during and at the end of the financial year 2023.

Committee Member 1:

Name: Kathy Hosie

Position: President

Signature: K. Hosie

Date: 27/7/2023

Committee Member 2:

Name: Karen Oakley

Position: Secretary

Signature: Karen Oakley

Date: 27/7/2023