Reg. No. A0002446N ABN 71 024 168 108 50th Annual Report

# MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE

Reg No A0002446N



## 50th ANNUAL REPORT 2023-24



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#### **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 2 p.m. on weekdays.

The support services provided include emergency relief, 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 or have Recognition of Prior Learning. On-going training sessions are 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 Nancy Evans
Bev Gair Rosemary Goddard

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## **MOCSIS COMMITTEE OF MANAGEMENT 2023-24**



Kathleen Hosie President



Joy Graves Vice-President



Kim Shotham Treasurer



Karen Oakley Secretary



Liz Grant



Maureen Winestone



Aniela Wilson



Allison Sarkies



Peter Booth



Rosalie O'Dea

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#### PRESIDENT'S REPORT 2023-24 Kathleen Hosie

This year was a milestone year for MOCSIS, we celebrated our 50<sup>th</sup> year of supporting our community. Our Open Day inviting volunteers and supporters to join us was a lovely day. We are very proud of this achievement, made possible by every volunteer who has gone before us to make this a wonderful vibrant organisation.

Due to funding levels remaining the same and increased demand for support, we had to make the difficult decision to cut back on Special assistance. Concentrating on food relief as this is a more equitable use of funds.

This also meant we were unable to provide an additional Christmas voucher for our clients. It saddened us that we could not offer this support to help our clients through the closure time between Christmas and the New Year. Usually, the December period is our busiest time, not so this year.

The other issue we have had to face is cutting back our hours of operation, due to the difficulty in volunteers being able to fill the roster. Finding volunteers to fill spots at short notice has been very difficult at times. Our hours have been cut by 1 ½ hours per day. This possibly makes our service not as accessible as it has been.

This has been a catalyst year, where it has become increasingly apparent that our current model of being a volunteer only organisation has become unsustainable. This realisation has led both MOCSIS and MWCIS to approach Monash Council seeking their support to fund a paid coordinator position working between the Oakleigh and Mt Waverley sites. The outcome of those discussions has led to Monash Council allowing us to apply for a one-off Grant, to engage a Project Officer to look at merging the two organisations. The anticipated outcome of the merger will be an improved business model and greater efficiencies.

We must see this as an opportunity to assess how volunteer-only organisations can continue to support the City of Monash residents. Particularly as this City continues to grow. A report will be compiled by the end of June 2025.

Our thanks to Monash Council for the support they provide through the building that we use to support the most vulnerable Monash residents. Thank you to the Monash staff who supported us.

Thank you to our peak body CISVic for their ongoing support and understanding of the difficult position we find ourselves in. As part of the funding consortia, we receive DSS funds. These funds are used to buy our vouchers and food.

Thanks must go to all the wonderful organisations and individuals who support the work we do. A full list is included in this report.

Thanks to all our wonderful volunteers, we really appreciate you all.

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#### **RECRUITMENT AND TRAINING** Liz Grant & Allison Sarkies

MOCSIS are mourning the loss of Tracey Gardner, a much loved volunteer, who passed away on 31st May 2024.

Alok Verma, Judy Rose and Sach Giacomello have resigned, and we thank them for their volunteer contribution. However, we have been very fortunate to acquire seven new volunteers; Kim Shothum, John Allan, Liz Anderson, Lyn Arboit, Mary Guy, Bev Howell, Dianne Knight and Helene Langley.

We had two excellent student placements, Carol Bhebe and Lily Mills.

There have been four training sessions in 2023/24. MOCSIS is very appreciative of the use for free of the South Oakleigh Bowls Club for Ongoing Training meetings. This is an excellent venue with generous space and facilities.

In October 2023, Helen Byrne – Training Officer with CISVic spoke about challenging behaviours by clients and strategies to diffuse aggression and distress. Helen assisted the volunteers by discussing situations concerning them. She also presented videos and case examples.

In February 2024 Kathy gave an overview of the funding arrangements for MOCSIS. The situation of a lack of volunteers to fill the roster was discussed with an agreement that a shorter 10-2 shift rather than 10-3.30 each day with morning and afternoon shifts would be tried. The training session was attended by just 13 people with understandably many apologies due to an extraordinary storm. A list of common queries compiled by the organisers was discussed.

In April 2024, Helen Byrne once again presented an excellent interactive session and added to her previous presentation by discussing frequently presenting clients, communication barriers, and tools and resources needed when interviewing clients. Helen highlighted procedures and policies as well as teamwork and support.

In July 2024 Kathy opened the meeting with an update on our submission for a paid coordinator to Monash City Council. The training involved a series of questions in the form of a quiz touching on many relevant issues faced on a daily basis by the volunteers.

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#### EMERGENCY RELIEF 2023-24 Kathleen Hosie

The statistical numbers are much the same as for the previous 12-month period. Once again, we were fortunate to receive about 40 bags of groceries from The Glen Waverley Anglican Church in December. A very generous donation that fills our shelves at that time of the year.

We received about 500 packets of pasta from Wellington Secondary college and Glen Waverley Rotary. Sue Mills from Glen Waverley Rotary also received a grant from the Bendigo bank to buy non- perishable items for MOCSIS.

The Oz Harvest delivery every Monday is very much in demand for our clients trying to make ends meet. So much so that there is a queue of clients waiting to come in and select produce. To put this into context we receive approximately 30 crates of produce every week weighing approximately 200 kg. That is approximately 1440 crates per year, weighing approximately 9,600kg's. Rosalie and her team of Colin, Robyn, 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 12 crates per week. Our thanks to the family who pick up the bread on the Sunday and do the bagging of the rolls. Since the change to later trading hours, we rely on our volunteers to bag up the bread on Monday.

Shashi Kant Kocher delivers on a Wednesday and the bagging is done by roster volunteers and foodbank volunteers every second week. This 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. This order is picked up at the Dandenong depot (a round trip of 50 minutes) by our volunteer drivers Rob, Doug, and our emergency drivers Colin, and Peter. The order is then unpacked by Karen, Joy, Andrea, Rosalie, Colin, Rob, John and Durkanai. It is on average 65 cartons and crates, there is often bagging of frozen food into smaller bags before being placed in the freezers. We are not receiving as much food from Foodbank as we have in the past and Karen is having to purchase food from the supermarkets to replenish the shelves.

The Op shop continues to be a great resource for our clients, and we are grateful for the donations and the sleeping bags for our rough sleepers. The Op shop gave out 700 bags of multiple items. This is hard to quantify as some clients may need several items and others one or two.

Maureen, Robyn and Carolyn do a great job keeping everything moving.

A wonderful team of very committed volunteers ensuring our clients are supported

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## MOCSIS July 2023-June 2024 Statistics Report Kathleen Hosie

Clients provided with food vouchers and food parcels -772 Number of emergency relief services provided for face-to-face clients-9122 General enquiries for food and other services-7592

Combined total of services provided-16714

Number of interviews -2814

Assistance breakdown by type for face to face	Total number
Food parcel	2303
Food voucher	1865
Advocacy/support	18
Health care assistance	16
Information/advice/referral	20
Intake and assessment	2824
Material goods-op shop	700
Transport assistance	116
Intensive support	11
Form filling/Utility bills assistance	4
NILS	5
Total	7882

General enquiries services requested	Total number
Accommodation/ transport	4
Emergency relief services-referred internally	108
Emergency relief services-unable to assist/referred externally	240
Material assistance-bread/fruit &veg/op shop	6276
Financial counselling	4
Administrative enquiry	200
NILS	266
Tax Help	27
General enquiries	426
Council services	16
Forms/volunteering/Centrelink	5
Emergency relief services -ineligible unable to assist	9
Emergency service/ domestic violence	6
Legal services	5
Total	7592

General enquiries -enquiry type	Total number	
Face to face	5997	
Phone	1537	
Email	58	

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#### GARDEN REPORT 2023-2024 Joy Graves

We have as always, been very busy in the garden this year, unfortunately our labours have not always delivered the results we hoped for, due mainly to the usual vagaries of the weather and pests constantly thwarting our attempts to produce veggies all year round! Not to be daunted we replant and magically when winter moves on we are rewarded.

The decision to concentrate on green leafy quick growing crops has improved our output and helped to reduce the workload a little. Due to feeling a little less able I have asked Dianne to take over co-ordination of the garden which she has accepted with gusto. John Allan joined the team after attending our 50<sup>th</sup> anniversary celebration and admiring the garden, his assistance this year has been greatly appreciated.

Thanks to another call-out by Waverley Garden Club for volunteers to assist us, Joy Mortimer has joined us on a casual basis, thank you Joy.

Unfortunately, some of the wicking beds are continuing to rot-out as they are constructed from recycled soft timber, so we have budgeted to replace with two new veggie pods this year, the plan being, to slowly replace most of the boxes in the coming years.

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. We now have three tumble composters and four upright bins, which requires a lot a lot of arm power to constantly turn over!

I will continue to assist with the garden as often as I can, but I'm more than happy to hand over to Dianne under whose direction I'm sure it will continue to produce an abundant range of fresh veggies for our clients to enjoy.

Joy Graves
Garden Co-ordinator

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#### OP Shop Report 2023-2024 Maureen Winestone

Our free op shop is stocked by generous donations from members of our community, local churches and other charitable organisations.

We have men's ladies and children's clothing, shoes, kitchen ware, Manchester, toys, books and other miscellaneous items.

We are supported by the following organisations

- SleepSafe Sheridan sheet sets and towels
- Pinchapoo packs of toiletries
- Kogo knitted blankets, beanies, scarves, and gloves
- Share the Dignity sanitary products
- Rotary who supply us with swags for the homeless
- The Nappy Collective nappies and pull-ups

We also have some wonderful local ladies who knit for us throughout the year, Meri and some of her friends supply us with knitted and crochet blankets and beanies and other items. They also donate clothing to our op shop.

Trish Facy and her friend Marlene keep us supplied all year with a wide variety of donations they ask what we need, and it appears.

Everything we receive is used. Some clothing donations such as evening wear are not suitable for us, we pass these on to other charities such as Vinnies. We also pass on electrical goods to charities who are able to test them for safety.

Some baby clothing is donated to the maternity ward at Monash Hospital, we also give some baby products to St Kilda Mums.

Clothing that is torn or dirty goes to be made into rags. Soft plastic is taken to be recycled.

We also keep some items in the back room for homeless men and women and new born babies.

Volunteer hours spent in the op shop vary depending on donations received, at least 12 hours each week is spent sorting donations and topping up the Op Shop. More work is required when seasons change, swapping winter clothing for summer clothing etc. Christmas time is also a very busy time of year.

Op shop volunteers need to do a bit of travel going to PinchaPoo to collect the toiletries, a 90-minute round trip, volunteers also pick up from The Nappy Collective and drop off at Vinnies and other op shops.

We very much appreciate all the help and support we receive to keep our op shop functioning thank you to everyone

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#### TREASURER'S REPORT July2023-June 2024 Kim Shotham

#### **Operating Account**

The Operating Account had an increase in funding this year compared to last year due to a Grant for Volunteers. There have been no donations received for the Operating Account since 2022, the Agency has had sufficient funds to support the ongoing operation of MOCSIS.

The expenditure has increased by 25% compared to last year's total. There is the purchase of office equipment, our 50<sup>th</sup> year celebration and some running costs of the Agency.

In Summary, there is a net income for the year of \$6,170 and a balance of \$36,253 that meets the requirement defined in our constitution to maintain operating reserves to cover one financial year.

#### **Emergency Relief Account**

In this Financial year, there was an increase in Individual Donations and Grant funding to our Emergency Relief Account. \$11,503 came in the month of June, that boosted our ER Account. The interest received has also doubled.

Whereas, last year the committee decided to tighten our spending to ensure that we have sufficient funds to support our clients for the ongoing year.

Expenditure has been reduced, especially in Food and Vouchers, Health Assistance, Special Assistance, Other Assistance, compared to last financial year.

Due to last year's 2023 deficit with high expenditure, it has limited our spending in this financial year.

In summary, we have a net asset position of \$94,985 compared to \$60,620 for the prior year. That was an improved situation and does make allowances to pre-purchase more vouchers to provide for clients.

The Department of Social Services requires all agencies to fully spend their grant allocations, and as a result, we used all outstanding grant funds 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 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 30<sup>th</sup> 2024, 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.

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#### **Summary**

Monash Oakleigh Community Support has used the grant monies and donations to maintain the effective services to deliver and support our clients that we are known for.

We are constantly seeking grants and donations to fund this service for our clients.

#### **Acknowledgement**

The financial support from the City of Monash, the Department of Social Security, Magistrates Court of Victoria -Dandenong Court, CISVic and individual donors have been outstanding and do enable us to provide increased levels of care to our clients.

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 in value of fresh produce, bakery products, dairy products, dry foods and canned foods, clothing and household goods. It is a vital support to the community. They should be commended for their generosity our great heartfelt thanks to all.

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#### NILS Report 2023-2024 Kathleen Hosie

I am compiling this report in the absence of our NILS worker Aniela Wilson who is overseas at the time of writing this.

While there has been a significant increase in loan enquiries, this has not translated into loan approvals. People are enquiring about getting cash, which is not an accepted loan purpose.

The enquiries for car loans accounted for some of the phone calls; this product is no longer available.

#### Activities as follows:

- 266 NILS related phone calls. -67% increase on last year
- 11 not eligible loan purposes
- 50 enquiry applications completed.
- 3 applications were unaffordable, advised of financial counselling service.
- 2 loans were approved.
- 4 applicants chose to go elsewhere due to time constraints.
- 30 ceased further contact.

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#### **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 2023-24**

#### **Interviewers**

Liz Anderson Robert Jamieson \* Sue Brown Marlene Kar-Ng Sana Dabbous Chris Krahn Joanna D'Souza Maria Lia Szabo Tracey Gardner Mary Lloyd Rosemary Goddard\* Glenda May Tracey Gardner Jane Minogue Carolyn Grandine Allison Sarkies Liz Grant Alice Tran Joy Graves Alok Verma Elly Hayward Stella Wellington Kathleen Hosie\* Aniela Wilson

#### **New Volunteers**

Lyn ArboitMary GuyBev HowellHelene LangleyLibby RowswellChris Trinquard

**FoodBank** Karen Oakley, Coordinator

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

John

**Garden** Joy Graves, Coordinator

Philip Graves
Dianne Knight
John Allan
Jane Minogue
Colin D'Souza
Rosalie O'Dea
Joy Mortimer

<sup>\*</sup> Recipients of Caroline Chisholm Award / Chisholm Volunteer Award

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NILS Aniela Wilson

Katleen Hosie

**Op Shop** Maureen Winestone, Coordinator

Robyn Wenger Carolyn Billings

Oz Harvest Rosalie O'Dea, Coordinator

Robyn Harris Colin D'Souza

John

Margaret McNamara

<u>Treasurer</u> Kim Shotham

#### **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	Pinchapoo
Department of Social services	Salvation Army
Eastern Emergency Relief	Share the Dignity
Foodbank Victoria	South East Emergency Relief Network
Good Shepherd Microfinance	South East Volunteers
Local Support Network	StreetSmart
	The Nappy Collective

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## **DONORS**

Anne and Bruce Bell	Marlene Hansford
Alice Tran	Marlene Kar-Ng
Allison Sarkies	Masako and family
Alison and Stuart Webb	Meri Chenhall, Judy, Sam, Atlas
Anne and Bruce Bell	Mim and Len Winestone
Anthis Parastatidis	Mt Waverley, Chadstone Church
Bakers Delight Oakleigh	Oakleigh Evening View Club
Burwood Terrace Retirement Village	Oakleigh Ladies Probus
Centrelink Staff Oakleigh	Oakleigh Parishes
Clive Bridges	Omni
Diane Rachinger	Paul King
Dot Clark	Peggy and Robert Renshaw
Ego Pharmaceuticals	Phirose Maine
Equity Trust	Syndal Combined Probus knitters
Glen Waverley Anglican Church	Woolworths Oakleigh
Glen Waverley Rotary	Rae Smith
Glyn Kerley	Ray White Glen Waverley
Golam Karim	Rotary Club of Glen Waverley
Howard Walker	Rotary Club of Mt Waverley
	Rotary Club of Oakleigh Clayton and
Ian Wanless	Huntingdale (OCH)
Jacqui Gray	St David's Uniting Church
Jells Park Primary School	Steve Dimopoulos
Jenny Ackers	Stephen Moskowitz
Joanna D'Souza	Shashi Kochhar - Friends of the Children
Johnny and My Chan	Sonia Keddy
Jo Duran	Soup Angel
Joshua Taylor	South Oakleigh Bowling Club
Judy Williams	StreetSmart - SleepSafe
Kishor Dabke	The Corner Store – One Bean
KOGO	The Grail Melbourne
K4 Constructions	Tracey Gardner
Lisa Verni	Trish Facy
Magistrates Court	Your Source
Maria and Karl Lia-Szabo	

# Monash Oakleigh Community Support & Information Service Incorporated

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2024

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

#### **EMERGENCY RELIEF ACCOUNT**

INCOME & EXPENDITURE STATEMENT
AND ASSETS & LIABILITIES STATEMENT AT 30<sup>TH</sup> JUNE, 2024
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2024

		2023/2024	2022/2023
		\$	\$
INCOME			
Court Funds		6000	9,000
Donations	(Note1)	19635	7,873
Grants	•	96807	85,211
GST Collected/Refu	ınded	9709	8,521
Sale of Goods		103	140
Interest (less charge	ed)	2791	1,274
	·	135045	112,019
EXPENDITURE			
Assistance given	- Food & Vouchers	83709	109,025
	- Health Assistance	135	1,081
	- Travel Assistance	0	0
	- Special Assistance	199	6,622
	- Other Assistance	492	2,809
Other expenses			
GST Paid		9040	8,821
		(93575)	(128,358)
	Net Income (Deficit):	41470	(16,339)
Accumulated funds		44835	61,174
	ulated funds at 30 <sup>th</sup> June:	86305	44,835
Accum		00303	44,000
Represented by -			
ASSETS:			
Cash		12149	3,660
Investment (Bendig	o Bank)	74156	41,175
	<u>Total Assets</u>	86305	44,835
<b>ASSETS ON HAND</b>	(Note 2)		
Vouchers brought for	orward @ 1 <sup>st</sup> July, 2023	15785	16,480
Vouchers Purchase	d/Donated	73500	91.310
Less - Vouchers Iss	sued	(80605)	(92,005)
	Total Assets on hand	8680	15,785
	Net Assets	94985	60,620
	14C! W33C!3	34303	00,020

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. The 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.

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# MONASH OAKLEIGH COMMUNITY SUPPORT & INFORMATION SERVICE INCORPORATED OPERATING ACCOUNT

#### INCOME & EXPENDITURE STATEMENT

AND ASSETS & LIABILITIES STATEMENT AT 30TH JUNE, 2024

FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2024

I OR THE TEAR EN	2023/2024	2022/2023
	\$	\$
INCOME		
Donations	0	0
Grants	14500	8,250
GST Collected/Refunded	1447	1,554
Interest	1443	746
Sale of Goods	0	37
	17390	10,587
EXPENDITURE		
Fees	0	0
Cleaning, Maintenance & Garden	32	20
Equipment, Internet, Computer & Security	2347	1,553
GST Paid	1451	1,305
Insurance	623	580
Office & Meeting Expenses	961	353
Postage, Stationery, Printing	479	604
Subscriptions & Memberships	516	608
Telephone	987	995
Utilities	1606	1,807
Volunteers	2218	1,170
	(11220)	(8,995)
Net Income (Deficit):	6170	1,592
Accumulated funds brought forward	30083	28,491
Accumulated funds at 30 <sup>th</sup> June:	36253	30,083
Represented by - ASSETS:		
Cash	4928	2,258
Investment (Bendigo Bank)	31325	27,825
Total Assets	36253	30,083
LIABILITIES	0	0
Net Assets	36253	30,083
	30_00	20,000

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### **Certificate of Fidelity**

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

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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 last financial year.

Committee Member 1: Kathy Hosie Name: Position: President X dlose Signature: 8/9/2024 Date: Committee Member 2: Name: Karen Oakley Position: Secretary Source Ochler Signature: