

# Knox Infolink

An Information Resource Centre for the Community

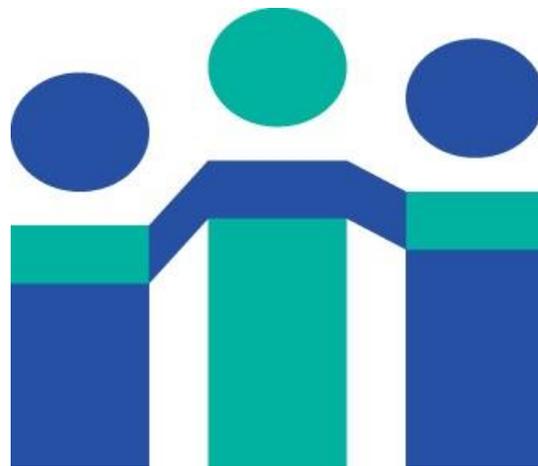
## 29<sup>th</sup> Annual Report - 2021



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**Proudly supported by Knox City Council**



**CISVic**

**Proudly Supported by**

**Community Information & Support Victoria**

**through 29 years of membership**

## KNOX INFOLINK INC

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## Mission Statement

Knox Infolink Inc provides confidential and impartial information to the community with the aim to empower individuals to make informed decisions which will enhance their quality of life.

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### Knox Infolink Inc.

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#### Services Provided:

- Information, referral & casework support
- Emergency assistance (food parcels, meat & chemist vouchers)
- Shower Program
- Mail Holding Services
- Hosting the Knox Emergency Relief Network (KERN)
- No Interest Loan Scheme (NILS)
- Knox Gives – Knox Community Welfare Fund
- Knox Community Christmas Support Program
- Tax Help (mid July-31<sup>st</sup> October)
- Connecting Kids to the Knox Community
- Telstra Assistance Program
- Access to Interpreting Service
- Fax service for unemployed people sending resumes to prospective employees

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#### Aims, goals and objectives

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To ensure that groups and individuals have equal access to information about their rights, responsibilities and the services available in order:

That they may be independent and effective members of their community

To provide direct and indirect aid to the people of Knox and the surrounding areas who find themselves in need of assistance

To pursue donations and subscriptions from benefactors, benevolent societies and like organisations as a means of providing relief and services to people in the City of Knox

To distribute raised funds through the Knox Community Welfare Fund to other welfare and community organisations providing benevolent relief to the people of Knox.

## President's Report 2021

As we embarked on another year managing with Coronavirus, our service adapted and changed to conform with all aspects of the Chief Health Officer's requirements, the safety and wellbeing of our staff and volunteers, and continued support of our clients.

On behalf of the Committee of Management I want to acknowledge the work of Denise and Anne in continuing to keep Knox Infolink operating. The hours and work that was required by these two was at times overwhelming - Thank you both.

To our dedicated core of volunteers who continued working through the pandemic - thank you. Without your continued service it would not have been possible to remain open.

Thank you to Carol Chou, who also had to adapt to working off-site to maintain our bookkeeping requirements.

Thank you to the members of the Committee of Management for your continued time and commitment to Knox Infolink. We had to adapt from face-to-face meetings to Zoom meetings as conditions changed - quite the challenge.

During the year we said goodbye to several volunteers who chose to step back from Infolink due to the virus. We hope to see you back when we reach a Covid normal.

Another change during the year was the retirement of Glenn Crombie as Information Coordinator after 29 years of service.

Glenn has been with Infolink since its beginnings and we thank her for her tireless commitment and dedication to the organisation and its clients.

However, we are delighted that Glenn will be returning as a volunteer after a well-earned rest.

Not all has been doom and gloom as we received funding from Knox Council for an Assistant Emergency Relief Coordinator. As a result, we were able to secure the services of Lori Dudley to support Anne. Lori comes to us with a community services background and has fitted into the Infolink family seamlessly. We look forward to having Lori around for a long time.

With the retirement of Glenn we welcomed Kristina Psathas as our new Media & Communications Officer. 'Tina' comes to us from an extensive career in the corporate world. We look forward to seeing our electronic/social media profile reaching a lot more people.

I would like to acknowledge and thank the Knox City Council for its ongoing support and assistance of Knox Infolink. Thank you to Deb Robert for her time and contribution at committee level.

2021/2022 I am sure will bring its share of challenges, but we are now old hands at managing in a Coronavirus world and will continue despite the hurdles.

There are also some exciting possibilities and opportunities around the corner, so watch this space.

Thank you all, keep well and continue looking after one and other.

**Barry Battiscombe - President**

## Committee of Management

<b>President</b>	Barry Battiscombe	<b>Vice President</b>	Mike Lehmann
<b>Treasurer</b>	Shri Chitale	<b>Secretary</b>	Felicity Maddern
<b>Members</b>	Heather McTaggart, Karen Bevan, Brian Elliott	<b>Knox Council Representative</b>	Deb Robert
<b>Staff Rep</b>	Denise Budge		

### Glenn Crombie’s Retirement Celebrations – March 2021

Glenn was hoping that her retirement was going to slip by without any ‘fuss’ and just finish her last shift with a cuppa with those in the office after 29 years.....as if we were going to let that happen!!! Glenn’s sense of fun and obsession with ‘squareness’ and huge contribution to Knox Infolink and the community, could not go by without a suitable celebration. In the grips of COVID and in between lockdowns, we managed a surprise afternoon tea with the obligatory cake provided by our wonderful Teresa. From all accounts the level of ‘fuss’ was just right. There were lots of fun stories shared about not folding pamphlets squarely enough, but the overall message was we would all miss her wicked sense of humour and hard work. Fortunately, we have been able to encourage Glenn to return as a volunteer. Thank you Glenn for 29 wonderful years!!

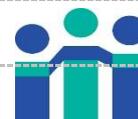


## Acknowledgements

We would like to make special mention of the outstanding support we have received throughout the year from the following:

### Peak Body

Community Information and Support Victoria (CISVic)



### Funding Bodies

Knox City Council



Department of Social Services



### Network Affiliations

Community Houses Association of Outer Eastern Suburbs (CHAOS)	Eastern Access Community Health (EACH)
Foodbank	Second Bite
Bridges Connecting Communities	Eastern Emergency Relief Network
Knox Emergency Relief Network	Australia Taxation Office – Tax Help
Australian Butchers - Boronia	Food Factory Sales - Bayswater
State Schools Relief	Pharmasave - Boronia
Knox Communities that Care	PLEDGE – People Linking to Embrace and Develop Gender Equality
Give Now	Good Shepherd Microfinance
Victorian Council of Social Services (VCOSS)	Department of Health & Human Services (DHHS)



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## Community Contributions

<b>Orange Sky</b>	<b>Melbourne</b>	<b>Ringwood Court Fund</b>	<b>Ringwood</b>
<b>Knit One Give One (Kogo)</b>	<b>Caulfield</b>	<b>Lutheran Church</b>	<b>Knoxfield</b>
<b>Pets of the Homeless</b>	<b>Cheltenham</b>	<b>Wandin Valley Farms</b>	<b>Wandin</b>
<b>Storage King</b>	<b>Knoxfield</b>	<b>Country Women's Association</b>	<b>Boronia</b>
<b>St Paul's Anglican Church</b>	<b>Boronia</b>	<b>The Basin Community House</b>	<b>The Basin</b>
<b>Country Women's Association</b>	<b>Boronia</b>	<b>Stitches n Bitches</b>	<b>Rowville</b>
<b>Rotary Club</b>	<b>Boronia</b>	<b>Rowville Lions Club</b>	<b>Rowville</b>
<b>Rotary Club</b>	<b>Knox</b>	<b>Church of Christ</b>	<b>Boronia</b>
<b>Knox Opportunity Shop</b>	<b>Bayswater</b>	<b>Wantirna Lions</b>	<b>Wantirna</b>
<b>St Stephen's Anglican Church</b>	<b>Bayswater</b>	<b>Boronia Residential Aged Care</b>	<b>Boronia</b>
<b>Boronia Rd Uniting Church</b>	<b>Boronia</b>	<b>Wantirna Community Pharmacy</b>	<b>Wantirna</b>
<b>Baker's Delight</b>	<b>Wantirna</b>	<b>Rowville Cake Decorators</b>	<b>Rowville</b>
<b>Pinchapoo</b>	<b>Bayswater Nth</b>	<b>Share the Dignity</b>	<b>Brunswick</b>
<b>Coonara Community House</b>	<b>Ferntree Gully</b>	<b>M &amp; M Dance Supplies</b>	<b>Templestowe</b>
<b>Probus</b>	<b>Wantirna</b>	<b>Numerous individuals and small businesses – too many to mention</b>	



## Manager's Report

As lockdown no. 1 rolled into lockdown no. 2 in late June 2020, and we faced ongoing changes, challenges and uncertainty, never would we have anticipated that we would be in lockdown for 112 days with a state of disaster being declared on the 2<sup>nd</sup> August. We moved into Stage 4 restrictions that were gradually eased by the 22<sup>nd</sup> November as a huge sigh of relief and a sense of freedom was felt as we moved with hope and anticipation towards Christmas, catching up with friends and families, hoping the worst of it was behind us and celebrating 'double donut' days. Our freedom was to be short lived with our 3<sup>rd</sup> lockdown of 5 days being announced on the 12<sup>th</sup> February only to be followed by the 4<sup>th</sup> lockdown on the 27<sup>th</sup> May, with a very limited break of freedom only to return to our 5<sup>th</sup> and 6<sup>th</sup> lockdowns commencing on the 14<sup>th</sup> July.

We argued strongly that it was our duty to remain open to the public in the early days of COVID, providing access to food as a basic human right, never anticipating how long this would go on for. We have managed to continue to stay open to the public through each and every lockdown. But with this comes a very heavy responsibility to look out for the health and safety of our staff, volunteers and clients. At times the changes were coming daily, so monthly staff meetings were just not adequate and Anne Bowkett – ER Coordinator, Glenn Crombie – Information Coordinator and myself met formally each week and informally daily, to review, adapt and digest and implement these changes. There are not enough words in the dictionary to express my gratitude to these ladies for their support, commitment and belief in what we were doing. They have demonstrated an extraordinary level of resilience under extremely difficult circumstances. We could not have achieved any of this without the support of the Committee of Management, strongly led by Barry Battiscombe as President and our extraordinary team of volunteers. **What a Team!!!!**

Picture this, cleaning all touch surfaces morning and night, updating signs, pamphlets and COVID information sometimes daily and then trying to convey these changes to our wonderful volunteers. At times we felt like ogres insisting on face masks being worn properly, goggles/shields, health questions, temperatures, reminding people not to gather, 1.5 metre distancing and the list goes on. To the team of loyal volunteers who have stuck through all of this, when there was a blanket of seriousness enveloping us and sucking the fun out of volunteering, you hung in there – your commitment to support the community in need is inspiring. **Thank You!!**

To support all this, in the background there were policies being written including Risk Management Plans, COVIDSafe Plans, Business Continuity Plans, Lockdown and Re-opening Plans, Authorised Worker Permits and more. The level of reporting increased 10 fold with weekly 40 question data reports to DSS, weekly data and ER capacity reports to Council, monthly financial and data reports to CISVic, Impact Statements done daily for 2 x 2 week blocks. When you consider that Knox Infolink employed the equivalent of 1.75 EFT of core staff, (not including the project based staff), it was a welcome relief to receive some additional COVID specific funding throughout the year from DSS which increased our EFT to 1.85 and

gave us some additional funds for purchase of material aid. Not a huge increase, but the additional 8 hours p.w. spread across the 3 workers was a help.

With the lifting of restrictions in November, so came a reduction in reporting, and an opportunity to cautiously think of the future. When reflecting on the year, it is surprising that there are also so many positive things to report.

Our funded projects achieved some outstanding milestones this year which will be covered in more detail in each individual project's Report. But I would like to take this opportunity to formally acknowledge the outstanding work and achievements of each of these Project Workers.

## Projects:

The **Knox Community Christmas Support (KCCS)** project led by **Wayne Guest**, Project Coordinator, had another outstanding year of fundraising. With no capacity to have any face to face fundraising activities and many businesses being closed, a small, but extremely generous group of 36 business donors, compared to 100+ in previous years, raised a staggering \$24,000 which ensured the gap in funding from the Welfare Fund was covered and food, hampers and toys could be purchased. Further details will be reported in the KCCS report, but special mention should go to **Lynette Bambury** for her ongoing administration support of the program as a volunteer and **Wayne Guest** for his outstanding fundraising during a very difficult year. Unfortunately, both Wayne and Lynette have since resigned and we thank them for their major contribution to the Christmas Project and Knox Infolink.

The **Connecting Kids to the Knox Community** ably led by **Nikki Maddern**, was severely impacted by COVID with us having to suspend the project and Nikki's employment until late November when sporting and leisure activities began to resume. Nikki was quick to get the project re-ignited in the new year with families keen to register their children in activities as Nikki re-established MOUs with many of the previous sporting clubs. Nikki's enthusiasm and commitment to the project has ensured that all the great work done before lockdown was not lost. In addition, the LDAT funding that was withdrawn due to COVID in July 2020 was reinstated in March 2021 and increased to \$24,000 allowing us to continue Nikki's role but also seek an assistant for 6 hrs p.w. which would free Nikki up to pursue more sustainable funding options. Congratulations Nikki – Great Job!. Further details of the program can be found in the Connecting Kids Report.

The **Knox Community Welfare Fund** was also severely impacted by COVID lockdowns, with businesses closed and the capacity to seek donations almost impossible, the Project Worker, **Sheradon Carroll**, also reduced her hours to 1 – 2 hours p.w. just to maintain contact with the recipients of the fund, respond to the few enquiries and keep established relationships going. She requested an extension of the Lord Mayors Fund Grant that was secured in March 2019 to roll over to June 2021 in the hope that businesses would re-open and she could resume her fundraising role. She maintained a relationship with Knox Council and ensured that we continued to be the featured charity for the Carol's by Candlelight in 2020 even though it had to be an online event. Unfortunately Sheradon also resigned in early 2021 to

take on a much more secure role. We thank Sheradon for her extremely professional work and outstanding grant writing skills, we will miss her. Thank you Sheradon. 😊

When you consider that the above 3 projects are funded to the level of .70 of an EFT, their efforts and achievements are extraordinary.

## Service Delivery:

Continuing to operate a 4 day p.w. service, throughout the pandemic, under what can only be described as challenging circumstances, it is astounding that we can report we managed to have an increase of approximately 38% in total contacts providing emergency relief, support and referrals for the year from 13,031 in 2019/20 to 18,025 in 2020/21. This is an extraordinary effort considering our volunteer team reduced from 30+ to approximately 10 volunteers doing transport, food management, reception and intake and assessment when COVID hit in March. I will leave Anne to unpack further data in her Emergency Relief Report which will tell an interesting story about the changes that we needed to make.

It is interesting to look back and see that discussions regarding our lack of space, food storage and shower and laundry service needs have been continuing since 2019. With the event of COVID our space issues were exacerbated with the overlay of density limits, the need to store larger amounts of food, due to an increase in donations and our shift to provide more generous food parcels in an attempt to limit the necessity for clients to come to our office more frequently to collect food. We were fortunate to have access to the Boronia Progress Hall for storage of food while the hall could not be hired by the public. Thank you to the [Basin Community House and Knox Council](#) for their support. There have been numerous very generous donations and they cannot all be mentioned, but the donation from [Wholefoods in Ferntree Gully](#) was so substantial that they delivered in a truck and the donation from [The Basin Hindu Temple](#) arrived in 3 full car loads. Without the Progress Hall space we would have had to knock back these generous donations and many others from our wonderful community wanting to support those in need— simply because we have outgrown our space at 136 Boronia Road.



But what is pleasing to report is that a Shower Program was established in partnership with Council at the Rowville Community Centre and has continued throughout COVID. A Council bus service being available to take clients from Knox Infolink to the showers on Mondays and Thursdays. In November 2020, we had success in securing Orange Sky Laundry service to attend

our premises each Monday morning and this continued until Lockdown no. 5. It is hoped they will return as we move out of Lockdown no. 6 and compliment our new Breakfast Program that will be commencing in October 2021.

**Carol Chou**, our bookkeeper commenced the new financial year transferring all MYOB accounts to a newly developed Chart of Account which was an enormous job. With the possibility that we may be forced to close, we had to establish a remote banking system with the CBA. This was challenging with a number of hiccups but we are now able to work and authorise payments remotely. A huge thank you to Carol for her ongoing commitment and support.

**Staffing** changes have been huge this year, with Wayne and Sheradon resigning and Glenn retiring after 29 years of service. Lori Dudley coming on board as the new ER Assistant to provide Anne much needed support, Tina Psathas joining the team as the new Glenn taking on a Media & Communications role along with replacing Sheradon's Knox Gives role and Julie Hanman joining the team as the Connecting Kids assistant for Nikki. In addition, we were fortunate to secure funding for 6 months through Working for Victoria to employ a Caseworker. Julie Rees joined the team in November and we have been fortunate to secure an additional 12 months of funding for Julie through the Breakfast Program. Julie brings many years of experience as a caseworker to Knox Infolink and her network and contacts are extensive, ensuring the best possible support for our clients. With all the new staff joining our team, this has meant lots of training and HR paperwork during what was already a very busy year. But, to all the new staff, **welcome**, you all bring a wealth of experience and expertise and are making Knox Infolink all the richer for it. Thank you for joining our team during such a challenging year. To those who have left us – **Thank You** – you have left big shoes to fill.



*Thank you Glenn Crombie for 29 wonderful years of service to Knox Infolink and the community.*

### Grants:

The ongoing challenge is funding to secure these valuable roles that enhance the service delivery of Knox Infolink. We submitted approximately 12 grant applications during the year – some successful and some not, ranging from a \$5,000 grant for Food for the KCCS project that was unsuccessful to a \$75,000 Food Relief grant that was also unsuccessful that aimed to expand our service and secure the much-needed additional space we needed for food storage and preparation. But some of our success stories include securing the LDAT funding for Connecting Kids, Working for Victoria to secure Julie as our Caseworker, CDF grant to secure Lori as the much-needed ER Assistant, Council COVID grant to secure \$6,000 for food and toys for the KCCS project, \$148,000 to secure Julie's ongoing role as caseworker and employ a Project Worker to develop and run a Breakfast Program and cover all the other associated overheads. Another major success was to secure a \$12,000 Stronger Communities grant to upgrade our server. This became critical during COVID when it became necessary to plan for workers to have the ability to work

remotely. Before we could upgrade the server, we had to upgrade to an NBN connection to address our ongoing issue of constant dropouts. With this finally completed after months of negotiations we were able to look at the server upgrade in June 2021.

With relatively static funding from CISVic and Council for 4 years, keeping up with increasing CPI and Award increases for the core staff roles has been challenging. Without these other project-based funding streams that also contribute to the general overheads of Knox Infolink we may have had to look more closely at further contractions of core service delivery.

Due to additional DSS COVID funding in 2020/21 to support material aid and emergency relief purchases, we have been able to re-negotiate our CISVic Funding for the coming year to a 60/40 split (wages/food) as compared to the previous 30/70 split, but the additional COVID material aid funding will be exhausted by June 2022. We will continue to work hard to find other sustainable funding options to ensure Knox Infolink does not have to consider further contraction of core service delivery.

## Partnerships:

Knox Infolink continues to enjoy a very close working relationship with [Knox Council](#) and throughout the pandemic there have been numerous meetings and consultations to ensure the service is supported and we thank council for their ongoing support. The pandemic has impacted many of our partnerships but we are pleased to report that our strong partnership with [Uniting HOPE program](#) has continued with housing workers still attending our office 4 days p.w. but with their decision to be completely contactless, this has meant an added level of work for our reception volunteers managing Uniting clients who come into our office expecting to see a Uniting worker.

[The Basin Community House](#) continues to be a strong supporter of Knox Infolink and partner in joint projects whenever the activity this year has been the

sessions provided by their chef cooking demonstration and food parcels. These 3 sessions lots of fun, laughter and good these sessions again during



opportunity arises. The most significant 'Pop Up Wok'

Lillie Giang who hosted an outdoor take away meal using the content of our were so successful with our clients, with food, we are looking forward to running the better weather later in the year.

Unfortunately the [Winter Sleepover](#) project hosted at St Paul's in partnership with [Foothills Community Care](#), [Uniting](#), [DRERS](#) and ourselves – providing winter shelter for those that are homeless has once again had to be put on hold. There was still a number of building code issues to sort out and combined with the government support of the homeless providing motel accommodation during the pandemic, the immediate need was not as critical but conversations continue with the intent of looking at the Winter Sleepover project in 2022.

During this year we have been generously supported by too many to mention, but a special shout out must go to the [Wantirna Community Pharmacy](#), for their 'pay it forward' program collecting toiletries for us. The [Boronia Rotary](#) who provided nearly \$5,000 in meal vouchers

that we distributed to our clients. This project not only supported our clients, but local business who were doing it tough. They were able to get a reimbursement for each voucher used. [Domino's](#) pizza also provided 100s of vouchers for pizzas for our clients during the pandemic. The Knox Lion's Club for their generous donation – the list goes on. [A big Thank You](#) to all our supporters.

The newest partnership being the [Boronia Revitalisation Board](#), which Knox Infolink was invited to join, brings together a collection of key stakeholders for Boronia, led by Jackson Taylor MP as the Chair. The Department of Jobs, Precincts and Regions identifies suburbs that need to be revitalized, Boronia being one of their recent target suburbs. This is a very exciting and influential partnership that will offer opportunities to not only improve Boronia, but will also provide funding opportunities. Knox Infolink submitted a large grant to the Board to run a 5 day p.w. [Boronia Community Breakfast](#) to engage and support those that are homeless, isolated, disengaged, lonely or hungry. The grant application was successful and we are looking forward to an exciting launch in the new financial year.

### **Advocacy:**

We are in a privileged position and have a responsibility to advocate for those who do not have a voice. We have continued to participate on the CISVic Advocacy Working Group to formalize and give strength to our voice. Due to the pandemic we were not able to be as active as we have been in the past, but we continued to support the 'Raise the Rate Campaign' – writing to numerous politicians, and continued to support the 'Everybody's Home Campaign'. We were also fortunate to be granted a meeting with Minister Luke Donnellan, facilitated by our strong relationship with Jackson Taylor MP. This gave us an opportunity to speak about the DSS funded ER sector, the great work that is achieved, demonstrating that we are far more than a distribution point to hand out bags of food, but rather highly trained staff and volunteers providing holistic support for clients from casework to referrals, support and information. It was hoped this has provided a better insight into the work we do and will encourage the State Government to fund our sector.

As a result of the extensive work that was done in the previous year, raising awareness about 'School Costs', CISVic was able to negotiate a pilot program that some agencies were invited to participate in, Knox Infolink being one of them, providing access to the [State School Relief](#) program. This has been an enormous success and the number of referrals which will be detailed in the ER report demonstrates that there have been barriers to families in accessing this service and with our assistance many families have now been able to access uniform supports that were previously being denied to them.

We have also been able to assist 100s of clients access the \$250 Power Savings Bonus, another government program that without our assistance may not have been accessed by our clients.

To further support our advocacy, we actively participated in many networks including the Knox Safety, Health and Wellbeing Advisory Group, Knox Emergency Relief Network, Boronia Stakeholders, Eastern Region CISVic, Caseworkers Network, Knox Communities That Care and PLEDGE (People Linking to Embrace and Develop Gender Equality)

## Training:

Training has certainly taken a back seat over the last 18 months, but we look forward to this changing in the future. It has been a brave new world with most of the training offered on line – something that we will all need to become comfortable with. Zoom meetings have become the norm and we tested this out with an on line Afternoon Tea for volunteers and then again with our 2020 AGM. This year we will all be much more comfortable with this form of communication.

## Thank You:

I cannot single out the various supports that each individual person provided but a huge, heartfelt **'thank you'** to **Anne Bowkett**, Emergency Relief Coordinator and **Glenn Crombie**, Information Coordinator. What a team effort to be proud of.

But none of this could be achieved without the support of our amazing and dedicated **volunteer team**. You stepped up to the plate and faced every challenge with us face on. **'Thank You'**.

*As a small token of appreciation, we hand delivered to the front door of each volunteer a little gift of a mug, muffin and treats so we could all enjoy afternoon tea and games as if we were together face to face.*



Equally, the support and confidence of the entire **Committee of Management** throughout this challenging year has helped steer us and keep us on track. Thank you for your individual guidance and support in so many ways. Finally, thank you for your strong Leadership and support, **Barry Battiscombe** as the President, supporting my role as Centre Manager.

Once again our sincere thanks goes to **Knox Council** for their ongoing financial support through their Partnership funding and all the personal, behind the scenes, support they provide to ensure Knox Infolink flourishes and grows. Special thanks to **Deb Robert** for her invaluable liaison role. Thank you to the **Department of Social Services** for your ongoing core funding and your confidence in our ability to provide an accountable and relevant service. Thank you to **CISVic**, our Peak Body for your invaluable guidance and support throughout.

It has been wonderful to witness the 'serious blanket' lifting in the new year as we all enjoyed new freedoms. A huge thank you to all the volunteers, both active and taking a break, your support and hard work has been amazing. We could not do what we do without you.

Let's look forward to 2021/22 being a year of re-connection, optimism and capacity to support our community out of COVID.

## Denise Budge – Centre Manager

## Volunteers

Knox Infolink would like to thank the following volunteers for their generous contribution throughout the year those who come regularly and the those that come as needed:



### Volunteer Community Information Workers & Administrative Assistants

Volunteers highlighted in **GREEN** have been active onsite for at least six months of the past year during COVID, we wish to acknowledge the many challenges faced by these volunteers working onsite during a pandemic and for their incredible effort – including wearing masks & eye protection. Thank you for your dedication.

Carol Faram	Flo Sinclair	Ian Sinclair
Karen Bevan	Shri Chitale	Michele Lynch
Marianne Foenander	Pat Mawson	Pam Peterson
Mike Lehmann	Nicole Askham	Lynette Bambery
Genielle Phillips	Julie Grimshaw	Manisha Samel
Glenn Crombie	Mary Connell	Emma Bowkett
Brian Elliott	Tamsin Preston	Sam Schauble
Suzanne Hannigan		

### Volunteers who have retired or who are taking a leave of absence 2020- 2021

Suzanne Hannigan	Mary Connell	Brian Noble
Julia Noble	Manisha Samel	Cherry Fuller
Nicole Askham	Julie Sebkova	Lesley Gotzmann
Robyn Brown	Edna Sheekey	Teresa Walker
Jenny Dempsey	Wilma Whitelaw	Brij Singh
Jack McNamara		

### Community Information

Julia Noble	Lynette Bambery	Brian Noble
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**Bread Collection**

Mike Lehmann	Marie Lockwood	Peter Lockwood
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**Fruit & Vegetable Collection**

Barry Battiscombe	Karen Bevan
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**Foodbank Collection**

Mike Lehmann	Jack McNamara	Carol Faram
Doug Faram	Barry Battiscombe	

**Volunteer Drivers**

Mike Lehmann	Jack McNamara
Doug Faram	Barry Battiscombe



**Tax Help Volunteer**

Karen Nelsen
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**A heartfelt thank you to the amazing support of our volunteers, we couldn't do all the wonderful things we do without you.**

**Your spirit, energy and commitment to our clients makes a difference everyday at Knox Infolink**



"THE SMALLEST ACT OF KINDNESS IS WORTH MORE THAN THE GREATEST INTENTION"



## Honour Board & Reflections

### Volunteer Honour Board – Years of Service

Genielle Phillips	20 years
Marianne Foenander	10 years
Brian Elliott	10 years
Karen Bevan	10 years



### Reflections of a Retired Person

Well I ask myself, where did 29 years go!!

I think about when I started in 1992 as a volunteer and then soon after became the Information Officer. A database of relevant information was gathered and initially kept on a card system – can you imagine - a card system!!! Updating this antiquated system was a challenge to say the least. And now, we have embraced modern technology!!

In 1993 we took on Emergency Relief for Knox Council. I remember we were able to give a \$100 voucher to our clients!!.

Through the vision of many managers and volunteers over the years, and support of Knox Council, it is incredible how Knox Infolink has grown to what it is today. So many wonderful programs have been developed and funded through the hard work of staff securing grants.

It has always been a privilege to be able to work with people who share a community spirit and to be a support for many that are struggling with what life has to offer sometimes.

I look forward to continuing as a volunteer since my retirement in March and being a part of the future of Knox Infolink. AND like all, I look forward to a better 2022!!

### Glenn Crombie – Retired Person

## Emergency Relief Program

The impact of COVID on our local community, Victoria, Australia and globally continues and we are all learning to live under circumstances that we had never imagined. Our community has been resilient and adapted to the many changes and challenges that COVID has brought us.

We are all starting to feel the effects of long-term lockdowns and COVID restrictions, and it has become more important than ever to stay connected with people and to seek help through some of the many services available for support.

CISVic developed a Telephone and Online Support brochure in early 2020 with important information and support services available. We continue to give these brochures out to all clients in case of need. As we now have a more virtual way of doing life, this has left some of our clients more isolated than ever as they struggled to connect to the virtual social world. When everything went remote, we noticed a service gap for clients needing assistance with phones, phone credit and of course data. Knox Infolink began trying to fill this gap by providing phone top ups and data when needed.

A new 'Partners in Wellbeing' program was set up by the Victorian State government in partnership with EACH, Neami National and ACSO for anyone struggling with mental health and wellbeing during these trying times. Anyone struggling was encouraged to contact them on 1300 375 330 for assistance.

We have continued to adhere to strict COVID cleaning and sanitising protocols to ensure the health and safety of our staff and clients. Clean, Clean, Clean. At least we now have a secure supply of hand sanitiser and disinfectants.

Limited space and changes in social distancing meant we needed to be flexible in our service delivery using a combination of face-to-face and phone interviews.

We had to decrease the number of face-to-face interviews available due to the size of our interview rooms, operating from two rooms appropriate for face-to-face interviews and one interview room suitable for phone interviews. Home delivery became a necessity for a few months as people were concerned to go out or catch public transport. Thank you to the volunteers and staff who took on this role of delivering at the end of the day after their shift.

Unsure of the demand for future service, in July we created offsite remote interviewing manuals for volunteers who had agreed to conduct client interviews over the phone if demand was to increase beyond the capacity of the staff onsite. Fortunately to date, we have not had to instigate this process.

Panic buying during each lockdown affected our ability to access larger amounts of non-perishable food items for our food parcels. After many months of negotiation, after being restricted to single item purchases, we were able to stabilise our ordering and re-establish adequate quantities through Woolworths. A huge thank you to Leon at the Food Factory Sales

in Bayswater and Aldi Bayswater who both supported us through these difficult times allowing us to purchase multiples of items.

In August the introduction of new stage 4 restrictions meant that all staff and volunteers needed to wear masks and eye protection when dealing directly with clients. This had a negative impact on our volunteer team. For some it was just too much, and several volunteers stepped down for a time, for a well-earned rest which we fully understood. It was a big ask for volunteers to work under such harsh conditions and we acknowledge and thank all of those that persisted even when times were tough. After months of wearing eye protection, we still hadn't mastered how to stop them fogging up, which at times was quite funny. Have you tried taking someone's temperature when it looks like you are in a snowstorm? Well, that was me some days, and you just had to laugh about it.

In September we became aware of the situation of 23 international performers caught up in the lockdowns as part of the Circus Royale family.



They were virtually stuck living in their caravans on the Dorset Rd Site. For 6 months we made weekly deliveries of fruit, vegetables, bread, non-perishable food items and toiletries to support them. A big thank you to Wholesale Merchants who organised many of their suppliers to donate food products to Knox Infolink for distribution, much of which assisted the Circus Royale family.



Our strong partnership with the Uniting HOPE housing Team has continued. Their delivery of service changed to a 'phone interview only' model for a period, and Knox Infolink became the link between Uniting and the clients seeking housing assistance. We distributed mobile phones supplied by Uniting, so that communication could take place between client and worker. During this time the lead staff from both organisations were meeting via phone regularly to ensure the best outcomes for clients and staff. The introduction of the Uniting HEART Program for clients who were homeless, resulted in many of our homeless clients having temporary accommodation during lockdowns in hotels. To support these clients with food, we developed tailored food packs that are more suitable for hotel situations. This program meant for a time, many of our homeless or transient clients had somewhere safe to stay. As with any short-term program there were concerns about what would happen to clients once the funding for this program ended. Equally, for those clients who were tenants, there were also grants and rent rebates put into place for a period. Clients having trouble with paying rent were encouraged to seek assistance through these channels. Tenants Victoria and CISVic developed some easy-to-read information sheets to pass on to clients for support.

The community impacted by lockdowns and job losses were being supported by the Job Seeker and Job Keeper payments, but we were mindful of the potential impact when these payments were reduced and ultimately withdrawn. For many months those on Job Seeker allowance had been receiving higher payments than ever before resulting in a decrease in the number of those clients on those payments coming in for assistance. We began seeing more clients on Disability payments (they received minor bonus payments) and Age pension payments seeking assistance from us than pre-Covid. In January and February, we started to

see the return of clients on Job Seeker payments as they tried to re-adjust to the lower payments.

By September we had continued to stay open to the public with limited staff and volunteers onsite. We were very short staffed and concerned on how we could train and mentor new volunteers. During this time, we were unable to have trainee volunteers participate in the usual training process and we had to think hard how to increase our team. Through the State Government Side Kicker Program, we were able to employ a Caseworker full time for six months. Julie came on board late in 2020 and started to fill some of the gaps. This would allow us some time to recruit and train more volunteers. A number of years previously we had been fortunate enough to have a funded caseworker and we were able to draw on previously developed policy and procedures for the new Community Care Program (see more information in the Community Care report). Julie settled in quickly and was able to see our more complex clients, reducing some of the pressure on our already over stretched small Community Support Worker team.

We are always looking at solutions and creative ways to recruit and train new volunteers and to provide ongoing training to our current volunteers. Unfortunately we have been hampered in recruiting new volunteers to meet our widening gap in need, probably partly due to COVID hesitancy. For the current volunteers, many training sessions were held online via Zoom or Teams. This was difficult for those that were not comfortable with this medium. Topics that have been offered this year are Tenants Victoria – Rent assistance, Cultural Sensitivity Training – Knox Council & The Migrant Information Centre, Interpreter Training – CISVIC, EWOV Ombudsman Information on Utilities, COVID Infection Control, NILS financial capabilities training, MARAM framework and much more.

In late 2020, early 2021, with COVID restrictions easing we were able to start planning the return of some of our volunteers in February 2021. A lot had changed during the past 12 months with many volunteers having been away for 10 months so we set about running a volunteer refresher information session. Volunteering was no longer the carefree social activity it once was, social distancing, masks, continual cleaning and the COVID dance and traffic control to ensure compliance with our COVIDSafe plan added an extra layer to the role. We wanted volunteers to be fully informed before making the decision to return. We staggered the return of volunteers so that they could learn the ropes again. After careful consideration some volunteers made the decision to retire and move on to other adventures or to look for paid work. We wish them all well in their next endeavours.



In partnership with State School Relief and CISVic we joined a pilot program: - BABE – Better Access Better Education – to assist families needing school uniforms to gain easy access to the uniform items needed. As an agency, we were now able to complete a referral straight to State School Relief for support for any of our clients in need of assistance. This was an extra support for families with school costs. This program was well received by clients. Volunteers and staff are doing a great job referring, and in our first 3-month period we completed 37 referrals.

With a boost of extra COVID funds we were able to think outside the box to assist some clients in the way of brokerage. To receive brokerage funds, clients would participate in a financial discussion to ensure that any unknown funding information could be provided. Some of the funds were used for: household goods, car batteries, vet fees, phone credit, TAFE school fees, medical expenses to name a few. Sadly, these extra funds will not last forever.

A grant received by Knox Infolink enabled us to employ a much-needed ER Assistant, and in April 2021 Lori Dudley joined our team. Lori has fitted in well to our team. Together we have been able to review and update policies and procedures for our Emergency Relief manuals to ensure our ongoing efficient provision of service.

What we continue to see is an overall increase in the complexity of client's situations, people are living under extraordinary stresses. We are concerned and acknowledge that staff and volunteers are hearing life stories like they never have before, and we all need to be mindful to debrief and look after our own wellbeing and to look after each other. As the old saying goes, the oxygen mask falls, attach yours first before helping others. You can't help others if you can't breathe.

I am extremely proud to be a member of the Knox Infolink team and feel privileged to be a part of providing essential assistance to the vulnerable people of our community. It could not be done to the standard that it is without the hard work and commitment of all staff, the Committee of Management, our precious dedicated Volunteers, and the generous people of our community who continue to donate, their time, food items and other material aid to support those in need. An honourable mention must go to Glenn Crombie for 29 years of dedicated commitment to Knox Infolink providing up to date information for all staff, volunteers, and clients. Her attention to detail and accuracy is a credit and we wish her well in all her future endeavours and look forward to her returning as a volunteer.

**THANK YOU** to our team is hardly enough, but we are better together.

Ongoing support and partnerships continue with the following services:

**Pharmasave Chemist Boronia**- In partnership we have been able to assist 51 households with help to purchase much needed healthcare items. Thank you to Patrick and his team for their assistance.

**The Telstra Bill Assistance Program** has assisted 26 clients with Telstra vouchers and 29 clients with phone cards to the value of \$4900.00. This assistance has been very important during a period where staying connected via phone and internet were essential.

**The Australian Butcher's Store** assists us with the provision of pre-packed meat trays for our clients. Adding another nutritious food option. This year we gave out trays to 672 households. Thank you to Sergio and his team who are always ready to assist

**Myki Day Passes** – 45-day passes were issued to clients allowing them to either attend appointments or access transport home. This is the second year that we have seen a decrease in the need for Myki cards and again probably due to people being unsure of using public transport during COVID.

**The Rotary Club of Boronia Meal Voucher program:** In partnership with the Rotary Club of Boronia, we were able to distribute 139 meal vouchers that clients could redeem at Flame Tree Burgers Bayswater / Ferntree Gully or Siam Terrace Boronia to receive a take away meal.

**Knox Opportunity Shop** - We continued in partnership with the Knox Op Shop who this year have provided 39 vouchers to clients for clothing and bedding. With ongoing lockdowns continuing access has been limited. We thank the Knox op Shop for their ongoing support.

**Knit One Give One (KOGO)** continue to support us with an amazing supply of knitted goods for clients and children during the year all greatly appreciated this winter.

**The Mail Holding Service** continues to be useful for clients with no fixed address to be able to meet important Centrelink commitments and other appointments.

**Shower Program** – With COVID19 highlighting the need for accessible showers for some of our clients, we developed a partnership with Knox Council and the Rowville Community Centre. This partnership continues to run and has meant that people without access to hot showers can now visit the showers on Mondays and Thursdays. Towels and toiletries are supplied by Knox Infolink and Council bus transport can be arranged if needed. Thank you to all the people involved who go out of their way to assist those in need in the community. There are several regular clients who access this service. The shower program was accessed 210 times during the year.

**Local Churches and Community Groups**- We depend on the generosity of local churches and community groups who continue to support us with grocery donations. We thank St Paul's Boronia, Community Church of Christ Boronia, St Stephens Bayswater, Bayswater and Knox Lutheran Church Knoxfield for their weekly donations even during lockdown periods, your support is greatly appreciated.

**Second Bite** Food Rescue Program continues to be a great source of nutrition as we receive more than 120KG of fruit and vegetables every week. Our drivers happily pick up from East Burwood once a week. We continue to pre-pack our fruit & vegetable, and this allows for an even distribution of the food items.

**Foodbank Victoria** provides frozen meals, dairy products and non-perishable food on a regular basis and are especially helpful with our Christmas hampers. We acknowledge how hard this year has been for those providing food support and thank Foodbank for their ongoing support of Knox Infolink during the past year. We appreciated all their hard work and dedication to the community.

**Transport**- Sincere thanks to our Drivers –Jack, Mike, Peter, Doug and Barry for being so regularly available to transport goods from food depots – greatly appreciated. We could not access food from Foodbank or Second bite without them.

**Baker's Delight Wantirna** – Our thanks and appreciation to Baker's Delight for their community spirit and generosity, providing bread on a weekly basis to our clients. The bread provided to clients makes a big difference. Bread was distributed to 1700 households.

**Woolworth's Boronia** - We are grateful to the online purchasing department for their ongoing assistance with our food orders, especially Joanne who assists with our larger orders. We regularly have fortnightly deliveries of food items for our parcels.

**Bitches and Stitches** continue to support us on a regular basis with donations of handmade children's clothing and toiletry bags.

**Share the Dignity** - Provide us with an ongoing supply of feminine hygiene products and toiletry bags for adults, teens, Mum's and Bubs. Thank you for your generosity.



**Bags for Blokes** – one of our new partners providing toiletry bags specifically for blokes. Thank you for your support.

**Eastern Emergency Relief Network** is another great referral source for clients to be able to access furniture and white goods – This year with the ongoing COVID19 restrictions clients were again impacted by the limited access to the Warehouse for household goods. This year only 14 referrals for household goods have been successfully completed. This is a huge decrease from pre-COVID times. This is a resource we have greatly missed. We look forward to when we can again access material aid needs for our clients.

**Tax Help Program** – With the continuing COVID restrictions tax Help 2021 has again gone virtual. Karen conducts virtual phone or web-based appointments with clients.

**Community Information & Support Victoria** (CISVic) – continues to be a great support to Knox Infolink during the year, providing training, COVID19 Information, and advocacy for the Community Service Sector and the Vulnerable groups in the community.

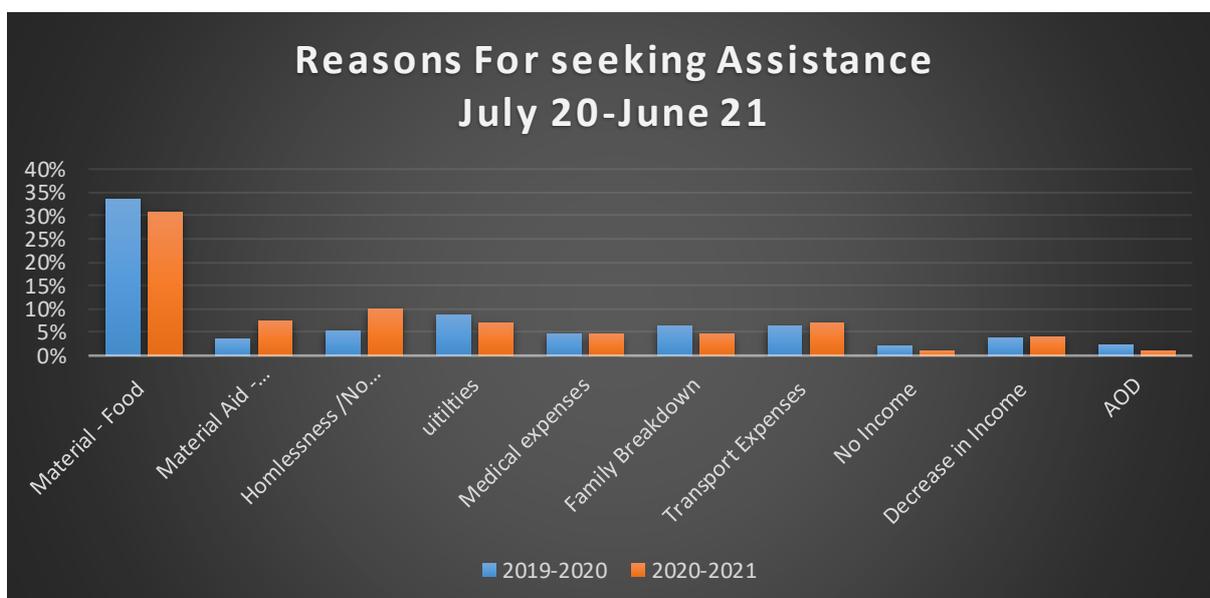
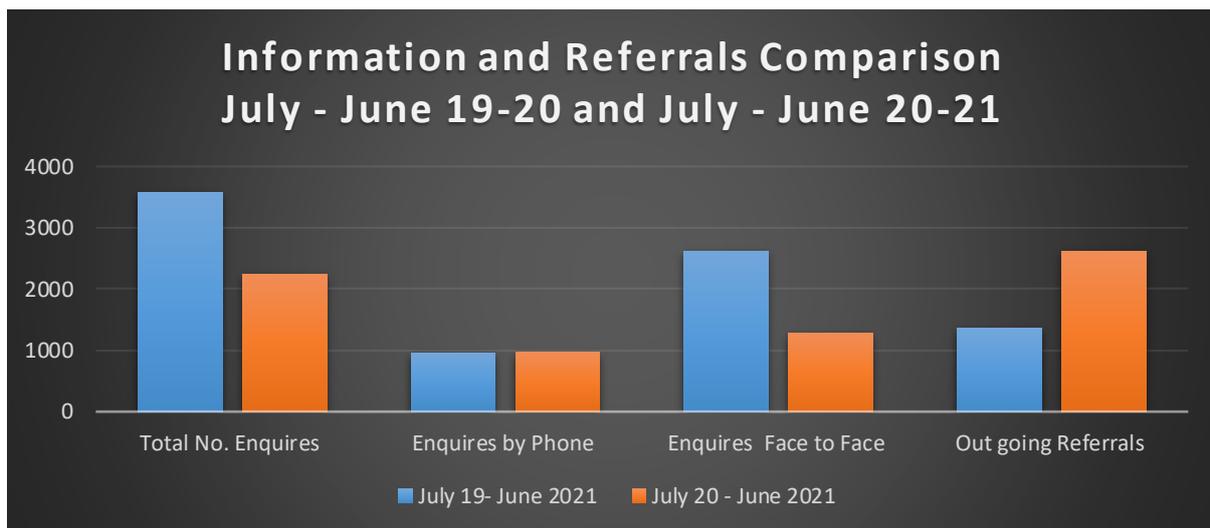
## Anne Bowkett – Emergency Relief Coordinator

Anne & Carol collecting the beautiful handmade knitted blankets from the Boronia Residential Aged Care who continue to fundraise, support and donate beautiful toys and blankets made with love for those in need. Thank you to the residents and staff for your many years of support.



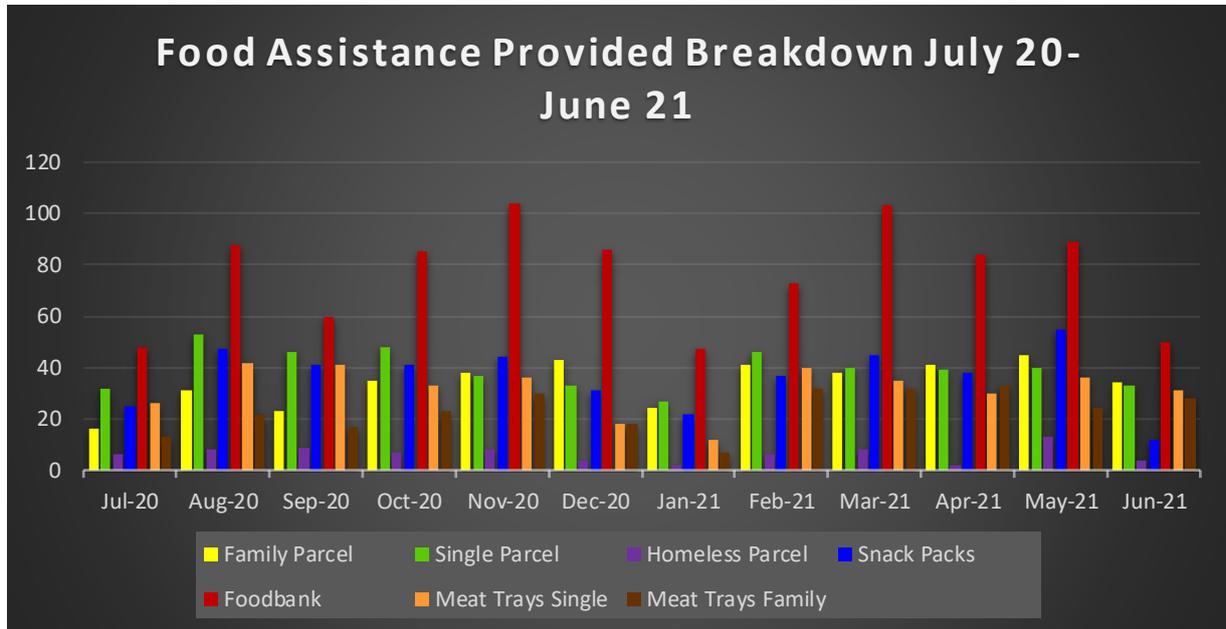
## Statistical Data Reports 2021

Knox Infolink has long been an information and referral service and in this current climate, the provision of information became an even more important focus as clients tried to make sense of what was going on in the quickly changing environment. The number of outgoing information and referrals given has increased as we try to better support clients to make informed decisions and attend other important support services. How our clients accessed information shifted, we had a large decrease in the number of clients coming in for face-to-face information while our phone enquires stayed around the same (however we do need to be mindful that phone data may not be as accurate due to the workers not recording all statistic during the hectic periods).



There are various reasons why clients need to access Emergency Relief services as you can see from the above graph, some more complex than others.

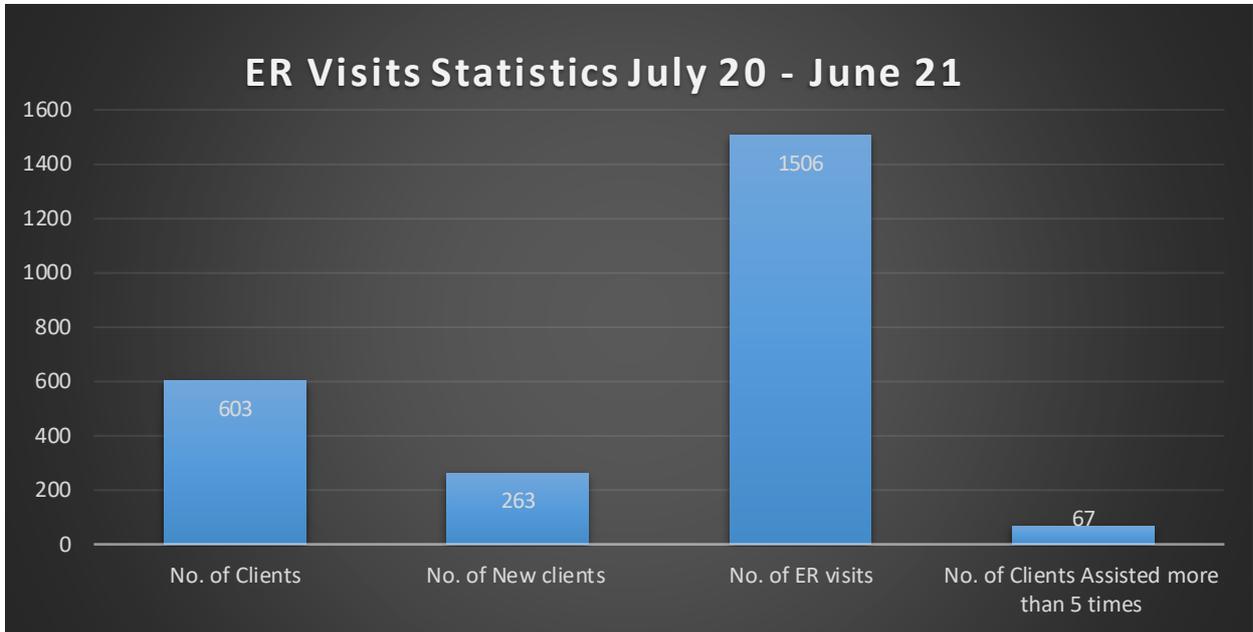
With unstable food supplies we worked hard to ensure that we had adequate food on board to meet the unknown demand. Our Snack packs were introduced as many families were now working and schooling at home, and we all like to snack more during the day. In addition there was an increased demand from people living in supported accommodation and although they receive three meals a day, there are no snacks, morning tea and afternoon tea. Meat trays have been very popular, and we now stock a variety of different packs. Our Foodbank parcels consist of food we can purchase for low prices from Foodbank Victoria and the items donated by individuals, groups, and churches in our community. We have been fortunate to be able to give substantially more food in the past year than ever before.



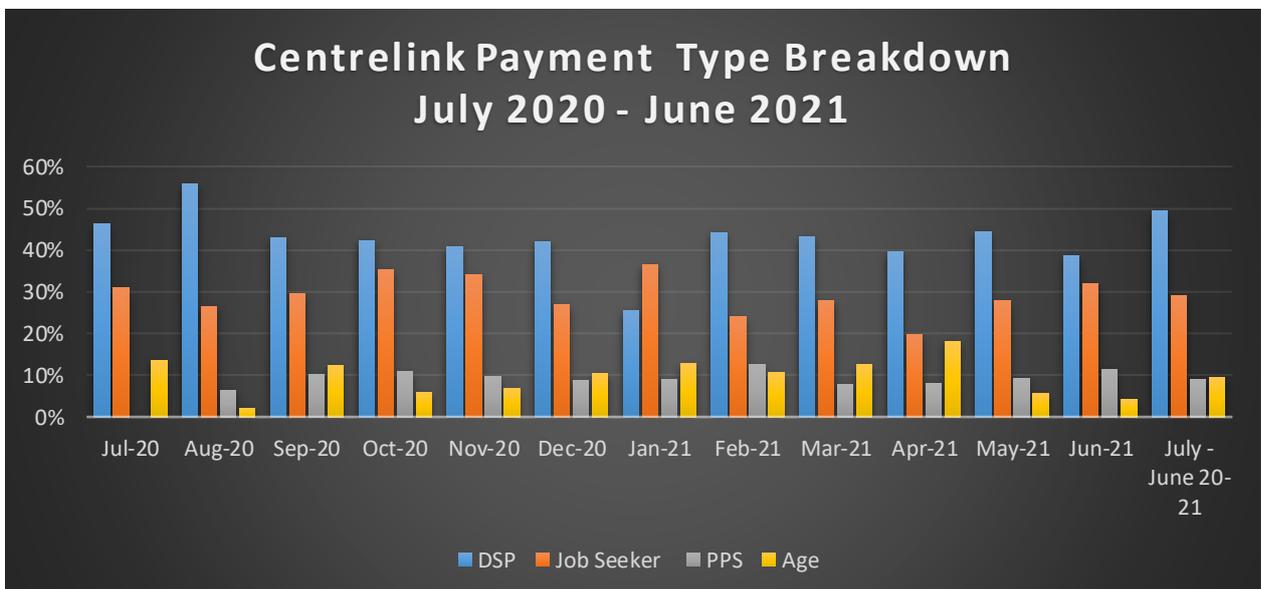
Many agencies and organisations report food assistance as the number of meals provided. This is not how we have previously reported our food assistance, but with the assistance of the Foodbank formula we can convert our food parcels into equivalent meals. The below graph is the equivalent number of meals that we have given out per month in the financial year. In total we distributed 43,846 meals in 20-21.

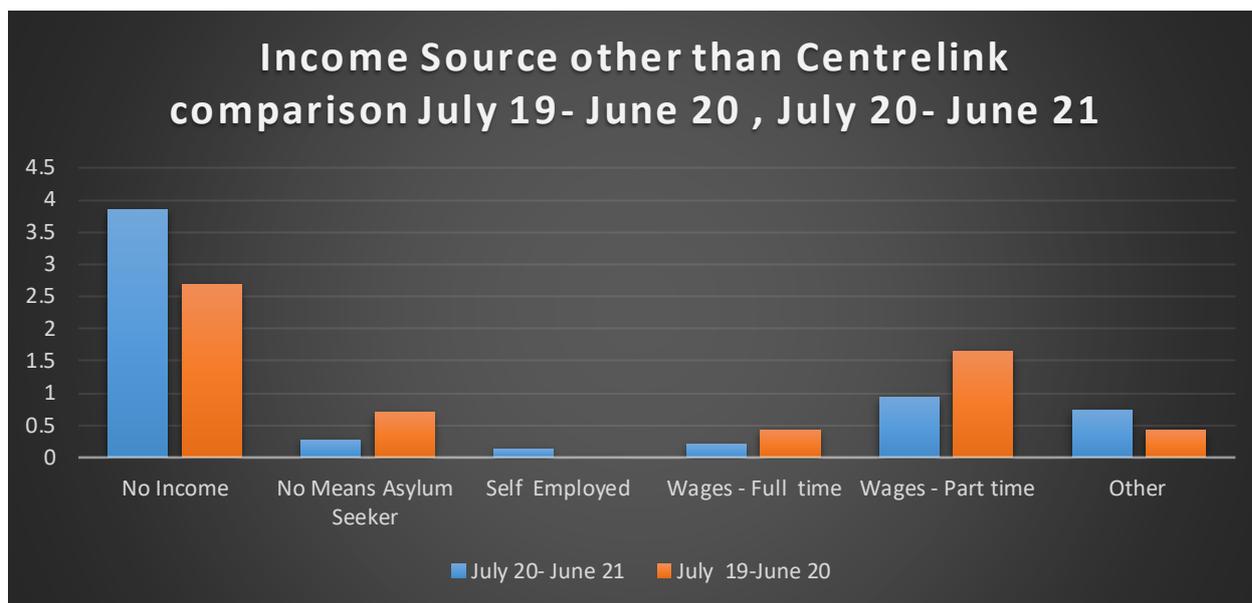


With the changing environment we were never sure what the demand for service would be and could only estimate what was ahead. In 20-21 we assisted 603 households with a total of 1506 Emergency Relief interviews conducted. Some households need more regular extra support, determined by intake and assessment, this year we gave longer term support to 67 households, many with complex needs who were referred to our Caseworker.

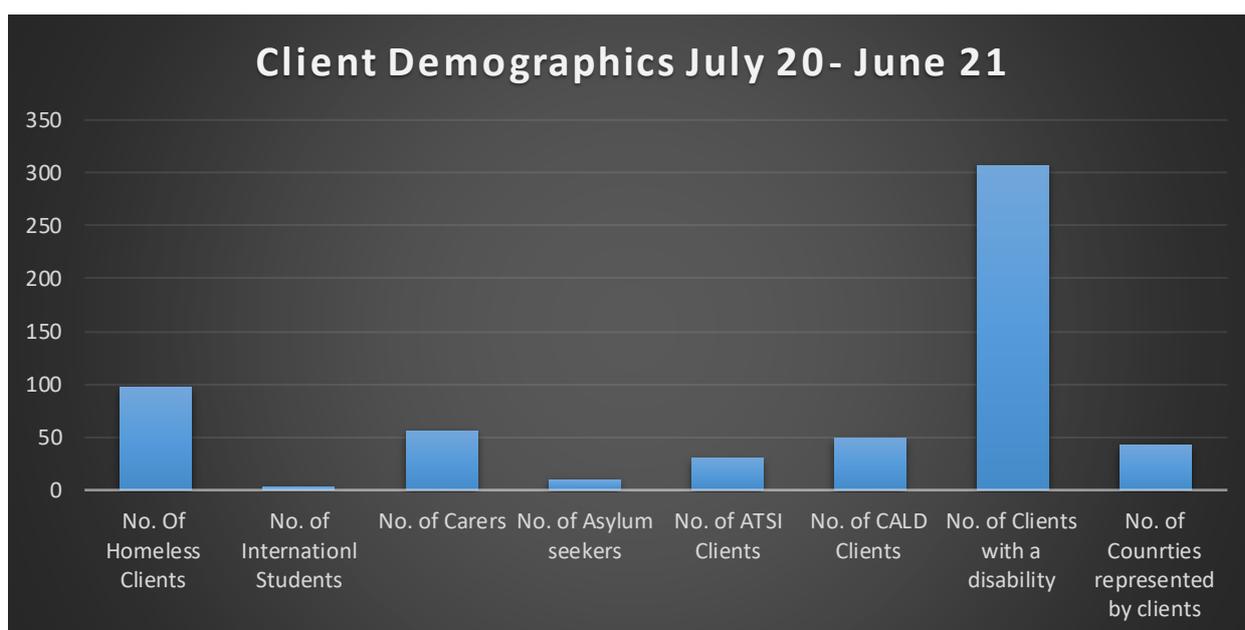


The demographics of our clients' situations are always changing, the following graphs highlight some of these changes. The graph shows the monthly breakdown of Centrelink payments. Disability payments (DSP) stay consistently high while Job seeker payments move around depending on the month.





The number of clients with no income has increased during the last 12 months which is a concern. People lost jobs or had jobs put on hold as restrictions continued. Some of the clients with no income were from overseas and unable to access an income in Australia. For others accessing Centrelink during this time, it has been extremely difficult for some, particularly for those with some savings who had to wait. The number of Asylum Seekers accessing the service decreased.



We continue to see a high number of clients who identify as having a disability, in fact 51%. Of those 51% who identify with having a disability 48% have a mental health / psychiatric disability, and this may increase as a result of the long term lockdowns.

Knox Infolink have clients representing 43 different countries and 23 different main languages, certainly a change and we will need to plan carefully for the future to ensure that we are culturally relevant to our community.



With the financial impacts of COVID and other financial stresses, we saw an increase in clients who live in unstable accommodation, sleeping rough or homeless in 2020-2021. For a period, we had an increase in the number of clients living in supported accommodation seeking assistance. Supported accommodation costs are approximately 85-90% of a Centrelink payment, not leaving a lot over for clients to use for those unexpected extras.

#### Pricilla's Story:

Pricilla and her two children were fleeing a controlling and abusive environment of family violence when she connected with the Community Care Program. She was concerned about her eldest daughter's behavioural issues of violence and abuse combined with her struggling at school. Her concern was undiagnosed Autism. Pricilla was struggling with feelings of being a poor parent and not being able to co parent with her manipulative ex partner. The initial assessment of the situation identified the need for intensive support and urgent referrals to address their safety, relocation, family support, mental health treatment, housing, childcare and school enrolments while also dealing with Child Protection. Weekly appointments built a relationship of trust with Pricilla so the caseworker could help her navigate the Child Protection system, identify the need for mental health interventions and address all the other issues in a calm and supportive way. Child Protection have now closed their file, family supports have been put in place and access to secure housing, funds to pay rent in advance, bonds and white goods has meant that Pricilla and her children are now enjoying a lovely environment without toxicity or abuse. Pricilla now receives mental health supports and enjoying a journey of a symptom free life. The family have made numerous friends through the school, childcare and neighbours. Pricilla often will call and update the caseworker with fantastic news – such as.....I'm back at work part time 😊

**Julie Rees – Caseworker – Community Care Program**

## The Community Care Program

**The Community Care Program** has come a long way in a year.

We started as a six-month Covid response initiative through CiSVic, funded until May this year. However, thanks to our proactive Centre Manager, another 12 months of much needed funding was secured.

I was the fortunate Caseworker to continue in this role and develop the program by building strong relationships within the local community services and government sectors.

Clients present for a service for either emergency relief or community information to address their current situation.

Our Volunteers, along with the Emergency Relief Coordinator identify when a client may benefit from brief intervention or short to medium term case management and make a referral to the program. If the situation is urgent, the client will then become a priority and I will meet with them for an initial assessment as soon as possible.

I think of Knox Infolink as a Hub for clients.

We are a one stop shop for support with homelessness support (Uniting Housing Option Program Eastern - HOPE), Emergency Relief, Community Information and now **The Community Care Program** for short to medium term case management or brief intervention.

Sadly, due to the Covid pandemic we're getting a lot more complex cases.

We support clients and hopefully connect them into the services that they need to prevent them from escalating into a crisis.

This isn't always the case as some client will present in crisis.

**The Community Care Program** networks have been established during the year, and relationships have been developed with agencies such as:

**The Centrelink Engagement Team**

**Child Protection- Box Hill**

**NDIS Coordination Services – Yarra Valley**

**Knox Council Specialist Team**

**Ringwood Court Services**

**EDVOS, Safe Steps, Safe Futures**

**Eastern Community Legal Services**

**Police, Ambulance services**

**Hospital Crisis Assessment Treatment Team**

**Turning Point (drug and alcohol support)**

**State Trustees – Specialist Team**

**Child First (Integrated family support)**

**Psychologist / Psychiatrists**

**Mental Health Providers**

**Salvation Army – Nunawading**

**Department of Families, Fairness and Housing**

**The Community Care Program** has supported 60 new clients this financial year being mindful that the program only began in November 2020.

Family breakdowns, crime, family violence, health issues, mental health illness, substance abuse and homelessness are the most common issues our clients are faced with.

We are also seeing an increase of child protection cases. This has resulted in Child Protection notifications and co -supporting families with Child Protection and **The Community Care Program**.

As we are a holistic support program, we try to address each of the issues and create a case plan that is realistic for the client and will hopefully provide the support they need to move out of crisis and into a well-balanced environment.

Flexibility of the program is the key to the success of this program. Thinking outside the box, being creative, exploring every available option is encouraged by Management.

We are always client focused.

The Community Care Program has had some amazing outcomes for clients such as securing housing for long term homeless men and women who have been residing in their cars, squats, or unsafe environments.

We have been successful in obtaining funding for single mothers requiring glasses, dental treatment, specialist support services, school camp fees and establishment funds for survivors of family violence. Through the government's Flexible Support Packages we have been able to secure in excess of \$7,000 for one of our clients fleeing family violence – this has made an incredible difference to her new start in life.

Many referrals have been made and resulted in success, this in turn allows the client to receive the support they have needed for some time and now in a position to accept the support.

I feel incredibly privileged to be working in **The Community Care Program**, I can use my extensive experience of the welfare sector to benefit the client and achieve outcomes that address extremely difficult situations the clients are faced with.

I often find myself expressing my thanks to clients for presenting to Knox Infolink and sharing their stories. I can appreciate how difficult it can be when you are overwhelmed with multiple issues, that need to be addressed.

I am excited for another year of, challenges, the beginnings of new programs and working alongside the tireless volunteers and staff that make Knox Infolink unique and an incredible place to be a part of.

## Julie Rees - Caseworker



Julie receiving a heartfelt, handmade gift for the Centre from a grateful client – John A

## No Interest Loan Scheme

We are now in our 14<sup>th</sup> year of partnership with Good Shepherd Microfinance (GSMF) to deliver the No Interest Loans program (NILS) to members of the local community.

There have been many changes to the NILS program. We are now a client support service, interviewing clients who wish to lodge a NILS application and sending the applications off to a Loan Provider service.

This process is completed through the My NILS application (App) that allows the NILS worker to complete the application with the client online.

This app is a time saver and more user friendly, however, the client must still provide various documents that need to be uploaded into the App before it is submitted for approval.

While we had around 161 enquiries regarding NILS loans; a very small number responded by making an application - we offered a total number of 6 loans. We distributed 39 NILS information packs for potential clients.

Good Shepherd are still looking at ways to reduce the red tape to ensure clients can receive loans more quickly and expedite the process.

This year NILS provided loans for clients to repair their cars, car purchases, car registrations along with white goods, home appliances and repairs etc. We also noticed an increase in car impoundments and course fees to upskill as a result of redundancies due to Covid.

Unfortunately, due to the Covid economic crisis, employment loss, changes of circumstances and being unaware of the NILS Scheme, clients found themselves requiring pay day loans that charge outrageous interest fees that disadvantage the client far more in the long term.

We at Knox Infolink are dedicated to informing and advertising the NILS Scheme at any chance so we can hopefully prevent clients from using pay day loans.

As a result of COVID 19, social distancing and limited volunteers, we needed to suspend the NILS program from March 2020 to December 2020 and refer many of our clients to Cockatoo and Hills NILS. The team at Cockatoo and Hills NILS were truly fantastic as they were always available for guidance and support especially for our new NILS worker Julie Rees who took over Knox Infolink NILS when she joined the team in November 2020.

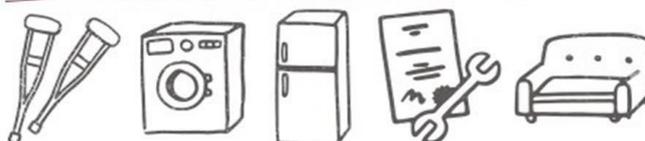
Volunteer Shri Chitale, is our newest NILS volunteer who has completed the training to become an interviewer and when COVID restrictions are eased will commence this role.

It is pleasing to report for the 2<sup>nd</sup> half of the year we have now returned to offering one NILS appointment per week.

### Julie Rees & Anne Bowkett – NILS Team



NO INTEREST LOANS FOR ESSENTIAL HOUSEHOLD GOODS AND SERVICES



## The Knox Emergency Relief Network

Knox Infolink coordinates the Knox Emergency Relief Network (KERN), which aims to provide support for Emergency Relief Agencies in the Knox area as a place to share experiences and information, to identify trends, provide information and training and provide advocacy for client service issues. The Network builds and explores collaborative partnerships with service providers to support better effective referral pathways and service access. During 20-21 the KERN group adapted to the ever-changing environment and went virtual for many of the planned meetings and only met in person when appropriate. It was essential at times during the past year to connect with other agencies doing Emergency Relief to discuss the trials and difficulties but to also share the highs and the wins. The KERN is a wonderful resource of people from diverse backgrounds and experience which has been extremely important during this difficult time.

The Terms of Reference and membership process was reviewed, and a more formalised membership process was introduced in January 2021 to assist with the efficient facilitation of the network. This year we had guest speakers from: the Knox Council COVID Recovery Team, Angliss Hospital Senior Social Worker Department, Community Information and Support Victoria and Knox Council Over 55's service access.



Thank you to all the Agencies who participated and attended the KERN Network throughout 20-21, your attendance has helped build community and strengthen partnerships to benefit our most vulnerable clients in the community. The support we have shared as a group has encouraged and guided our agencies to persist in these tough times.

**Anne Bowkett – Coordinator of KERN**

### Uniting – A Partnership of Support

As we entered our 4<sup>th</sup> year of hosting a Uniting housing worker in our office, Stage 4 COVID restrictions had a huge impact on the previous model that we were operating on. Uniting became a completely contactless service. They continued to provide a worker in our space but it meant that our reception needed to field all enquiries and manage remote access on behalf of Uniting. We changed our referral forms to include the distribution of mobile phones to Uniting clients to ensure communication in this new contactless environment. This style of service delivery continued for the balance of the financial year. The temporary HEART program offering motel accommodation for the homeless was a huge benefit.

Our strong partnership was demonstrated when a homeless chap living in the motel accommodation with his family was offered a job but it required a medical at a cost of \$120. With our additional brokerage COVID funds, we paid for this medical so he could secure this new job and look to a brighter future. In addition, we shared a Pay it Forward offer by Café Montania who provided meals to the Uniting clients in the Hotel Cavalier.

# Media & Communications



During 2020–2021, information & communications were maintained by Glenn Crombie for 9 months of the year with assistance from Brian & Julia Noble, our wonderful volunteer Information Team. The work that was communicated and produced by them was remarkable and has not gone unnoticed.

It was a very difficult time with Covid-19 playing a huge part in the information and communication space, resulting in constant reviews and changes in the delivery of information.

With Glenn retiring and vacating her position, I came onboard in April of 2021, at which time, the role itself had a name change to “Media and Communications” to reflect a shift in focus to the digital platforms. I wish to thank Glenn for all her wonderful and amazing work. Thank you so much, you left a very strong foundation for me to work from.

I was tasked with reviewing our online platforms, social platforms and branding as we moved to a new look for Knox Infolink. At the same time we continued to manage the constantly changing information due to the global Covid-19 pandemic.

## Infocom Database

With restrictions in place, Brian and Julia were unable to spend a lot of time in the office, although Brian was able to work from home on the Infocom Database.

Our requests for pamphlets were a little tricky due to many agencies not working to full capacity and Australia Post being unreliable. However, Julia was still able to do any folding of pamphlets and make up personal care packs that were required.

Also, we had the wonderful Lynette Bambery setup a new spreadsheet for all the pamphlets we have on display. This new database will help a great deal with the organization of our pamphlets.

## Our ER pamphlets

Our inhouse Emergency Relief pamphlets (inner and outer Knox area), have been a very important source of information during the financial year, with every couple of months, sometimes every month, or even weekly, being updated with new details due to ongoing Covid-19 changes. In consultation with the team and partners, we have refreshed both pamphlets with a new, fresh brand look.

## Donations

We have received so many incredible donations this year, including from Pinchapoo, who have continued to donate personal care packs, we are so very grateful.

### Knox Infolink Branding:

Branding has been a big focus for me, involving designing, communication, audience / target area and brand awareness. Our brand is very important; making sure it speaks to you, looks professional and the community understands who we are and what we do.

### Webpage

Webpage management will play a big part of my role. With some initial changes to the look of the website – the balance of the website is ‘under construction’ and will be a priority project in 2021/22.



### Social Media

Working on our Facebook page takes up considerable time as we endeavour to post 2 – 3 posts each week and sometimes more. Responses to posts vary depending on the time of posting. Content and timing are looked at closely to try and establish what audiences to target. We encourage all staff and volunteers to share as much as possible with family and friends. As can be seen below, the numbers have certainly fluctuated depending on the interest regarding the post. In November the most significant post was promoting the ‘Share the Joy’ project being shared more than 33 times. Fantastic results with organic posting.

MONTH 2020	REACHED	MONTH 2021	REACHED
July	557	January	456
August	1005	February	581
September	2006	March	295
October	1005	April	100
November	3000	May	668
December	371	June	481

### Knox Community Resource Guide

The Guide continues to be given to new clients as a valuable resource and will be reviewed and updated in the new year.

### Noticeboards

The noticeboards in the interview rooms and the operations room are constantly updated with new information received from agencies, informing us about new programs and information. These are displayed for easy access by clients and volunteers and a critical component of information sharing.

Whilst we have had a lot of challenges thrown our way, we as a team and community have worked very hard and achieved a lot of amazing, new and exciting things.

Thank you and I look forward to the new opportunities in the next financial year.

### Tina Psathas – Media & Communications Officer

# Knox Community Welfare Fund - Knox Gives



As we have come to the end of another financial year for the Knox Community Welfare Fund - Knox Gives, we must acknowledge the number of challenges and unexpected changes we have had to face in order to adapt to the Covid-19 pandemic environment.

In March 2021, Sheradon Carroll moved on from her role as Partnership Coordinator promoting and supporting the Fund. Building on the strong foundations she developed and her remarkable grant writing skills, this has made it easy for me to transition into this role.

We have created a sticker for any corporate companies who make a donation. They are able to display our “donor sticker” on their building to show that they have supported the community fund.



## Supporters

Although the Knox Bayswater Op Shop, being the primary donor to the Fund, was not open for most of the year due to COVID lockdowns, we continued to work very closely supporting each other. Remarkably, they still managed to make a generous contribution to the fund. Their commitment and support has been truly incredible during such a difficult time.

We also thank our amazing corporate partner, SGS Logistics, their Director, Luke Sadler, and his team, again, for their ongoing support of the Knox Community Welfare fund.



## Advertising

As a local charity, we were featured in the Knox BIZ - business life magazine: <https://www.knoxbiz.com.au/flipbook/pub/brochure/flipbook.asp?b=33>  
This feature was beneficial in helping to promote and support the fund.

### **New Donor Database**

With the balance of the Lord Mayor's fund that Sheradon had secured, we were able to develop a new database template consisting of names, details, telephone numbers and a scripted letter, which will be sent out to all potential donors. A big thank you to Mike Lehmann for helping with this project, your help has been invaluable.

### **Webpage**

We have been working on updating the website with new details and more information. Our next step for this will be further developed in the near future, along with social platforms to be created in the new financial year.

### **Knox Carols by Candlelight**

Knox Gives has been privileged to be included in the Knox Council's Carols by Candlelight annual event for the last 2 years as the featured charity. The purpose being, to help raise awareness of the valuable community programs that the Fund supports and encourage community donations. Unfortunately, due to the Covid-19 restrictions, this year's event was held online. While this was a beautiful presentation, the logistics of being an online event made it difficult to receive donations.

### **Recipient's of the Fund**

The Fund has been proud to support the meals programs provided by Foothills Community Care and St Paul's Church; The Big Breakfast at Bayswater West Primary School supplied by St Stephen's Church; the scholarship program provided by the Knox Vincentians which ensures Knox children have access to all that school can offer them; and finally, the Knox Community Christmas Support Program – 'Sharing the Joy', providing hampers and toys to almost 1,000 Knox residents. The ongoing financial support of these programs was in jeopardy in 2020/21 due to the lack of fundraising capacity during the year, but with the assistance of Knox Council's COVID grants, some of the programs were funded through these grants and other programs made a decision to suspend due to COVID restrictions limiting access to their programs. The only program funded through the Welfare Fund in 2020/21 was the Christmas program, 'Sharing the Joy'.

It is hoped that 2021/22 will be a better year for fundraising and all these programs will be supported well into the future and the fund grows so that it can support even more programs. We are working closely with Knox Council in developing strategies to promote Knox Gives to the community and the business community.

I would like to thank everyone who has supported the Knox Community Welfare Fund and looking forward to a bright future.

### **Tina Psathas – Partnerships Coordinator**

## Connecting Kids to the Knox Community

COVID-19 had a significant impact on the Connecting Kids to the Knox Community program and our partner organisations in 2020-2021. Initially in March 2020 and then between July and late October, Melbournians endured over 4 months of lockdown and the program was suspended. Just prior to the lockdown in July 2020, we had interviewed and appointed a Project Worker to support the Project Coordinator who was planning to take on a more strategic/business role to develop and promote the program, in the latter part of 2020.

The new appointment was put on hold and Nikki was temporarily stood down from her role between July and December 2020. All of our partner organizations were also forced to close. Many struggled financially as sole traders during this time. Schools were closed. Only emergency relief services were operational. Referrals to the program were non-existent between July and December 2020.

As services began opening up in late October 2020 (more than halfway through term 4), an executive decision was made to utilize the time between November and Christmas to reconnect with our partners, develop a Work Plan for 2021 and rebuild the program as much as we possibly could before the end of 2020.

Returning to the role of Project Coordinator in January 2021, I was acutely aware that a number of our partner organisations were unable to continue working with us/supporting the program in 2021 due to the impact of COVID-19. A post COVID phone call was made in early December 2020 to all of our partner organisations to ascertain their status. Several had experienced staff and financial losses whilst others were just surviving but could no longer afford to contribute to the program. This had some impact on our Work Plan for 2021 – as new partnerships needed to be explored and established.

However, a number of our previous partners (10 in total) were willing to sign new MOU's for 2021 including a new partner/MOU with Kando Martial Arts and a Scholarship Swimming program with Belgravia Leisureworks. I would like to take this opportunity to thank each and every one of them for their ongoing support and commitment to the Connecting Kids to the Knox Community program.

At the end of the 2021 Financial Year we had MOU's in place with the following clubs/organizations for 2021:

- Belgravia Leisureworks
- Tappy Feet
- Aspect Motion Dance School
- Wantirna South JFC
- Boronia Hawks FC
- Kando Martial Arts
- Bayswater JFC
- Scoresby JFC
- Omega Trampoline
- Boronia Scout Group

Operating between January and June 2021, we received more referrals to the program than we had during any other 5 month period since the program commenced. A total of 29 referrals were made to the program, during this time. This year we received an influx of referrals for children/young people that were already engaged with an activity/club but due to financial hardship the family was unable to pay the costs associated with their child's hobby/activity/interest. We supported the families either via brokerage or negotiating a discount in fees with the relevant club/organisation.

A large percentage of the referrals came from families who were direct service users of Knox Infolink and several were re-referrals, that is children that we have previously supported/assisted who wanted to continue with the activity that we placed them with. We also received referrals from two Primary Schools and an NGO.

Of the 29 referrals made to the program this year, 25 were "matched with" or "supported" in their chosen activity/sport. Several free offers made by partner organizations were utilized such as free annual membership to play football for three referrals, a swimming scholarship which was utilized by a family of three, a free annual netball membership for an adolescent girl and Knox Infolink financially assisted 18 of the 25 referrals by either paying membership or registration fees, purchasing uniforms and equipment or agreeing to pay part of the costs in conjunction with the parent/carer.

Despite the turbulent year we had some good outcomes and received great feedback from a number of families we supported when we were operational.

### Carol's Story:

*" Trampoline has been helping Carol manage her autism in terms of regulating her emotions which have accumulated during the week...especially this term with her navigating Year 7. Her self esteem has also improved in terms of participation in sport as she finds it quite challenging in typical environments such as school where there are a large group of students and where competing noise inhibits her to engage or want to engage due to her Spatial Processing Disorder on top of her anxieties associated with her autism.*

*Marion from Omega Trampolines has noted a progressive improvement in her skills while Carol has had her disappointments in not being able to match the other children's ability. However, Marion has been able to help her focus on her own abilities and support her to overcome these challenges! "*

*Thanks again for all of your support and financial assistance.*

*Brenda*

Funding limitations continue to be an ongoing issue and during the "lockdown" period, I have submitted four applications for funding, all of which have been unsuccessful! I am hoping our luck changes and we are able to secure more funding for 2021, to assist us to bounce back and meet the demand for the program, post COVID-19.

Finally, thank you to the Staff, Volunteers and Committee at Knox Infolink. To be surrounded by Staff and Volunteers that genuinely care for each other and their community has been

something I have genuinely missed during my absences from the office! Thank you again for the wonderful work you do 😊

### Dan's Story:

Everything went well with Jason from the bike shop. Dan got to pick out what colour helmet and pants & top he wanted, so he was rapt. Jason has ordered everything so now I guess we wait.

I just want to say again, how absolutely stoked we are with everything you are doing for Dan. It sounds overly dramatic but I'm sure that it feels life changing for him! He never complains but *\*I\** feel like he's always the 'poor kid', with the secondhand uniform, etc, so I really believe having all this new gear will make a huge difference to him (and me!).

In regards to a bike for him - I nearly died at the price tag ?? - but we've worked out a plan. Dan WAS saving up for an xbox but we've told him that if he puts the money towards a bike instead, that we'll match his savings dollar for dollar (with help from his grandparents). He's already got \$96 saved so he's well on the way! ??

Thanks again Nikki. ??



### Nikki Maddern – Project Coordinator.



### Stage 4 Lockdown and everyone was feeling very flat:

To boost our spirits in August 2020, Jackson Taylor, Member for Bayswater, decided to invite community agencies to come together and submit a pre-recorded contribution to a community choir, singing 'We Are Australian', to be shared on Facebook. At first we dismissed the idea – things were just too busy keeping up with the constant changes. But then again – we all needed something to smile about. So we called for volunteers and we practiced and recorded our contribution for the community choir – we had so much fun, we even had our favourite client John, who loves to come in and sing a song for us, join us for the recording. We may not win the next Australia's Got Talent – but we certainly got into the spirit of it and felt a much needed connection with each other which lifted our spirits. We decorated the office, got dressed up and truly felt the connection of 'being Australian' and pulling together in the tough times.



# Knox Community Christmas Support



2020 was a very challenging year navigating through the COVID19 pandemic. Many people experiencing financial difficulty within the Knox area, received the Christmas joy through the provision of festive food and quality gifts for children via the Knox Community Christmas Support (KCCS) 'Sharing the Joy' project.

KCCS is a partnership of 11 organisations working together to deliver a coordinated approach supporting Knox residents. This partnership allows many hampers to be distributed across the Knox municipality.

**291  
Children  
Received  
Gifts**



The 2020 KCCS Project co-ordinator Wayne Guest worked tirelessly throughout the year with help from Anne Bowkett and the team at Knox Infolink working through the COVID restrictions.

**"I didn't expect so much. Thank you you've taken a lot of stress away and helped make Christmas special for my son and I"**

**283  
Households  
Assisted**

## Growing Local Support

The KCCS acknowledges the valuable support of Knox City Council through their support and participation on the Knox Community Welfare Fund Governance Group who fund the operational side of the project. It was such a difficult year, due to COVID no functions were able to be held for fundraising.

The generous support from the 36 donors and local businesses who were able to support the project, to relieve the financial burden and emotional stress placed on families and individuals was fantastic. Special thanks to Solar Turbines, Mentholatum, Ray White Real Estate, Hydrosteer, Cummins, Barry Plant, Wantirna Community Bank, Smart Temp and Metro Cinemas.



## Volunteers

Most corporate volunteers were unavailable due to COVID. The call went out to the local community of which there was an amazing response. Volunteer roles included appeal promotion, administration, client registrations, transport, packing, and sorting hampers and providing efficient friendly service at the four collection points. Over 80 volunteers turned up to help at the Hub. Thank you so much for your support and commitment to the Knox 'Sharing the Joy' appeal.

**721  
Individuals  
Assisted**

**"I have had a devastating year, mentally and financially. It has saved my Christmas"**

## The Hub and collection points

The Boronia Progress Hall was the Hub for the 2020 appeal. This was a one-off arrangement and new premises will need to be sought for 2021.

**\$3000  
Meat  
Vouchers**

Mike Lehmann co-ordinated the Hub for the 5<sup>th</sup> year running. The all-knowledgeable Mike with a smile to match, worked tirelessly over the Christmas period coordinating volunteer duties, packing of food hampers and the list goes on. With his partner in crime Katrina Young who took charge of sorting and allocating the toys, we are so appreciative of your commitment to this program.

The Client collection points were Boronia Progress Hall, Coonara Community House, Restore Church and Wantirna Seventh Day Adventist Church.



“You guys are fantastic, there have been times I wouldn’t have been able to feed my family without you”

## Lori Dudley & Julie Hanman - KCCS Project & Partnership Coordinators 2021

433  
Hamper  
Boxes

### Moving Forward

With the resignation of Wayne Guest, after 5 great years, Knox Infolink welcomes Julie Hanman **KCCS Partnership Development Coordinator** and Lori Dudley **KCCS Project Coordinator** who are excited to be the new team for the Knox Community Christmas Support program. They are looking forward to getting their heads around the program and understanding the new data base to streamline and create efficient processes for this multi-pronged program. Thank you to Brad Saine for his innovation and dedication in developing this and thank you to Julie and Lori for their willingness to job share the role and working so well together – the transition has been seamless.

**KEVIN F. JONES** FCA  
CHARTERED ACCOUNTANT  
A.B.N. 83 658 169 488

164 WANDA STREET, MULGRAVE, VIC 3170  
P.O. BOX 147, SANDOWN VILLAGE, VIC 3171  
MOBILE: 0419 305 808  
EMAIL: kevin@kevinjones.com.au

To the members of Knox Infolink Inc.:

### **Audit Report – Unmodified Opinion**

8 September 2021

### **Report on the Financial Report**

I have audited the accompanying financial report, showing a Net Profit of \$550 and Net Assets of \$90,004 being a special purpose financial report of Knox Infolink Inc. (the association), which comprises of the Balance Sheet as at 30 June 2021, the Income and Expenditure Statement, and Statement of Cash Flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Committee's Report.

### **Committee's Responsibility for the Financial Report**

The Committee of the association are responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the *Associations Incorporation Reform Act 2012*. The Committee's responsibility also includes such internal control as the Committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

### **Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Independence**

In conducting my audit, I have complied with the independence requirements of the Australian professional ethical pronouncements.

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**Audit's Opinion**

In my opinion the financial report of the association has been prepared in accordance with the *Association Incorporation Reform Act 2012* including:

- (a) giving a true and fair view of the entity's financial position as at 30 June 2021 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards as referred to in Note 1 to the financial statements.

**Basis of Accounting and Restriction on Distribution**

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Knox Infolink Inc. to meet the requirements of the *Associations Incorporation Reform Act 2012*. As a result the report may not be suitable for another purpose.



**Kevin F Jones, FCA**

8 September 2021

164 Wanda Street, Mulgrave, Vic, 3170

Liability limited by a Scheme approved under Professional Standards Legislation

**Knox Infolink Inc**  
**Profit and Loss Statement**  
**For the year ended 30 June 2021**

<b><u>INCOME</u></b>	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
Bank Interest	394	270
Donation Xmas Program	24,587	17,419
Donations	10,852	12,473
Grants OP Funding	159,243	156,676
Covid-19	71,160	30,683
Emergency Relief	62,069	43,195
KCCS Xmas Program	6,040	-
Knox Community Welfare Fund	30,000	35,090
Lord Mayor's Fund	-	40,000
CDF Grants - Kid Sports Register	-	19,921
CDF Case Worker	20,000	-
Ldat Fund from EACH	24,113	-
SACSS Supplementary & Wage Subsidy	45,869	10,507
Uniting Harrison	10,334	10,150
Misc Income & Grants	-	6,787
Stronger Communities Grant	12,000	-
Rotary Meal Program	5,690	-
ER - Working for Vic	1,500	-
Fundraising	-	546
Membership Due	44	69
Provision for Unexpended Grant (2)	69,153	34,520
	<u>553,048</u>	<u>418,306</u>
<b><u>EXPENDITURE AS ATTACHED</u></b>	<b>552,498</b>	<b>408,529</b>
<b><u>NET PROFIT (Loss)</u></b>	<b><u>550</u></b>	<b><u>9,777</u></b>



**Knox Infolink Inc**  
**Profit & Loss Statement**  
**For the year ended 30 June 2021**

<u>EXPENDITURE</u>	<u>2021</u>	<u>2020</u>
	\$	\$
Auditor	2,200	1,800
AGM Expenses	-	450
CDF Grant Expenses	2,715	2,028
Cleaning Costs	4,470	3,777
Computer Expenses	4,557	2,931
Community Aid	31,776	33,854
Covid-19	19,320	6,490
Dues & Subscriptions	2,537	2,028
Employment Expenses (3)	302,561	241,674
Insurance	422	414
Lease Expense Buildings (4)	(83)	168
Lord Mayor's Grant	1,956	2,627
Photocopier Costs (5)	4,024	3,335
Prov. For Unexpended Funds (6)	138,506	69,153
Repairs & Replacements	365	6,722
Stationary Printing & Postage	1,695	1,225
Sundry	237	486
Telephone	1,281	2,119
Utilities	6,014	7,369
Xmas KCCS Program - Food Gift & Sundries	22,543	17,859
Sundry Grant & related expenses (eg. Rotary)	5,402	2,021
	<u>552,498</u>	<u>408,530</u>



**KNOX INFOLINK INC**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
Members Dues	44	69
Bank Interest	394	270
Donations	35,439	29,892
Grants Received	506,837	377,379
Fund Raising	-	546
Uniting Harrison	10,334	10,150
	<u>553,048</u>	<u>418,306</u>
Expenditure for the year	<u>552,498</u>	<u>408,529</u>
NET Cash from Operating Activities	550	9,777
Current Assets & Current Liabilities & Adjustments (7)	<u>49,302</u>	<u>8,423</u>
NET Increase in Cash & Cash Equivalents	49,852	18,200
Cash & Cash Equivalents at beginning	<u>318,658</u>	<u>300,458</u>
Cash & Cash Equivalents at 30 June 2021	<u><u>368,510</u></u>	<u><u>318,658</u></u>



**Knox Infolink Inc**  
**Balance Sheet**  
**As at 30 June 2021**

<u>CURRENT ASSETS</u>	2021	2020
	\$	\$
Bank Account	241,231	190,269
Investment Accounts	27,845	27,451
Welfare Fund	99,434	100,938
Petty Cash	17	61
Receivables	1,870	1,015
Gift Cards	12,060	-
	<u>382,457</u>	<u>319,734</u>
 <u>CURRENT LIABILITIES</u>		
Trade Creditors	969	885
GST	5,308	(469)
Payroll Liabilities	18,975	17,470
Prov. for Employee Entitlements	29,261	32,303
Prov. for Unexpended Funds	138,506	69,153
Welfare Fund	99,434	100,938
Refundable CDF Grant	-	10,000
	<u>292,453</u>	<u>230,280</u>
 <u>NET ASSETS</u>		
	<u>90,004</u>	<u>89,454</u>
 Represented by:		
 <u>EQUITY</u>		
Balance 1.7.2020	89,454	79,677
Net Profit (Loss)	550	9,777
	<u>90,004</u>	<u>89,454</u>



**Knox Infolink Inc**  
**Knox Community Welfare Fund**  
**Income and Expense Statement**  
**For the year ended 30 June 2021**

<b>BALANCE 1 July, 2020</b>		\$ 100,938
 <b><u>INCOME</u></b>		
Donations	Op Shop	\$ 15,000
	Corporate Business	7,500
	Individuals	5,466
Bank Interest		530
		28,496
		\$ 129,434
	deduct	
 <b><u>EXPENDITURE</u></b>		
KCCS		30,000
		30,000
<b>BALANCE as at 30 June, 2021</b>		<b>\$ 99,434</b>



**KNOX INFOLINK INC.**  
**ABN: 29 871 638 790**

**Notes To and Forming Part of the Financial Statements**

**Note 1 – Statement of Accounting Policies**

Under the applicable accounting standards these financial statements are classified as “Special Purpose Financial Statements”, as they are prepared primarily for management purposes.

A Reporting Entity must prepare its financial statements in accordance with all accounting standards, however it is considered that this entity is not a Reporting Entity.

It is considered that the application of certain accounting standards will not increase the usefulness of these financial statements to their users.

The financial statements have been prepared using the historical cost convention and a going concern assumption. They do not take into account changing money values or, except where stated, current valuations of non-current assets. Except where noted, the accounting policies have been consistently applied.

**Income Tax:**

The association is a not-for-profit organization and is exempt from income tax under Section 50-54 of the Income Tax Assessment Act 1997.

**Note 2 - Profit & Loss Income Statement – Provision for Unexpended Grant \$69,153**

This money carried forward in 2020 is a combination of money in 2021 and those still to be spent in 2022 due to Covid-19.

**Note 3 - Profit & Loss Income Statement – Employment Expenses \$302,561**

The money includes Salaries for staff and Project Workers and additional Covid-19 funded hours.

**Note 4 – Lease Expenses Building (\$83)**

Knox Infolink has a nominal rental agreement with Knox City Council for use of premises at 136 Boronia Road, Boronia for \$185 incl GST per year. The lease agreement runs from 1/12/2017 to 30/11/2022. This year a rebate was given.



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**Note 5 – Photocopy Costs \$4,024**

As a note we advise our Photo Copier Lease Agreement has 10 months to run. The cost is \$152.70 per month or \$1,527.00 for the 10 months.

The \$4,024 includes Lease Costs \$1,832 and Usage Costs, etc, \$2,192.

**Note 6 – Profit & Loss Expenditure – Provision for Unexpended Funds \$138,506**

This amount represents Grant money received in 2020 and 2021 to be expended in 2022 and 2023 due to Covid-19.

**Note 7 – Cash Flow Statement – Current Assets & Current Liabilities & Adjustments**

<u>Decrease in Current Assets</u>	<u>2021</u>	<u>2020</u>
Petty Cash	\$ 44	\$ 117
Receivables	(855)	7,503
Gift Cards	(12,060)	-
	<u>\$(12,871)</u>	<u>\$ 7,620</u>
 <u>Increase in Liabilities</u>		
Trade Creditors	\$ 84	\$ 753
GST	5,777	(1,127)
Payroll Liabilities	1,505	7,659
Provisions	66,311	36,670
Welfare Fund	(1,504)	(53,152)
CDF Grant	(10,000)	10,000
	<u>\$62,173</u>	<u>\$ 803</u>
 <u>Total</u>	<u>\$49,302</u>	<u>\$ 8,423</u>

