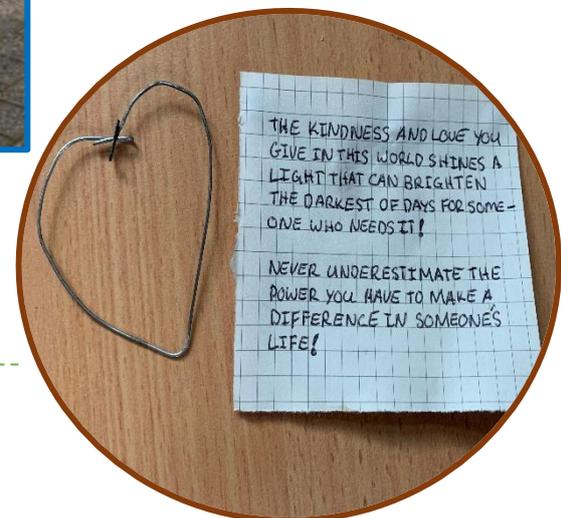


KnoxInf?link

An Information Resource Centre for the Community

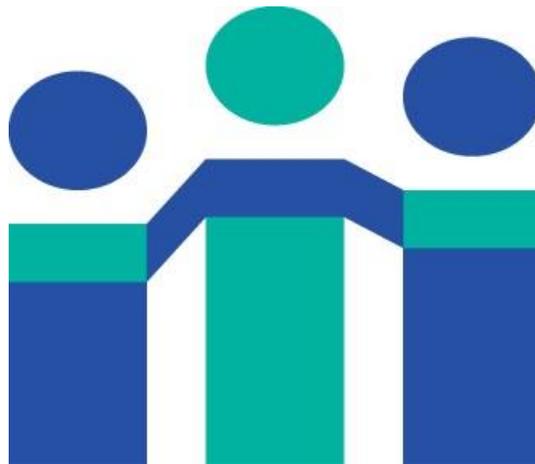
30th Annual Report - 2022



Knox Infolink Inc
136 Boronia Rd Boronia
T: 9761 1325 F: 9762 9549 E: info@knoxinfolink.org.au



Proudly supported by Knox City Council



CISVic

Proudly Supported by

Community Information & Support Victoria

through 30 years of membership

KNOX INFOLINK INC

CONTENTS

Knox City Council & CISVic Acknowledgement	1
Knox Infolink Mission Statement	3
President’s Report	4
Manager’s Report	5
Acknowledgements & Networks	11
Volunteers – All Programs	13
Emergency Relief Program Report	16
Statistical Data Report	21
The Boronia Community Breakfast Program	28
The Community Care Program Report	31
Knox Community Christmas Support Program (KCCS) Report	33
Connecting Kids to the Knox Community Report	37
No Interest Loans Scheme Report	39
Knox Emergency Relief Network	40
The Uniting Partnership	40
Media & Communications Report	41
Knox Community Welfare Fund - Knox Gives Report	43
Financial Reports	44

Mission Statement

Values:

- Non-judgemental
- Inclusiveness
- Confidentiality
- Empowerment through information

Knox Infolink will provide confidential, impartial information and emergency relief to the community with the aim to empower individuals to make informed decisions which will enhance their quality of life

Vision:

Everyone in the Knox community is supported, connected, informed and empowered

Knox Infolink Inc.

Services Provided:

- Information, referral & casework support
- Emergency assistance (food parcels, meat & chemist vouchers)
- Boronia Community Breakfast
- Knox Community Christmas Support Program
- Connecting Kids to the Knox Community
- No Interest Loan Scheme (NILS)
- Knox Gives – Knox Community Welfare Fund
- Hosting the Knox Emergency Relief Network (KERN)
- Shower Program & Mail Holding Services
- Tax Help (mid July – 31st October)
- Telstra Assistance Program
- Access to Interpreting Service & Fax Services

Aims, goals and objectives

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 to other welfare and community organisations providing benevolent relief to the people of Knox.

President’s Report 2022

We can look back with pride on 2021/2022 as another year of assisting our clients in the most positive ways possible.

We have maintained our existing core services and have continued with programs that benefit our clients’ daily lives.

While not only dealing with Covid we have also had to deal with an ever-increasing shortfall between available funding and an increase in operational expenses. This is an ongoing issue for Infolink, but with the rapid increase in CPI and the growing complex demands on our service we will have to address the issue of maintaining core services going forward.

The “Breakfast” program continues to go from strength to strength. This program offers our guests with not only a hot and nourishing breakfast, but a reason to get up and come to meet and socialise with friends and link with support services.

There are so many people to thank, and as the demand increases for our services the amount of time, effort, support and commitment that our staff, volunteers, members of the committee, community supporters, Knox City Council, Rotary and Lions, politicians at all levels continue to commit, demonstrates that Knox Infolink is a valued support service for the residents of the City of Knox in times of crises.

Thank you everyone.

I have truly enjoyed my involvement and time as a committee member and President of Knox Infolink but feel that the time has arrived to step down from the committee at the AGM.

Thank you to everyone that has assisted with and been part of this experience.

Barry Battiscombe – President

Committee of Management

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



Manager's Report

When we commenced the new financial year we looked forward to a year of re-connection, optimism and capacity to support our community out of COVID. Unfortunately, the COVID challenges were far from over after enduring 173 days in lockdown in the previous 18 months, we faced another 90 days, with lockdowns 5 & 6 taking us through to the 21st October, when only then was there hope of returning to a level of normal before Christmas. The uncertainty of the future hampered forward planning, but the optimism and resilience of our staff team meant that plans and projects were developed regardless, ensuring there was no lost time when the lockdowns were lifted. The added duties of cleaning and sanitizing continued to ensure the safety of staff, volunteers and clients. This vigilance meant that we remained open to the public providing a face to face service every day bar one. As restrictions lifted and movement in the community increased, came a higher risk of spreading COVID and to protect the community, we moved to the next stage of **mandatory vaccinations**, which meant a further reduction in our volunteer team. This was followed by the introduction of **RA Tests** being the measure of wellness to attend work. We purchased more than \$2,500 worth of tests to ensure all staff and volunteers had their own supply, but supply was severely delayed as we waited anxiously, hoping staff and volunteers remained well in the meantime so the service could remain open. What often isn't seen is the work behind the scenes. With all these constant changes comes the necessity to **review and update policies and procedures** combined with considerable discussion on how to implement change in the fairest and most transparent way and at the same time continue the daily service delivery. With the equivalent of 1.85 full time core staff supported by 1.8 project staff – this was an outstanding effort and a reflection of the strength, resilience and **team work** of this amazing team. But none of this could be achieved without the **loyalty and decreasing volunteer** and increased their commitment to ensure provide outstanding vulnerable in our



without the **loyalty and decreasing volunteer** and increased their commitment to ensure provide outstanding vulnerable in our

A Heartfelt Thank You to all Staff and Volunteers

Projects:

With the uncertainty that COVID created, it is extraordinary to reflect on the achievements of the following projects.

The **Knox Community Christmas Support (KCCS)** project was delighted to secure a further Grant from the Knox Community Welfare Fund of \$25,000. Preparation for the event traditionally commences in July, but with the newly appointed Coordinator deciding not to take up the role at the last minute and the pressure to commence preparations for the event in July, there was no time to re-advertise so we looked internally to fill the role. After



discussions with various staff, job sharing offers were made to **Lori Dudley** as the Project Coordinator and **Julie Hanman** as the Fundraising and Partnership Coordinator. To make up lost time, **Anne Bowkett**, the Emergency Relief Coordinator, provided intense training for both, ensuring the preparation for the project started in earnest in August. The project ran more smoothly than it had done for years, processes streamlined, the database used to its full capacity, a new Hub located, new volunteer teams organized, a refresh of the marketing and publicity material and the fundraising target exceeded and new sponsors established. All this was achieved with the cloud of COVID uncertainty hanging over the project as we were still in lockdown and unsure how the Christmas support would be provided to the community. But, with steely determination and a high level of flexibility it was a huge success. Read the KCCS Report for further details later in the Annual Report. **A huge thank you to Lori, Julie and Anne for making this project such a success.**

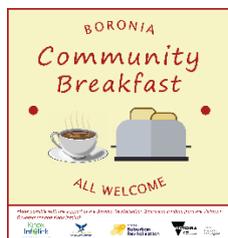
The **Connecting Kids to the Knox Community** was once again severely impacted by further COVID lockdowns. The energetic re-start of the project in January 2021 was short lived with further lockdowns that commenced in July 2021 causing the project to once again be put on hold while sporting and leisure groups were closed. **Nikki Maddern**, Project Coordinator, maintained a high level of commitment to the project even through all the lockdowns, constantly looking for funding opportunities and training the newly appointed **Julie Hanman** as the Project Assistant to takeover the day to day operations of the project to free Nikki up to pursue sustainable funding solutions for the project. With the LDAT funding agreement extended yet again to allow for lockdowns, the re-start in January 2022, was nothing short of amazing with LDAT targets reached and exceeded. The ability of this project to stop and start successfully so many times only demonstrates community need for this project and the **Julie** put into the success of the project. Further funding was secured through a \$10,000 CBA grant, could be extended to July/August 2022. But with no further funding secured, Nikki made the very selfless offer to step back from the project so the limited funding for the project could be extended for a further 3-6 months and leave **Julie** to manage the day to day placements, while we searched for other sustainable funding. **Nikki Maddern**, due to other work offers and the uncertainty of the project, has now formally resigned from the role, leaving the project in the capable hands of **Julie Hanman** moving forward. We would like to extend our sincere thanks for her years of dedication, energy and belief she has invested in the project, making it the success that it is today. **Congratulations and thank you Nikki.** For further details about the achievements of the project read the Connecting Kids Report later in the Annual Report.



the strong energy that **Nikki and Julie** put into the success of the project. Further funding was secured through a \$10,000 CBA grant, could be extended to July/August 2022. But with no further funding secured, Nikki made the very selfless offer to step back from the project so the limited funding for the project could be extended for a further 3-6 months and leave **Julie** to manage the day to day placements, while we searched for other sustainable funding. **Nikki Maddern**, due to other work offers and the uncertainty of the project, has now formally resigned from the role, leaving the project in the capable hands of **Julie Hanman** moving forward. We would like to extend our sincere thanks for her years of dedication, energy and belief she has invested in the project, making it the success that it is today. **Congratulations and thank you Nikki.** For further details about the achievements of the project read the Connecting Kids Report later in the Annual Report.

The **Boronia Community Breakfast** funded through the Boronia Revitalisation Board, commenced in September 2021 with the employment of a Project Coordinator, **Penny Robinson**, and the extension of the employment contract through the Working for Victoria and Jobs Victoria programs, of **Julie Rees** as the Caseworker. The desire to fill the identified gap and run a breakfast program has been on the back burner for many years, with **Teresa Walker**, a past long term volunteer, planting the initial seed, suggesting 'surely we can do more and provide a nourishing hot meal and a chat'. Numerous unsuccessful attempts were

made to fund a one day per week breakfast with a drop in and chat session, until the Revitalisation Board funding became available and a successful proposal for a 5 day per week program was secured. Penny was the absolute right person for the job as she successfully made the written project plans and ideas a reality. Her strong understanding of community, warm and friendly approach, combined with a can do and efficient work style, ensured the success of the program. The model of the breakfast program reflected the Knox Infolink ethos of being more than a bag of food service, and so too the Breakfast Program was more than just a meal program, but rather, a soft entry point for the most vulnerable in the community to access other support services using a friendly and inclusive meal as the hook, allowing a relationship of trust to develop. The inclusion of a caseworker in the model was critical to the success and the point of difference of the program from other meal programs. Julie had already joined the team through the Working for Victoria Program, for a 6 month contract in late 2020, sharing her extensive casework skills. The opportunity to extend her contract to transition into the Breakfast Program was one not to miss. Special mention should be made to thank Jackson Taylor MP, the Chair of the Boronia Revitalisation Board, who took a risk in supporting this project, as most Revitalisation funding goes to economic and aesthetic improvements in a community, not social improvements. The project has far exceeded the expectations of all, and the greatest compliment was made by the then Minister of Suburban Development, Minister Shaun Leane, who visited the breakfast and said, 'I can't believe this program has only been going for 6 months, it feels and looks like it has been going for 6 years!'. Thank you to Penny, Julie, Anne and the volunteer team for making this project such a success. More details can be read in the Breakfast Program Report later in the Annual Report.



The Knox Community Welfare Fund has struggled for yet another year. We welcomed Tina Psathas to the team in April 2021 bringing marketing and graphic design skills to the team. COVID had made the fundraising capacity of the fund extremely difficult, and although a lot of energy and time was put into the management of the fund, there were many barriers that hampered its success. Ultimately the Fund was put on hold and will be reviewed in September 2022. We would like to take this opportunity to thank Tina for all her efforts to make the Fund a success.



Service Delivery:

Delta, Omicron, Vaccinations, Lockdowns, social distancing all became the language of the year. With the first 6 months spent primarily in lockdown, the mental strain on the community and workforce were showing. Knox Infolink remained open 4 days p.w. throughout the year, supporting more and more people in the community with complex needs. Our statistics in 2021/22 of 17,955 contacts providing emergency relief, support and referrals, remained at the previous year's high level, reflecting the 38% increase in demand from 2019/20, cementing that this was a significant trend rather than a one off. To keep up this level of support for the community with a severely depleted volunteer team was nothing short of outstanding. The commitment to serve the community in need was reflective of the staff and volunteer's selfless commitment to put others needs first during these difficult

times. With such a small team and **high and relentless demand on service delivery**, the capacity to take leave was difficult and was reflected in the increasing TIL when staff covered extra hours to cover other staff that were on much needed leave or absent due to illness. Please refer to Anne and Lori's Emergency Relief Report later in the Annual Report for further details on statistics and service delivery. **Thank you to Anne and Lori for managing the daily service delivery without missing a beat – a reflection of exemplary team work and commitment.**

We continued to provide a non voucher focused service delivery as the sourcing of food through Foodbank, Secondbite, donations and other sources, gave us considerably greater buying power than purchasing a voucher, allowing us to stretch our limited budget considerably further to help more people and provide more substantial food relief. Knox Infolink moved away from Vouchers for food some 7-8 years ago when the DSS funding was cut by 50% and the decision was made to provide food to feed the community, ensuring that the limited resources were actually spent on food.

With this model came the challenge of storage space as we have certainly outgrown our current space as many will attest to. A report provided to council in 2019 regarding space requirements re-surfaced when council decided to employ an architect to draw up plans to reflect our current space needs in 2022. The 2019 report was adjusted to reflect the expansion of our service delivery and building plans have now been submitted to council. Unfortunately, a space solution is not on the horizon in the short term, but rather the medium term. Council clearly has a vision that includes Knox Infolink and improved community facilities which we are grateful for. The plans include shower and laundry facilities along with a substantial sized multipurpose room, big enough to include community activities such as the Breakfast Program. In the interim, we have negotiated a **shower program with Knox Leisureworks** that is accessible 5 days a week as well as an agreement with the local laundromat, **Ozone in Boronia**, to provide laundry facilities for our clients after the Orange Sky service stopped visiting weekly due to the COVID lockdowns.



To ensure our ongoing and accessible service delivery and remain compliant with the ever changing government COVID guidelines there was a shift when things started to open up to ensure all staff were fully vaccinated, records were kept along with improving ventilation in buildings. This mandated vaccination policy saw some further reductions in our volunteer team but also uncovered the inadequacy of our old building as none of the windows could be opened, this needed to be rectified along with the purchase of air purifiers and further adjustments made to COVID safe plans, Risk Management Plans and more.

Staffing remained stable throughout the year welcoming only one new staff member to the team being **Penny Robinson** as the Coordinator of the Breakfast Program. Unfortunately we had to say good bye to **Tina Psathas and Nikki Maddern** and we thank them both for their valuable contributions to the success of Knox Infolink and wish them well in their future endeavours.

Grants:

The year has been a constant challenge to find grants to fill the shortfalls in core funding or seek funding to continue well established and successful programs. With static core funding that is not keeping up with the basic CPI increases it has become increasingly difficult to maintain the existing service levels and so core service delivery will need to be reviewed unless core funding can be increased. The **Stronger Communities grant** for \$12,000 enabled us to upgrade our server to allow staff to work remotely during COVID but with that came the unexpected additional cost of maintenance of the new server. The **Council CDF grant** of \$20,000 ensured the continued employment of the ER Assistant, providing the much need support to the ER Coordinator and provided the capacity to build up the reduced volunteer team. The **CBA Grant** of \$10,000 secured the ongoing funding of the highly successful Connecting Kids program to the end of 2022 and a creative video secured 20 enviro sleeping bags to support the homeless from **Backpacks for Beds**. The \$5,000 **Street Smart** grant ensured our ongoing provision of homeless specific material aid items for those sleeping rough. The \$10,000 **Council Pandemic Food Relief grant** is helping meet the shortfall in core funding for food relief. But the most successful grant was securing the \$148,000 through the **Boronia Revitalisation Board** to run a 5 day p.w. Breakfast Program that has exceeded all expectations.

Partnerships:

The **Boronia Rotary** deserves special mention and **thank you** as their support of Knox Infolink has extended to meal vouchers for clients during COVID, providing volunteers for the Christmas Program and the Breakfast Program and more recently a new meal voucher program for the homeless to access a meal at the weekends and on public holidays. The partnerships that have developed or been extended because of the Boronia Revitalisation Board have been very valuable, expanding our relationships with **EACH, Uniting Homeless Services, Boronia Medical Clinic, Boronia Library, Boronia Police and the Nunawading Transit Police, Employease, Mountain District Learning Centre** and many more. The **Basin Community House** continues to be a strong supporter of Knox Infolink, being a valued member on our Committee of Management and on the Reference Group of the Knox Community Welfare Fund, supporter of the Breakfast Program and more. A **huge thank you** to all our supporters we could not do it without you.

Advocacy:

It is important that we provide a voice for those who do not have a voice, being our clients who are the most vulnerable, marginalized and disadvantaged in our community. To raise awareness with government of the issues they face on a daily basis, we have strongly supported the **'Raise the Rate Campaign', 'School Costs'** and the **'Everybody's Home'** campaigns and the CISVic campaign, **'Á Home for Everyone'**.

We continue to actively participate in numerous Council surveys, workshops, advisory groups providing feedback on critical issues in relation to homelessness, COVID impacts, crime and

safety issues and more. Our continued leadership of the Knox Emergency Relief Network ensures we are abreast of changing trends and the needs of the community.

The State Government Ask - A Paid Coordinator for each Agency

But more recently our focus has been on providing a much needed voice for our own sector as the demands on the 50+ CISVic agencies that service Victoria have been experiencing a considerable increase in demand while the complexity of client needs have also increased dramatically. These increasing demands are far exceeding the funding we receive to provide these services. With no State Government funding we need them to step up and start financially supporting the work we do in Victoria. We have worked tirelessly throughout COVID when many services closed – it is our turn to seek help. We need State Government funding and increased council and federal funding to ensure our continued operation can meet the increasing needs. We have been advocating to local Members of Parliament, local Councillors and using social media to raise these issues. We are far more than a bag of food service, we provide a hand up, not a hand out. After addressing the immediate need for food, we unpack the underlying issues of what brought them to our service for food relief. This is done with highly trained staff and volunteers, supported by wrap around casework support so we can help move our clients out of crisis, providing them some dignity and hope for the future. Our challenge is to get State Government and other funders to recognize the value we add to the community before we too are in crisis and become a statistic of the rising cost of living.

Speak Up and Save Your Local Service – Knox Infolink

Thank You:

There are too many people to thank individually as the success of Knox Infolink is due to a very strong team. But I must make special mention of [Anne Bowkett](#), Emergency Relief Coordinator and [Barry Battiscombe](#), President of the Committee of Management, for the most outstanding commitment, support and belief in the organisation over the past 2.5 extremely difficult years through COVID. Sincere thanks to you both. Looking back I am not sure how we stayed open and managed to expand our support and services as the community needs changed and increased. The extraordinarily strong and resilient staff team of [Lori, Penny, Julie, Carol, Nikki, Julie H and Tina](#) just made it happen – thank you!. Thank you to the amazing and dedicated [volunteer team](#), we could not do it without you. To the [Committee of Management](#) thank you for your guidance and belief in the team. To our funders, [The Department of Social Services and the City of Knox](#) – thank you. [Deb Robert](#), our Council liaison, thank you for your strong advocacy to Council on our behalf and finally, thank you to [CISVic](#), our Peak Body, who quietly behind the scenes supports us in so many ways.

Let's look forward to 2022/2023 being a year of recognition, consolidation, increased capacity and a new vision of a brighter future for both the community and Knox Infolink.

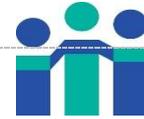
Denise Budge – Centre Manager

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



Australian Government
Department of Social Services

Department of Jobs, Precincts & Regions



Jobs,
Precincts
and Regions

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
Good Shepherd Microfinance	Food Factory Sales - Bayswater
State Schools Relief	Pharmasave - Boronia
Victorian Council of Social Services (VCOSS)	Give Now



Community Contributions

Orange Sky	Melbourne	Ringwood Court Fund	Ringwood
Knit One Give One (Kogo)	Caulfield	Our Saviors Lutheran Church	Knoxfield
Pets of the Homeless	Cheltenham	Wandin Valley Farms	Wandin
Storage King	Knoxfield	Country Women's Association	Boronia
St Paul's Anglican Church	Boronia	The Basin Community House	The Basin
Nunawading East Transit Police		Stitches n Bitches	Rowville
Rotary Club	Boronia	Ruag	Bayswater
Rotary Club	Knox	Church of Christ	Boronia
Knox Opportunity Shop	Bayswater	Wantirna Lions	Wantirna
St Stephen's Anglican Church	Bayswater	Boronia Residential Aged Care	Boronia
Boronia Rd Uniting Church	Boronia	Wantirna Community Pharmacy	Wantirna
Baker's Delight	Wantirna	Swinburne University Students	
Pinchapoo	Bayswater Nth	Share the Dignity	Brunswick
Coonara Community House	Ferntree Gully	M & M Dance Supplies	Templestowe
Boronia Ladies Probus	Wantirna	Bayswater Cake Kitchen	
Glory Church	Wantirna Sth	Bronto's Café	Boronia
Templeton Primary School	Wantirna	Ozone Laundry	Boronia
MTO Shahmaghsoudi – School of Islamic Sufism		Numerous individuals and small businesses – too many to mention	
Knox Leisureworks	Boronia	Move Dance Studio	Kilsyth

Volunteers

Knox Infolink would like to thank the following volunteers for their generous contribution throughout the year to Knox Infolink. We have a small team who work tirelessly.



Volunteer Community Information Workers & Administrative Assistants

Carol Faram	Flo Sinclair	Ian Sinclair
Karen Bevan	Shri Chitale	Michele Lynch
Mike Lehmann	Pat Mawson	Pam Peterson
Genielle Phillips	Julie Grimshaw	Lynette Bambery
Glenn Crombie	Fran Beattie	Octavia Nicorescu
Brian Elliott	Carmel Riggall	Leanne Conway

Volunteers who have retired during 2021-2022

Michele Lynch	Mary Connell	Marianne Foenander
Jack McNamara	Lynette Bambery	

Community Information

Carmel Riggall	Glenn Crombie
----------------	---------------



Bread Collection

Mike Lehmann	Marie Lockwood	Peter Lockwood
Michael Price	Denise Price	



Fruit & Vegetable Collection

Barry Battiscombe	Karen Bevan
Pam King	Peter Dalwood



Foodbank Collection

Denise Price	Michael Price	Carol Faram
Jack McNamara	Doug Faram	
Barry Battiscombe		

Volunteer Drivers

Mike Lehmann	Barry Battiscombe
--------------	-------------------



Tax Help Volunteer

Karen Nelsen



Move Dance Studios - Kilsyth – Fundraising Event ‘Dancing With Our Stars’ raised an outstanding \$2,659 towards our Connecting Kids Program that provides children with the opportunity to participate in a sport or leisure activity of their choice that they would not normally have access to due to financial barriers. These children may never get this sort of opportunity to participate, if not for the generosity of clubs and groups who are willing to work with us and offer free or highly subsidised places for these children. The money raised by Move Dance Studios will go towards paying the gap in fees or providing the equipment or uniform to ensure the child can fully participate in the activity without feeling different.

Thank you to our talented Anne Bowkett who nominated the Connecting Kids Project to be the recipient of their fundraising activity, but also for being part of the fabulous entertainment. A night thoroughly enjoyed by all.

Thank you Move Studios for your generosity and support



This year we have welcomed a new team of volunteers who have enthusiastically supported the new Boronia Community Breakfast – welcome to the Knox Infolink team.

Boronia Community Breakfast Volunteers

Heather Anderson	Karen Doppel	Chris Karajas
Helen Bakker	Aileen Draper	Pam King
Ken Barret	Morris Dumaresq	Peter Malden
Jo-Anne Bianchi	Shelley Dunlop	Lily Mason
Paul Cassidy	Leilani Gibson	John McMillan
Barbara Clarke	Ann Goddard	Jane Misfud
Peter Ivan Cornelisz	Brian Hall	Debbie Pike
John Crombie	Pat Hall	Belinda Pitcher
Peter Dalwood	Susan Hanger	Jodi Sinclair
Karen Daniel	Annette Haworth	Jan Skinner
Salome Decosta	Patrick Herten	Jill Stephenson
Amelia Doppel		

Volunteers we have farewelled in 2021

Coral Carew	Russel Nainie	Nidhi Wadhwa
Charles Carew	Liz Senior	



thank you!

Emergency Relief Program

The impact of COVID on our local community has continued but we are all learning to live again and start moving forward. The affects of the lockdowns and isolation may well be felt for many years to come. We are slowly starting to enter a more normal way of life again.

This year, we as an agency, have felt the direct effects of COVID with staff and volunteers being struck down with the virus. It has certainly been a challenge to maintain staffing levels and we have all had to pitch in and work together to keep the agency open. Thank you to all the staff and volunteers for your hard work and dedication. Since 2020, when COVID first hit we have been able to stay open everyday except 1 day. It is an extraordinary achievement under difficult conditions.

Mandatory Vaccinations for the sector were introduced and a Vaccination Policy developed. Staff and volunteers were asked to provide copies of their Certificate. This along with worker permits for staff and volunteers added extra administration time in an already hectic workspace.



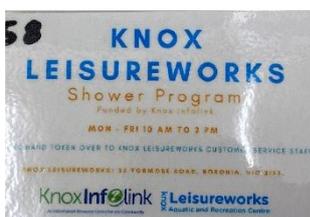
Mobile Vaccination Clinic in partnership

We have continued to adhere to COVID cleaning protocols to ensure the health and safety of all our staff and clients.

We continue with a flexible service delivery using a combination of face-to-face and phone interviews to ensure that we can meet the needs of our clients. We are offering limited home delivery when necessary.

Unstable housing has been a big issue for many of our clients. Our strong partnership with the Uniting HOPE housing team has continued, allowing us to access information, support, and referrals for clients. We continue to see consistent numbers of homeless clients who are sleeping rough and for those on Job Seeker and DSP there are not a lot of options. We saw an increase in homeless clients attend once the HEART program ended in October. We continue to support these clients as best we can with tailored food parcels, material aid and support. The introduction of the breakfast program has been a significant help, providing a warm place for a hot meal and a chat.

At times we have turned an interview room into a bedroom with blankets and pillows, a warm safe place for the vulnerable to get a few hours of much needed sleep. We had also turned our toilet into a bathroom with a large tub of hot soapy water, towels, and clean clothes so that dignity could be restored. It is not something we can do everyday but when the need arises, we try to assist. We have now been able to reinstate a trial shower program with the Knox Leisureworks in Boronia. Clients needing showers can take a token down to Knox Leisureworks and use the shower facilities there.



The Orange Sky program was suspended in July, and we then partnered with Ozone Laundry in Boronia to provide access to washing and drying facilities for our clients who have no other options for cleaning clothes and bedding.

We continue to see clients with complex situations who need extra support, information, and referral. Some clients we have been working with for lengthy periods of time to address some of the many barriers. We are grateful to be able to refer to our Casework Julie for extra support for those who need assistance to navigate the system.

Mental health and aggression issues appear more than ever, and careful management and planning occurs to ensure the safety of all clients, staff, and volunteers. 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.

Lori and I have spent a large amount of time reviewing and updating our Emergency Relief Policies and Procedures and our ER Guidelines to reflect our current situation. We now have up to date accurate information in case of staff absences and illness so others can step in confident there is an Operational Manual for guidance.



The partnership with State School Relief and CISVic: - BABE – Better Access Better Education has continued to assist families needing school uniforms to gain easy access to the uniform items needed. As an agency, we were 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 much needed support for families with increasing school costs. Volunteers and staff are doing a wonderful job referring 67 families during the year. For those that cannot afford the Gap Fee on retail vouchers we have been able to use our ER budget to cover these expenses.

The changing demographics of volunteering has had a significant impact on our ability to recruit and maintain our volunteer team. Recent surveys show that volunteers are looking for short term flexible volunteer positions and people wanting to volunteer are younger and looking for work opportunities. In the past a lot of volunteers were of retirement age or working part time. We are reviewing our recruitment process and volunteer needs to try and overcome some of the barriers. Unfortunately, we need highly trained volunteers to fill our Community Support Workers (CSW) roles as they are working with the most vulnerable of clients and these roles are the most difficult to fill. The training for the CSW roles takes time and mentoring which means we need it to be more than a short-term commitment. We are always looking at solutions and creative ways to recruit and train new volunteers and to provide ongoing training to our current volunteers.

With the end of the extra COVID funds we have had to rethink and adapt our budgets accordingly. We are always looking for ways of saving money and making what we have stretch further. We are incredibly grateful to the many organisations, individuals and Churches who donate food and other items throughout the year. We could not make it through without these generous donations.



Thank you to Glory Church, Boronia Medical Clinic, St Stephen's Church, the CBA Bank Boronia and so many more donors and supporters of Knox Infolink

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.

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 55 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 16 clients with Telstra vouchers to the value of \$2650.00. Public telephones are now free decreasing the need to distribute phone cards. We gave out 2 phone cards this year. The Telstra Voucher no longer exist and there are new ways for clients to get assistance with their phone bill, we are still navigating our way around this new approach. The assistance provided by Telstra is particularly important especially now when staying connected via phone and internet is 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 635 households. Thank you to Sergio, Koula and your team who are always ready to assist.

Myki Day Passes: The number of Myki cards distributed more than doubled to 109 day passes. People's confidence in public transport travel has increased again after the effects of COVID on train and bus travel.

The Rotary Club of Boronia: We thank Rotary for their continued support of Knox Infolink and our clients through donations and support.



Knox Opportunity Shop: We continued in partnership with the Knox Op Shop who this year have provided 41 vouchers to clients for clothing, bedding and other items. 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 beanies and gloves have been a great hit this winter, clients have really appreciated them.

The Mail Holding Service: has become more important than ever with more people becoming homeless or in transitional housing. Using the Mail Holding Service clients with no fixed address can have a safe secure place for their mail to be delivered to and then collected. Clients can then meet important Centrelink commitments and other appointments.

Shower Program: The partnership with Knox Council and the Rowville Community Centre to provide showers to those who don't have access to them has continued in 2021-2022 with 136 people having showers throughout the year. Towels and toiletries are supplied by Knox Infolink. 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.

Local Churches and Community Groups: With the ever-increasing demands on our service and reduced funding we rely increasingly 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 appreciated.

Second Bite Food Rescue Program: Continues to be a reliable source of nutrition as we receive more than 120KG of fruit and vegetables every week. Our drivers happily pick up from The Temple Society in Bayswater once a week. We continue to pre-pack our fruit & vegetable, and this allows for an even distribution of the food items. We have seen a drop in the amount of fruit & vegetables available for redistribution over the past year but appreciate all the food that is received throughout the year.

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. Without the support of Foodbank Victoria, we could not provide Food relief to as many households.

Transport: Sincere thanks to our Drivers – Peter, Doug, Carol, Russel, Michael, Denise 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 significant difference. Bread was distributed to 1300 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: Have continued to provide toiletry bags specifically for blokes. Thank you for your support.

Eastern Emergency Relief Network: Is another great referral source for clients to access furniture and white goods. This year with the ongoing changes that have been implemented due to COVID, clients have had limited access to the warehouse but have been able to collect goods from the door. This year only 13 referrals for household goods have been successfully completed. Referrals have gone online now with an appointment time being required for clients; this can be more difficult for some clients.

Tax Help Program: With the continuing COVID restrictions, Tax Help 2020-2021 stayed virtual. Karen conducts virtual phone or web-based appointments with clients. Thank you Karen, for your flexible service delivery.

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 &

Lori Dudley – Emergency Relief Assistant

Ali's Story:

70 year old Ali has been living in Australia for the past 8 years on a Bridging Visa while waiting for a Permanent Protection Visa. Ali has a Medicare card and the right to work, but cannot receive any Centrelink payments and lives with PTSD and works part time as a cleaner.

Because of language barriers, Ali visits the Centre multiple times a week for support with day to day living issues including translating, letters, emails, liaising with other support services, a Workcover claim, renewal of Medicare card, advocating with the landlord and utility companies, assisting with the reinstatement of a driver's licence due to unpaid fines, helping gather evidence for immigration lawyers and the Department of Home Affairs, Centrelink support as well as providing emotional support, food parcels and a safe and welcoming place to come.

After more than 12 months of support, we can report that all the time, effort and care has resulted in some very positive outcomes including securing a Permanent Protection Visa, a valid Medicare card, a Utility Relief Grant and assistance with the Census document – Ali cannot wipe the smile of her face and looks 10 years younger.

It has taken many many hours of working together to achieve these outcomes with Ali, we have tried interpreters over the phone, but now communicate using Google translate. The client can change from their first language to English, and we write back and forth to understand each other. It can be frustrating and time consuming for both parties but to see the smile on her face is priceless.

Statistical Data Reports 2022

Knox Infolink has provided a great deal of information and referrals over the last 30 years. 2021-2022 has been no exception. During the past 12 months we have made referrals to over 107 different agencies, resulting in 2500 plus referrals being made.

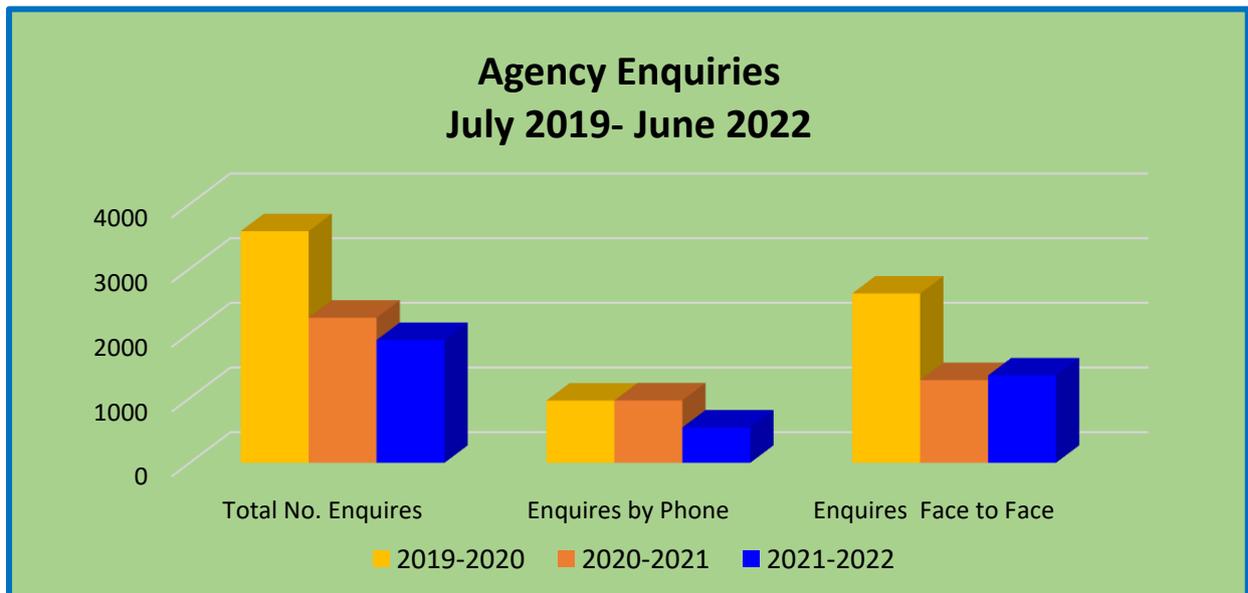
The most common external referrals were to: **Uniting** – for housing assistance, **EACH** – for a range of health and wellbeing related issues, including Dental, Mental Health, Financial Counselling, **Relationships Australia** – for counselling and support, **Eastern Community Legal Centre** – for assistance with legal issues, **Power Saving Bonus** – for information, advice, and assistance to access the \$250 power saving bonus. **Utility Relief Grant** information and assistance to apply for the \$650 Utility Relief Grants available for water, gas, and electricity.

Internal referrals included our **Community Care program**, **Connecting Kids program** and the **Boronia Community Breakfast program**.

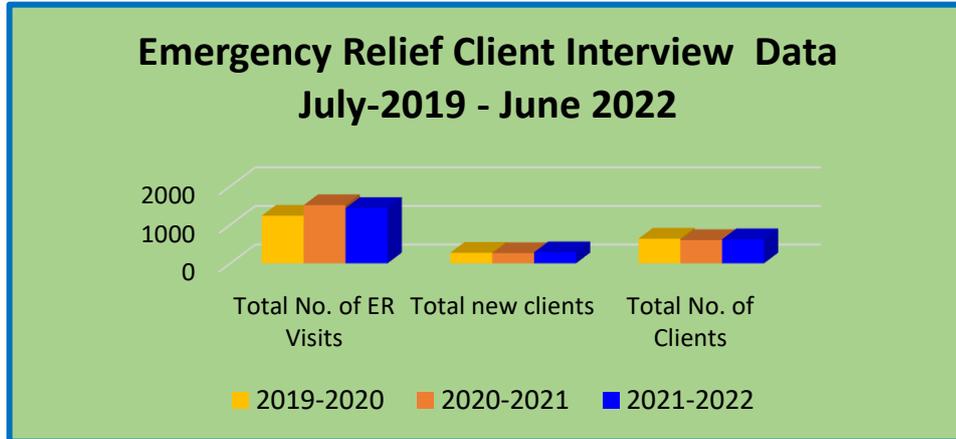
We collect a large amount of data to meet our funding requirements and to assist us in planning, reporting and grant applications. Thank you to all the staff and volunteers who help us collect and record this data.

Data can tell a story of what has been happening at the agency, but it only gives one side of the picture. The care and compassion given to each client can not be calculated in a table or shown in a graph. Below is a snapshot of what 2021-2022 looked like.

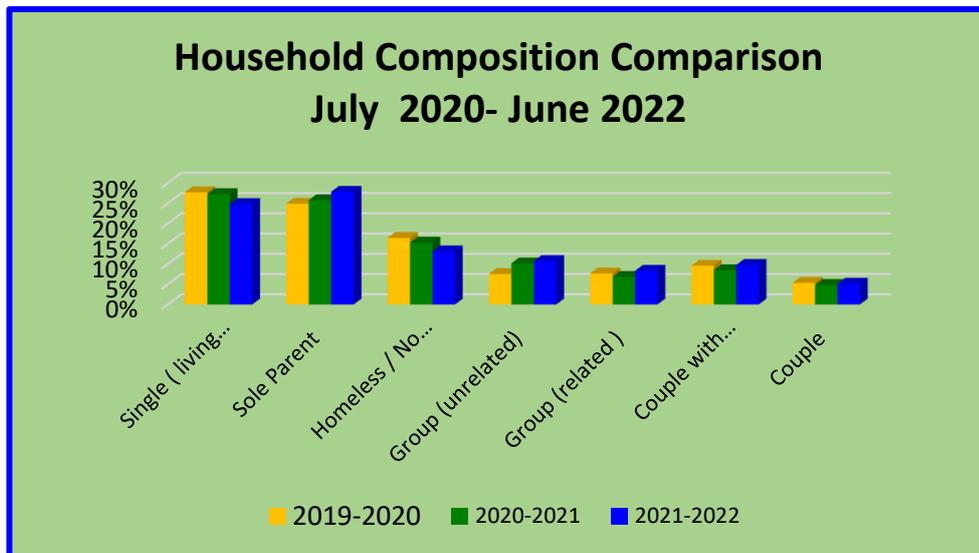
Enquiries whether via phone or face to face are usually taken care of reasonably quickly, under 15 minutes. We believe the enquiry figure to be much higher than shown in the graph, however due to staffing issues throughout 2021-2022 as a result to COVID a lot of enquires did not get recorded.



For those clients that have attended for an ER interview, the interview time can be anywhere up to an hour depending on the complexity of the client’s situation. During COVID we tried to limit interview times to 15 minutes to decrease the risk of transmission. This has been relaxed during 2022. We have had a small decrease in the number of interviews however more work/ assistance is being provided for each interview. New clients consistently represent between 17-20% of our overall client number.

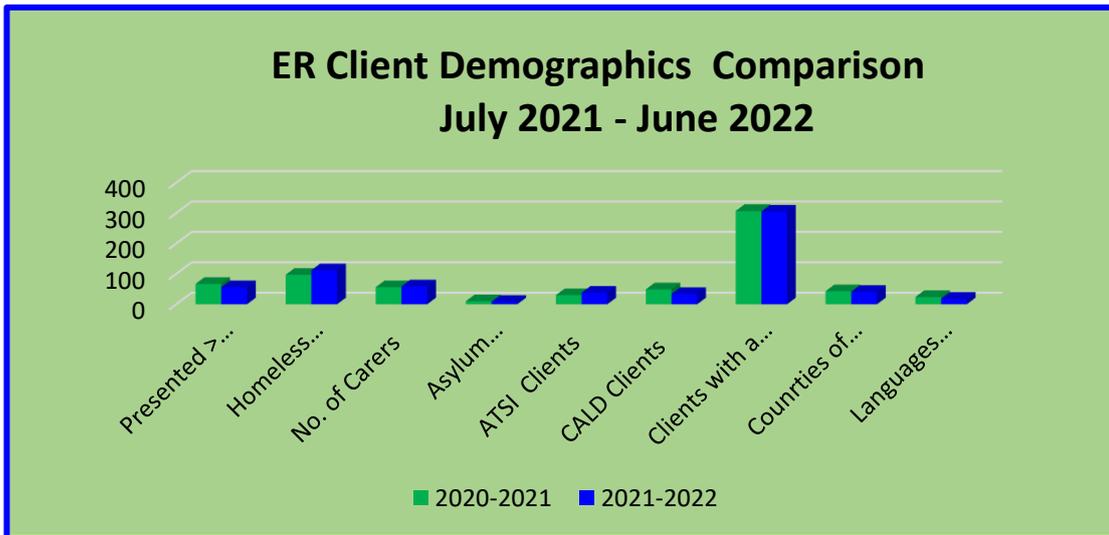


The household composition gives an overview of client’s living environment. Overall sole parents and single people have been our largest cohort this year, with a high number of homeless clients. Those who are in “group of unrelated” people are in most cases, rooming houses.

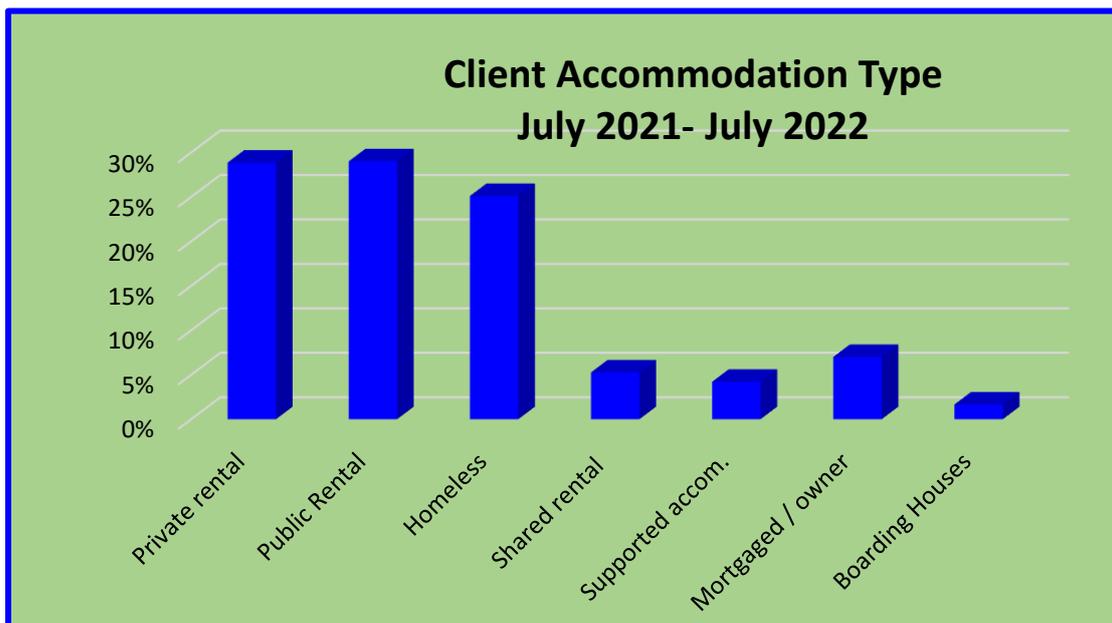


If you compare the past 3 years during COVID there has been movement in the household composition, some of this is related to the extra COVID payments for some Centrelink recipients. If you group, the Homeless cohort with the group of unrelated, it equates to approximately 25% of our clientele. Possible family break downs may contribute to the increase in sole parent families presenting.

The ER Demographics shows homeless clients and ATSI clients have increased while we continue to see a high number of clients who identify as having a disability, while nearly 50% of these clients state they have a psychiatric disability. Covid lockdowns and family breakdowns over the past few years have contributed to a decline in people’s mental health. We see clients from 69 different countries who speak 18 different languages. Language barriers can make it difficult for people to access services, and we need to get creative to make access easier. We are mindful of our client’s cultural situation and continue to provide training in the area.



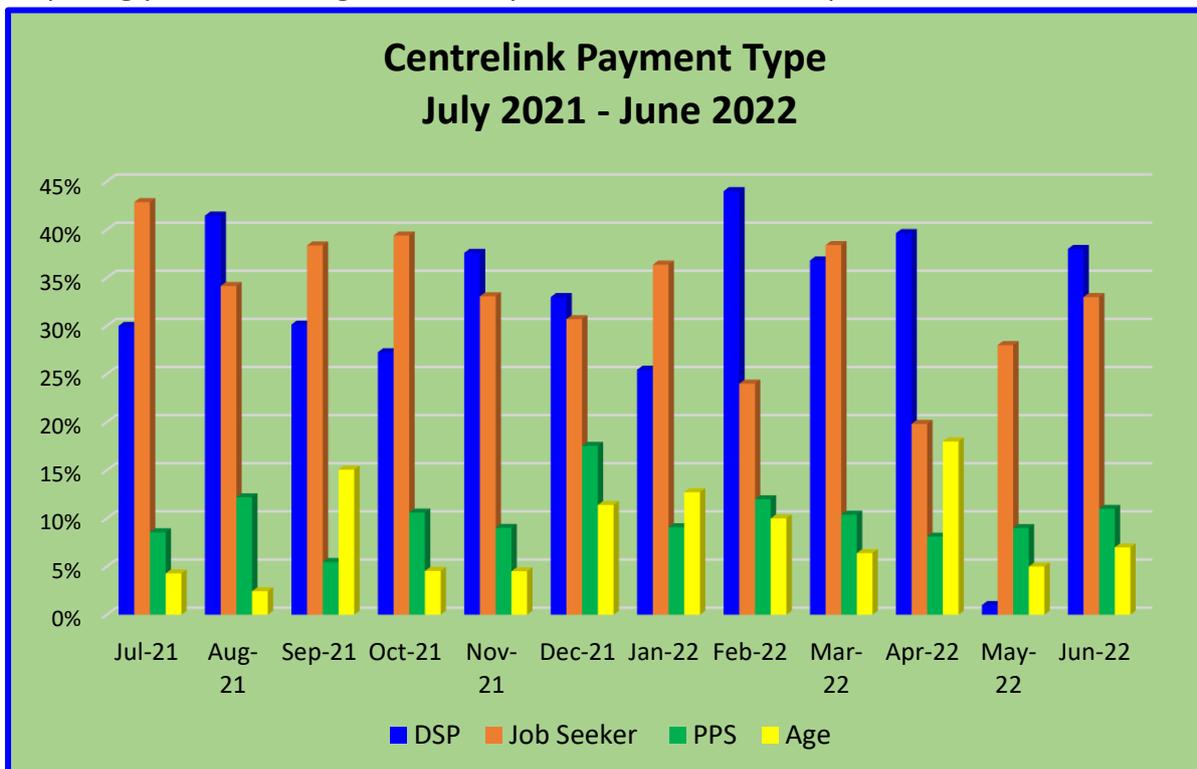
Client accommodation situations vary, but we have an almost even spread of public rental vs private rental for this year, with an increasing cohort of those that are homeless. While supported accommodation and boarding houses are listed separately, they are included in the Department of Social Services definition of homeless, as they are seen as unsustainable. We do our best to provide extra care and attention to our clients who are sleeping rough.



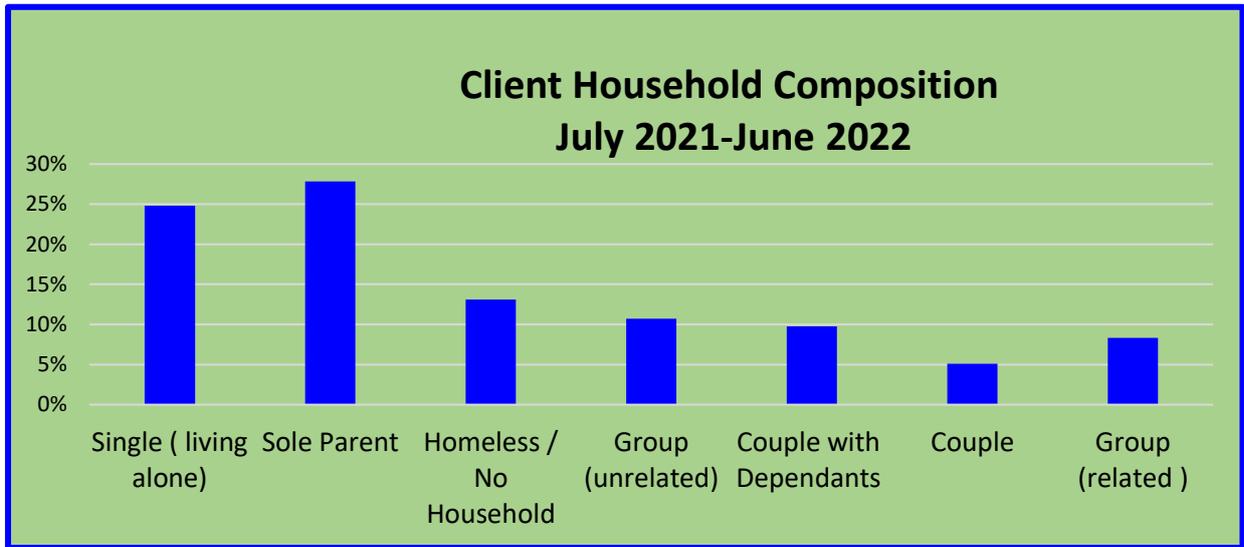
Movement can be seen in the accommodation situation of our clients presenting throughout the last three years. With a shift/decrease in private rental and a marked increase in clients living in public rental and homeless accommodation, this reflects the shift of burden and the impact of COVID. Now that lockdowns are over, and people are working again, those paying mortgages and private rentals are starting to manage more. Those in Public housing have been used to the extra COVID payments and are now learning to manage without them.



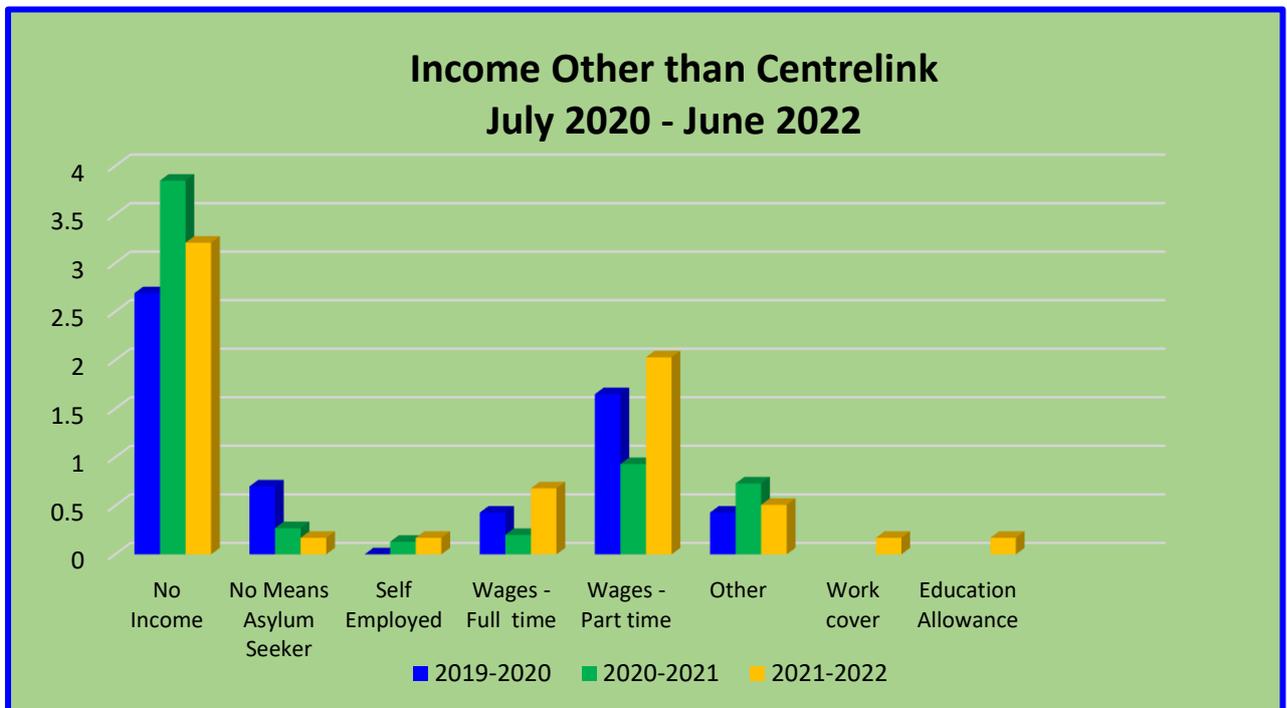
Most of our clients receive a Centrelink payment. Centrelink recipients on a Disability Payment have remained consistent throughout the year along with those on Job seeker. Surprisingly clients on Single Parent Payment are lower than expected.



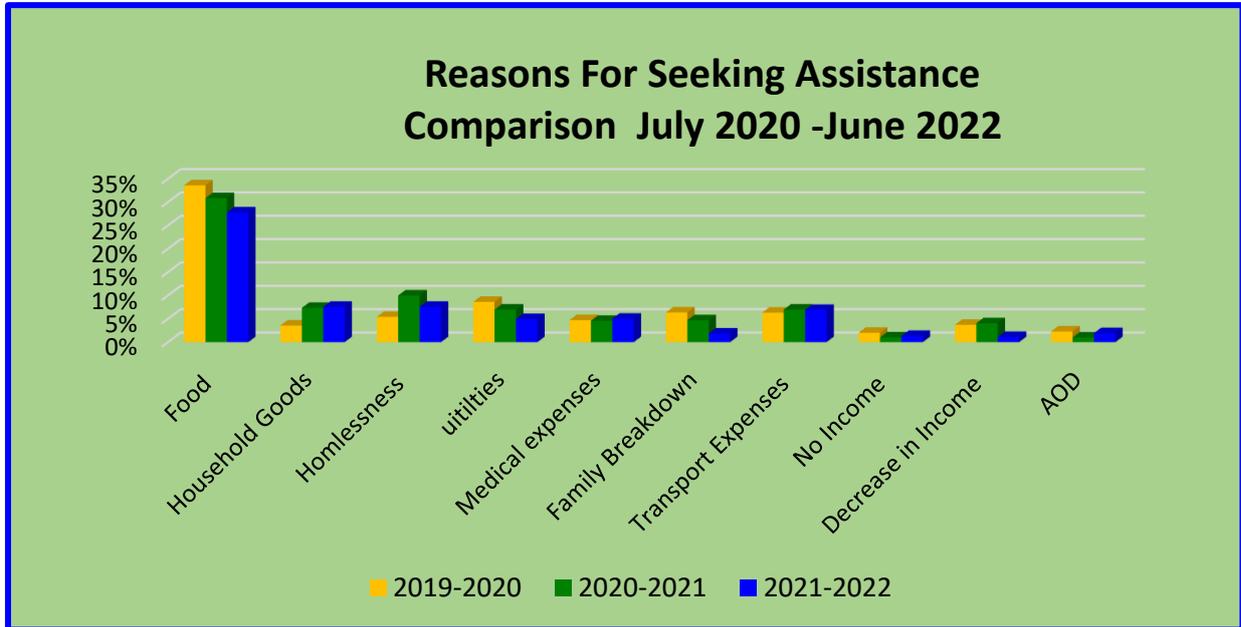
If you refer to our Household composition for 2021-2022 it would indicate that single parents are still presenting but may only be receiving Job seeker or Disability payments.



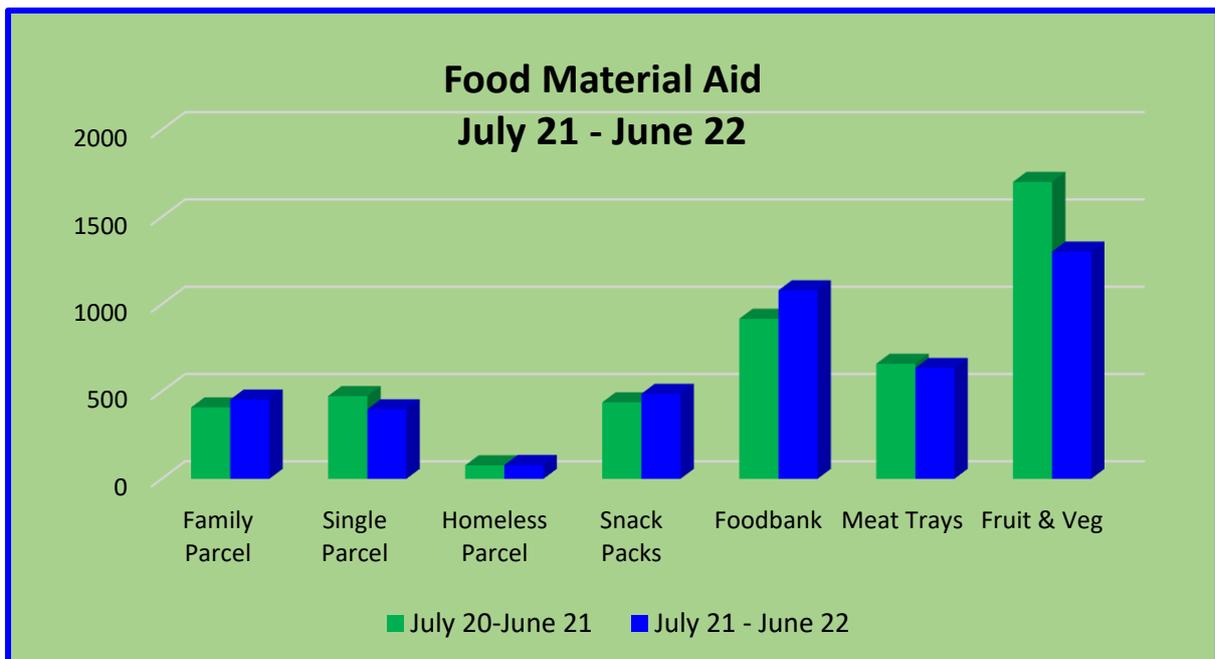
What is concerning is that we are seeing more clients who are working both full time and part time needing our assistance, a reflection of how tough it is for even those that are working. There is a small consolation that the number of people with no income is starting to reduce, but not yet back to the levels of pre-Covid.



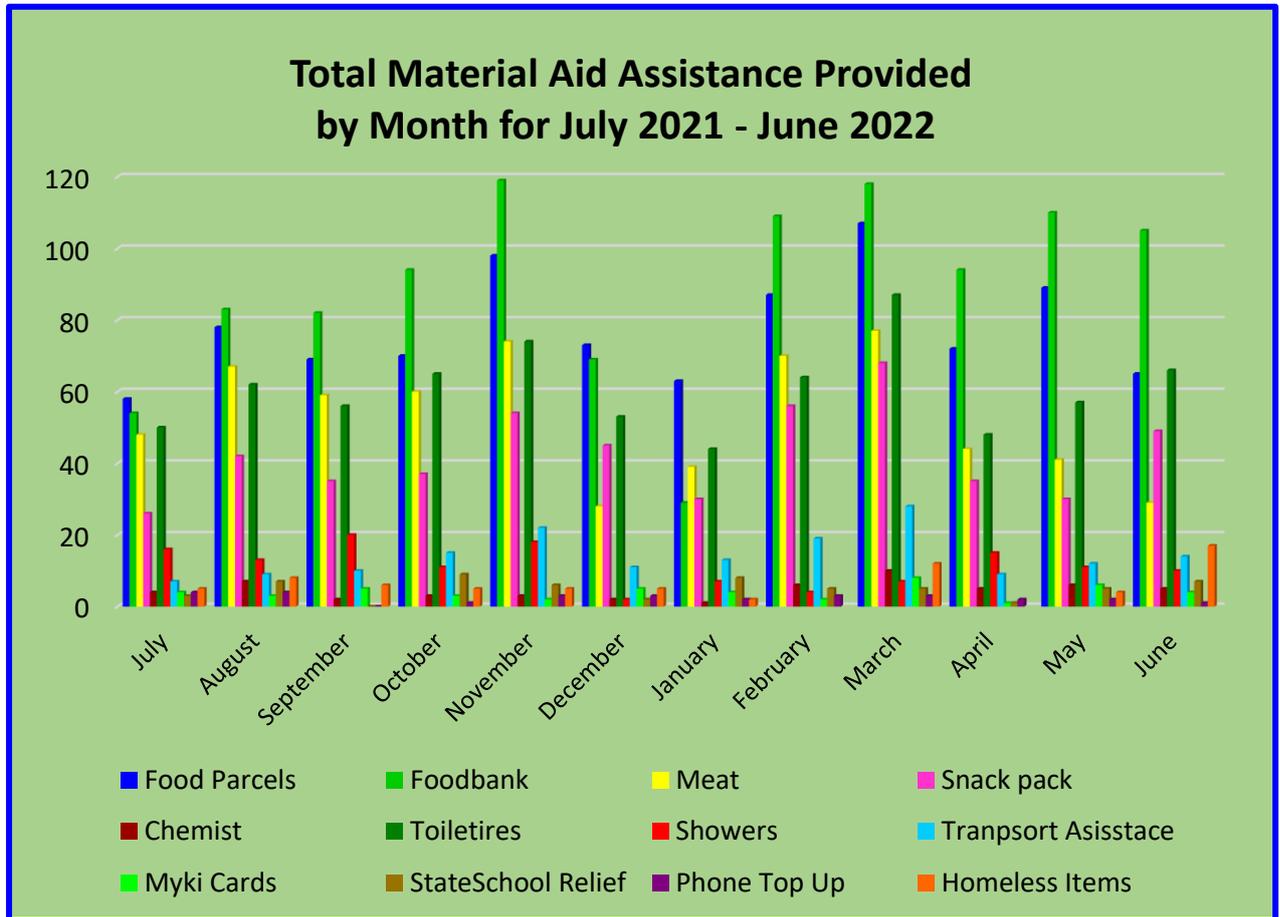
There are various reasons why clients need to access Emergency Relief services as you can see from the graph below, some more complex than others. Usually, clients have multiple reasons for seeking assistance, some needing longer term management. Transport expenses are becoming a big issue, we are limited by budgetary restraints in relation to this.



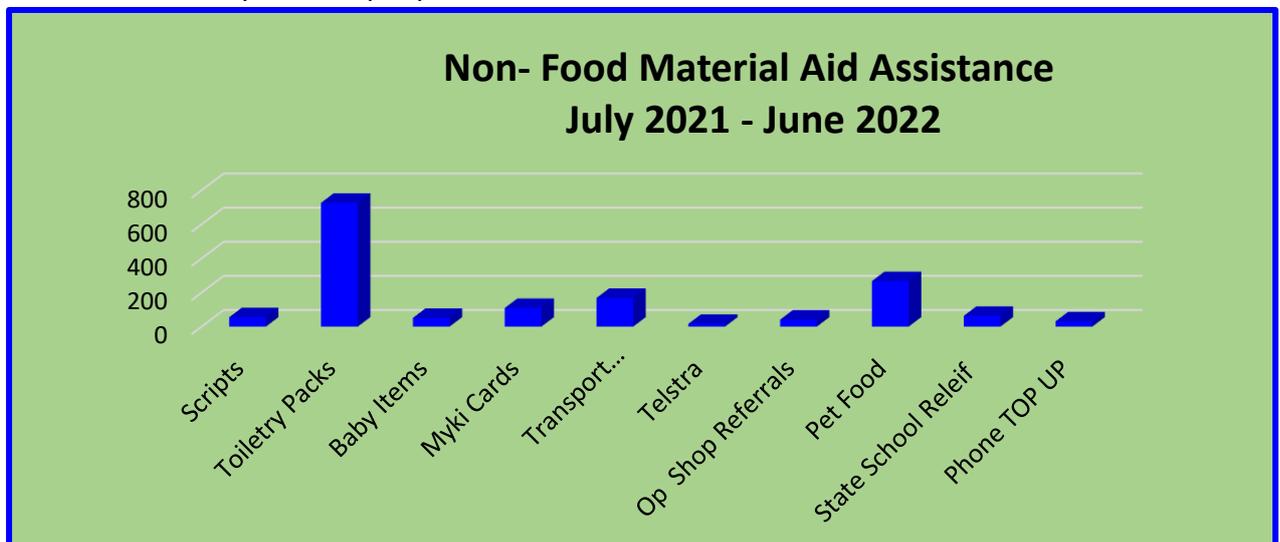
We are giving out a good supply of fruit & vegetables, however, there has been some supply issues in 2021-2022. Snack packs have remained a staple for many households, especially with people being at home during lockdowns or remote learning with children. We have needed to reduce the amount of meat and transport assistance offered to clients, as reflected in the Material Aid Assistance graph due budget limitations.



The below graph of total Material Aid Assistance shows what has happened month by month for the last year. As the extra COVID funding is depleted, we are relying more on foodbank items and donations for our parcels, from February 2022 you can see we are distributing more foodbank. Snack packs have been provided to fill the gap for those living in supported accommodation and families needing extra during remote learning.

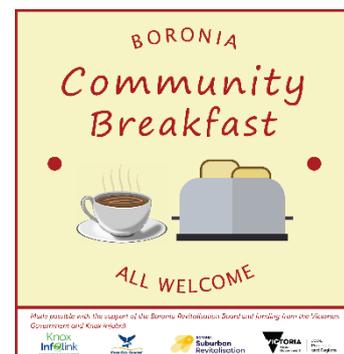


Toiletry packs are given to clients as needed and to those clients who are accessing the Shower Program, which is why the figure looks high. Pet food is an important item to have available as many times, people would rather see their animals eat than themselves.



The Boronia Community Breakfast Program

The Boronia Community Breakfast program first opened its doors on the 1st November 2021. The Program is the brainchild of our brilliant Centre Manager, Denise Budge, designed to ultimately provide a soft entry for the most marginalised in the Boronia and surrounding areas to access support, referral and information from Knox Infolink and other local community agencies.

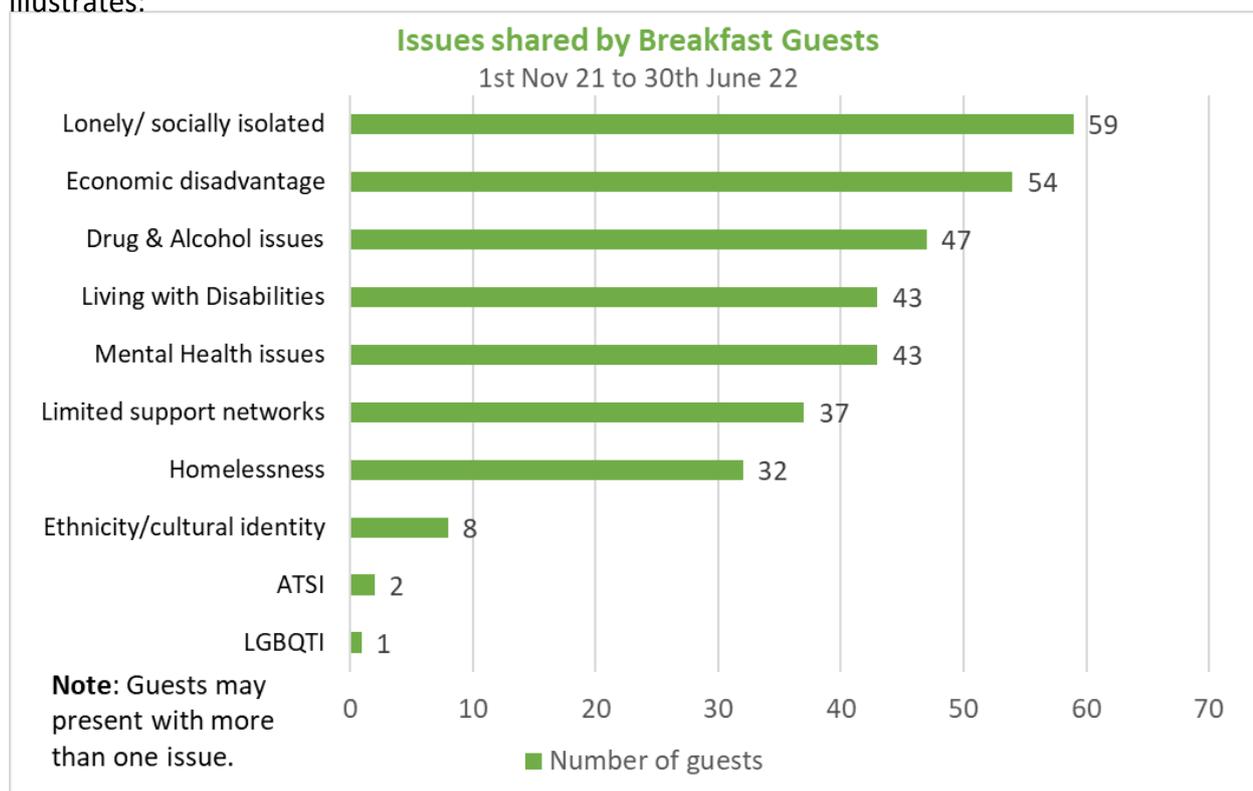


The Boronia Community Breakfast Program operates five days per week, four days out of the Boronia Progress Hall, and Wednesdays out of the Saint Paul’s Anglican Church building. A volunteer team of over 25 remarkable people, get up early and prepare a variety of breakfast foods, including a hot meal, for our guests.

Over 2021-22 significant progress was achieved towards the three core outcomes of the Boronia Community Breakfast program:

- 1. Provide a free breakfast, five days per week for those who are homeless, vulnerable, disempowered and/or socially isolated, living in and around Boronia.**

From the 1st November 2021 until 30th June 2022, the Breakfast program has reached 216 individuals, with some attending on a regular basis and others just occasionally or for a specific period. During this time, 156 free breakfast sessions were held, serving a total of 2960 guests (where guests – calculated the number of individuals at each session – so one individual may have attended 12 breakfast sessions in total). The individuals engaging with the free breakfast sessions predominantly present with, or eventually share issues of vulnerability and disadvantage, as the program data from this period illustrates:



2. Access to services and support networks

The program has been successful in fostering a welcoming, non-threatening and inclusive environment. Each individual is greeted by name, with staff and specific 'chatter' volunteers working hard to forge relationships and build trust with each breakfast guest.



Over the eight month period (1st November 2021 to 30th June 2022), 151 guests (or 70% of total guests) have shared one or more issues they required further support in addressing. Some of these guests arrived seeking specific, additional help, but majority only opened up about their issue(s) over time. For these 151 individuals, the breakfast program has provided an easy entry point to access relevant and timely crisis care.

The ability to connect informally over breakfast with Knox Infolink staff, particularly Julie Rees, as Case Manager, is critical to the success of the program. This enabled immediate and consistent support for people as they opened up about their situation, rather than being required to book with an unknown agency, for assistance in a week or month or more time. There have been 77 individuals linked into Knox Infolink for further support over the eight month reporting period. Support provided for breakfast guests through Knox Infolink has ranged from emergency relief, food parcels, clothing, toiletries, NILS, power saving bonus, to more intensive case management support with Julie Rees such as how to access NDIS or redress programs, detox/rehabilitation programs, housing and family violence referral/support, resolving Centrelink issues, accessing Identity papers, access to medical interventions, support workers and transport.

Additionally, the strong connections and attendance by other local support agencies in the breakfast program, such as EACH Mental Health Peer Support workers, Protective Service Officers, Boronia Police Officers, Uniting Housing Services, Boronia Library, Boronia Medical Clinic, Workways, and Mountain District Learning Centre, ensured guests were able to access relevant referrals to local support agencies, where they already knew a familiar face.



Putting the number of referrals and linkages aside, the absolute benefit and privilege of the Boronia Breakfast Program is the ability to walk alongside vulnerable, disadvantaged and struggling individuals, five days a week, each week. We don't just refer someone sleeping rough to a housing agency and hope they end up ok. The breakfast program allows us, to check in with people, provide them with a warm place to be each weekday morning, ensure they start their day with a full tummy, provide some positivity or hope for a couple of hours, as they navigate the long wait to find secure housing or resolve their immediate issue. It is a place

where lost or hidden people in our community are known by name and their journey and contribution valued.



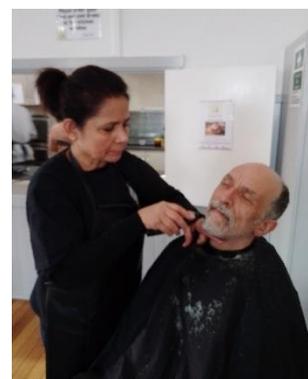
3. Connections to the community

The Breakfast Program fosters relationship building and community connectedness, to reduce the risk of poor mental health and other impacts of loneliness or social isolation for guests. Social engagement activities are run, based on the guest's interests and expressed desires including:

- Free haircuts offered twice per month, which are booked out weeks ahead.
- Weekly themed trivia, released every Monday, with small prizes for participating.
- A weekly Breakfast Bingo session is held on Tuesdays. The word Bingo boards are based on themes connected to the breakfast program or current events.
- Board Games – with an organised game run on Wednesdays (facilitated by Morris a Board game enthusiast volunteer) and other informal games happening throughout the week.
- Sing-a-long/live music sessions held most Thursdays – a chance to sing or listen to live music.
- A free phone charging station allows guests to charge their mobile phones while enjoying their breakfast meal.
- Free shower token program with Knox Leisureworks – for guests that have restricted access to showers
- Notice board – advertises local jobs or local events of interest.
- Free to a good home tub – where items are provided by guests, volunteers and sometimes from Knox Infolink Emergency Relief excess stock – for others to take as needed.
- Free breakfast vouchers for local café (funded by Boronia Rotary) – for mornings when the Breakfast Program is not open (i.e. weekends or public holidays).



All these activities provided guests with improved opportunities for social connection and building of supportive friendships. It has been wonderful to watch new friendships blossom, and guests start to look out and support one another. Guests are also encouraged to contribute to the program, one guest calls the weekly Bingo session, others lead the weekly sing-a-long session and others take responsibility for setting &/or packing up. This sense of belonging and personal contribution to the breakfast guest community, provides profound wellness and mental health prevention outcomes.



Penny Robinson – Breakfast Project Coordinator

The Community Care Program

The Community Care Program has evolved this year with the opening of the successful Breakfast Program.

As the Caseworker my role is to be present for the breakfast program to provide friendly engagement that can lead to formal case management, information, and referral or simply someone to speak with while chatting over coffee.

My role requires me to enjoy the Breakfast Program for a minimum of 30 minutes per day except for Tuesday. This is a great opportunity to build relationships with the participants and when they are ready, they may reach out to receive support and hopefully case management by attending an appointment at the office of Knox Infolink. This provides a safe and confidential setting that is essential for people disclosing sensitive information.

This year has produced challenging situations due to the decline in client's mental health as they are unable to secure safe, affordable, and appropriate housing therefore they have no option then to sleep rough within the community.

This presents very complex issues for them as they are unsafe to the weather, criminal behaviour and their quality of life is exhausted.

Many times, their belongings are stolen which includes the only thing they may treasure such as birth certificates, photos of family, family heirlooms and other personal items.

This is devastating for clients as they have very little in the world and losing their identity such as their birth certificate, they cannot apply for photo identification which then affects their ability to open a bank account, apply for housing, obtain drivers licence and the list goes on.

This issue was becoming a vast issue for The Community Care Program as the clients I was seeing through the breakfast program seem to have this in common.

I was able to build a relationship with Birth Deaths and Marriages – Homeless Justice Department to apply for clients on my behalf with no or very little identification to then apply for their birth certificate.

I also request a waiver fee \$65.00. This has been successful on many occasions.

I recently applied to NSW Birth, Death, and Marriages for a client born in NSW. They informed me they have not received this type of request before however they have accepted the application and are in the process of completing it.



I am happy to report through the support from services such as:

Uniting PRAP, Women's Housing, Knox council over 55 housing Program and various other supports as obtaining a birth certificate then Proof of Age cards clients have successfully secured long term housing.

I feel so privileged in being a part of supporting clients to make positive changes in their life.

When they return to breakfast or Knox Infolink to thank us or just to check in and let us know they are doing OK, I feel there is no better feeling.

The Community Care Program has supported approximately **95** clients this year.

I truly believe a holistic approach is the reason clients have successes as 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.

One service that I depend on heavily for the clients who tend to slip through the gaps in terms of their mental health is **Primary Health Networks (PHN)** -This service is for people of all ages who are living or working in (or have connections to) the Eastern Melbourne PHN region. The service is available to those who experience severe mental illness and are not supported by the NDIS.

This government service has provided many clients with ongoing face to face old fashion support. The client will be allocated a case worker and together they will build up a professional relationship that will target areas the client would like to address along with their mental health. These areas could be employment, social interaction, relationship building, self-esteem, housing etc.

The Community Care Program and **The Breakfast Program** is a match made in Heaven – together they can combine a beautiful approach to offer support to those who may feel they do not deserve **KINDNESS**.

We are always client focused which allows the client to drive their support when they are ready.

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

Peter and Pam our compost warriors – taking the breakfast scraps off to the Knox Community Garden – nothing gets wasted

Julie Rees – Caseworker



Julie spreading the Knox Infolink word at the VACCA (Victorian Aboriginal Child Care Agency) Expo in Ringwood.



Knox Community Christmas Support Report



540 hampers were distributed

Christmas can be a difficult time for families to pay bills as well as buying festive food and presents. This is especially true for people on a low income because of unemployment, reduced work hours, fragile mental or physical health, increasing housing costs, the rising cost of living and arriving to Australia as a refugee or an asylum seeker.

\$3810 gift vouchers were distributed

2021 was another challenging year with its ever changing environment living in a Covid safe world. Many people within the Knox area, received Christmas joy through the provision of festive food and quality gifts for children via the Knox Community Christmas Support (KCCS) "Sharing the Joy" project.

The KCCS Appeal has 7 community organisations that facilitated the appeal tirelessly with excellence and joy to ensure that Knox residents were supported for Christmas. This partnership allows many hampers to be distributed across the Knox municipality.

381 kids & 504 adults were assisted



In 2021 Julie Hanman (KCCS Partnership Development Coordinator) and Lori Dudley (KCCS Project Coordinator) continued to carry the reins of the project from Wayne Guest who stepped down from the project. We acknowledge his tireless work over the past several years for building this appeal to what it is today.

Cash donations \$15,469

Thank you to Brad Saine for his innovation and dedication in developing the data base to streamline and create efficient processes for this multi-pronged program.

\$5690 Meat Vouchers were distributed

Growing Local Support

The KCCS would not be possible without the valuable support from the Knox City Council through their support and participation on the Knox Community Welfare Fund – Knox Gives Governance Group. The Knox Gives Fund along with many other businesses and individuals donate allowing a whole community response supporting our Knox residents.

Another year of challenges and possibilities of low support due to the uncertainty of COVID lockdowns, but we were pleasantly surprised! Due to COVID no functions were able to be held for fundraising. Many of our regular donors dug deep with monetary donations and donations of food, toys, and vouchers. No one knows when they will be in that position, in need of assistance and extra support, even more so after these challenging years and the rising cost of living.

49 businesses were able to support the project this year which has had an amazing effect in our community, not only for our recipients but also for our supporters, sponsors and volunteers that are wanting to give back to the community that they live in. We are so grateful for the support businesses provide to the Christmas Project.

Special thanks to Cummins, Solar Turbines, Hydrosteer, Smart Temp, Emerson, Ray White Real Estate (Wantirna, Ferntree Gully and Bayswater), Barry Plant (Boronia and Rowville), Wantirna Community Bendigo Bank, Commonwealth Bank (Bayswater, Knox and Boronia), Storage King, Australian Butchers and Metro Cinemas.

“This is an amazing gesture. There are so many families that appreciate this and I know that this has helped us out more than you know”

Volunteers

After a crazy and challenging few years, we were thrilled how our community members rallied together to support those in need. We had many returning volunteers from previous years and this year, with the help from Sally from Volunteers for Knox we had many new faces to join the fun.

We had 70 community members put their hand up to join our volunteer team. Volunteer roles included appeal promotion, administration, client registrations, transport, packing, sorting hampers and providing efficient friendly service at the 4 collection points.

We were very fortunate this year to gain our corporate volunteer teams back. The extra hands from the staff at Mentholatum and Knox City Council were graciously received. The Rotary Club and the Lions Club were again able to join the Hub and with their experience made the packing and sorting process effortless. Thank you to all the 2021 Volunteers for your commitment and support. Your gift of time enables this very worthwhile community project.

“I feel extremely fortunate. It really makes a difference in my daily living and holidays”

The Hub and collection points

When the call was made for a new home base for the KCCS Hub, without hesitation Tabitha O’Brien the Principal at Upper Ferntree Gully Primary School generously offered their multi-purpose hall – a fantastic venue!

We appreciated their kindness and patience for allowing us to join their school community for 2 weeks. Mike Lehmann has co-ordinated the Hub for the past 5 years. This year he had to step away but we appreciate all his hard work and dedication to the appeal, all done with a trademark smile! The Hub is always a hive of activity during the end of November and the start of December. 70 Volunteers worked shifts over a 2 week period to make sure the required number of hampers and gifts were packed and sent to the collection points.

The 4 Client collection points were Boronia Progress Hall, Coonara Community House, Restore Church and Wantirna Seventh Day Adventist Church. The collection points are an integral part of the appeal process. They are the first face that our recipients see. Each agency provides a warm and friendly welcome to those recipients who pick up their food hamper and are able to choose gifts for their children. Thank you to Anne, Carol, Therese and Liz. All, very organised, strong, kind hearted leaders.

“You have given families in times of need the best Christmas and I am so very thankful”

Lori Dudley & Julie Hanman – KCCS Project & Partnership Coordinators



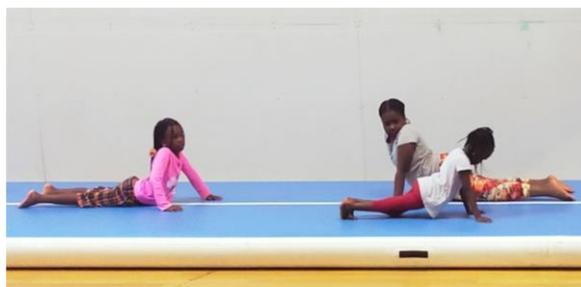


Connecting Kids to the Knox Community

I commenced in the support role of Connecting Kids in July 2021. Nikki Maddern, the amazing Project Coordinator guided and supported me in the role, ensuring I had a great induction! Not to mention the laughs!

At the time of writing this report sadly Nikki has resigned after four years in the role building and growing the program through amazingly difficult times. Thanks so much to Nikki for her work ethic, passion, and commitment to the program, through all the stops and starts – she maintained her enthusiasm which has made the program the success it is today.

We were still not out of the woods with regards to COVID and experienced another four and half months of lockdown at the start of September 2021 and re-opened the program in mid-January 2022.



WARMS UPS FOR DANCE – 3 HAPPY SISTERS ENJOYING DANCE CLASSES BECAUSE OF THE CONNECTING KIDS PROGRAM

Denise had secured funding for Connecting Kids through Eastern Access Community Health (EACH) – Local Drug Action Team (LDAT) from 31 March 2021 through to December 2021. This had to be extended to 31 March 2022 as a result of the lockdown. Even with all the lockdowns and re-starts, as of June 30th, 2022 there had been a total of 22 successful referrals to the program and combined with the 26 referrals prior to this financial year, and in between the lockdowns, the target for the LDAT funding was exceeded resulting in a total of 37 referrals secured as a result of the LDAT funding.

Denise then secured further funding through the Commonwealth Bank Boronia which enabled us to stay operational until the end of the financial year and beyond. The CBA funding has extended the program until December 2022 in the hope that further funding can be secured to continue this highly successful program.

“Thanks for your kindness. I am really happy because he is happy
Thank you so much for your help.”

To re-start the program in January 2022, we began updating MOUs and contacting clubs and organisations and letting people know we were operational again. We secured 12 partnerships: 8 signed MOU’s and 4 partnership agreements (not a formal MOU but agreements around prioritizing our referrals and offering discounted fees). Five of these were new connections, including Knox Gymnastics, Soccer 4 Life, Ferntree Gully Netball Club and the Basin Footy Club.

Clubs were amazingly generous given the number of lockdowns they had experienced. Many have offered trial sessions or offered heavily discounted opportunities or waived all fees. Peter at Knox Basketball when discussing fees stated, “we just want to get kids back into sport”.

All referrals were matched with their preferred activity. Referrals have been a mixture of families who were direct service users of Knox Infolink and re-referrals (children that have previously been supported/assisted into an activity and want to continue. Uniting Integrated Family Services Eastern Region has been a regular referrer to the Connecting Kids program this financial year.

Popular activities have been swimming, basketball, martial arts, football and trampolining.

Despite the interrupted year we had some good outcomes and received great feedback from families we supported when we were operational.

Layla’s Story: (quote from Dad & the coach)

Brian (Layla’s dad) - ‘I asked Layla what she thought about the benefits of martial arts. She instantly said confidence.

She said that a girl at school often glares or says nasty things to her. But lately she walks past, and it doesn’t upset or scare her anymore. She went on to say she feels stronger both physically and mentally. Layla was very excited to get a red band on her white belt although technically didn’t move up she felt achievement and was proud.

The problems she was having at school especially with this one girl was getting so bad we were looking at changing school. Layla tells me now that she knows she could use a karate move on her, but they learn only to use the moves in self-defence, so it is really great that it’s teaching her life skills as well as self defence.

For me it has been fantastic as I have been able to afford much needed tutoring for Layla as I wouldn’t be able to afford both tutoring and karate. I can now avoid telling her how much things affect our budget. So, her maths is improving too. Which is in a way related to the support from the Knox Infolink Connecting Kids Program’.

From Martial Arts instructor –‘It’s been great having Layla training with us. This year I’ve seen Layla grow from a very shy & anxious person to be more willing and open to get involved in group activities and drilling with different partners. I’m beginning to see more of Layla’s personality come through in class and the change in even just her body language has been massive.

Layla has learned some self-defence strategies and techniques that if she would be confronted by bullies, she would have a decent idea of what to do’.



Thank you to the staff and volunteers for their commitment and referrals to the Connecting Kids program. I love this program; to see the joy it brings young people, not to mention the additional benefits of health, being connected with community and an increase in confidence for the young ones – it’s wins all rounds.

Julie Hanman – Connecting Kids Worker

Nikki Maddern – Project Coordinator

No Interest Loan Scheme

The NILS Loans continue to provide clients the opportunity to access funds to pay for essential household items, home appliances and repairs, repairs to cars, registrations along with white goods.

We are now in our 15th year of partnership with Good Shepherd Microfinance (GSMF) to deliver the No Interest Loans program (NILS) to members of the local community.



While we had around 118 enquiries regarding NILS loans; we distributed over 29 NILS information packs to potential clients. A small number responded by making an application – we completed a total of 7 approved loans. Sometimes the need to collect a lot of information and documents can be too hard for some. Something that the NILS team is working on to make access easier.

During times of lockdowns or when we didn't have staff, we referred clients to Echo NILS-Cockatoo for phone interviews. Thanks to Sue and her team for helping.

We have noticed mobile phones being a popular need for elderly clients dependent on telehealth appointments with their treating professionals. Car repairs and car loans are requested a lot as well.

There have been many changes to the NILS program over the years. Moving into the new financial year NILS will now offer more flexibility to clients needing household items, car purchases and other items.

From July 2022 NILS loans will be increased to \$2000 and the time to pay extended to 2 years. By providing loans over a longer 2-year period allows clients who are Centrelink recipients to successfully manage the repayments. The impacts of COVID have made household items extremely expensive and the new limit will assist with this.

Pay day loans that charge outrageous interest fees are still an issue for our clients. They seem to have no alternative when needing money to provide for their families. This maybe the result of the COVID economic crisis, employment loss, changes of circumstances and *NOT being aware of the NILS Scheme.*

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

After completing the NILS training to submit loans, Lori, our ER Assistant, is our newest NILS Assessor.

NILS Team – Julie Rees, Lori Dudley & Anne Bowkett



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.

To adapted to the ever-changing environment, we continued with a combination of virtual and face to face meetings throughout the year. While virtual meetings are convenient there is better incidental conversation during face-to-face meetings.

We currently have 22 organisations signed up as members of the network. Some organisations such as Knox Council, EACH and Uniting have multiple departments attend.

During 2021-2022 we had guests' speakers from Child First – Anglicare, Boronia Community Breakfast, Cooked Meals Program, Uniting, Knox Council, the Knox Connecting Kids program.

The sharing of information and connection between organisations is crucial as we navigate our current climate. The KERN is a wonderful resource for people from diverse agencies and experience which has been extremely important during this difficult time. The KERN has an open invitation to participate to all ER services and allied agencies in the Knox area who support vulnerable people.

Thank you to all the Agencies who participated and attended the KERN Network throughout 2021-2022, 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

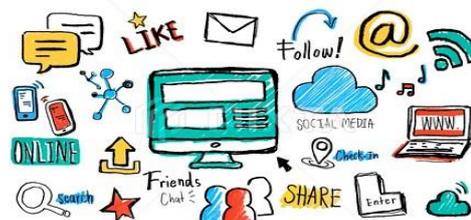
We entered our 5th year of hosting Uniting housing workers in our office four days per week. Our strong partnership with Uniting means that our clients have access to information and support services around housing. During times when rental costs are sky high and more people are under financial pressure, being able to refer clients to the onsite Uniting service for housing support has been a very important pathway.

It is important to have a place where those that are vulnerable and sleeping rough can connect with a worker for support. This partnership with Uniting has help achieve this.

We would like to acknowledge the onsite Uniting Team Amanda, Liz, Dan, Mark & Chantel for their dedication to clients.



Media & Communications



During 2021–2022, the new look for information & communications was further developed but the challenges of COVID had an impact with us losing our volunteers, **Lynette Bambery** and **Brian & Julia Noble** early in the year. With lockdowns and homeschooling this also impacted on my capacity to takeover some of the roles that were done in-house by the volunteers, but with the support of the staff team and a shared responsibility, the forms, brochures and paper records were maintained and in particular the updating of notices informing the public about the changing COVID conditions. These duties were resumed in earnest when the lockdown was lifted in October 2021 and we welcomed a new volunteer to the team, **Carmel Riggall** who has been assisting me with the paper based communications. Thanks Carmel.

Knox Infolink Branding

Consistent and updated branding remained a priority, focusing on design, communication, audience/target areas and brand awareness to ensure the organization looked professional and the community understood who we were and what we did.

Webpage

With the assistance of Anne and Denise we all worked with **Matthias Raab** from MC4-IT to update the content of the website. There is still more work to be done with constant updates, but there is now a consistent branding look. Thank you Matthias for the ongoing support.

Social Media

We continued to post 2-3 times per week on our new look Facebook page, that was re-launched in February as a business platform giving us more scope. We developed a You Tube channel (www.youtube.com/channel/UCZydD4WiCkRuHxc_tdN_rbQ) to save our small but growing video content and we expanded our reach to include LinkedIn.

With the introduction of the Breakfast Program I welcomed the assistance of **Penny Robinson** who took on the responsibility to post for the breakfast program and **Lori Dudley** assisted with the posts for the Christmas Program. Thank you Penny and Lori for a great team effort.

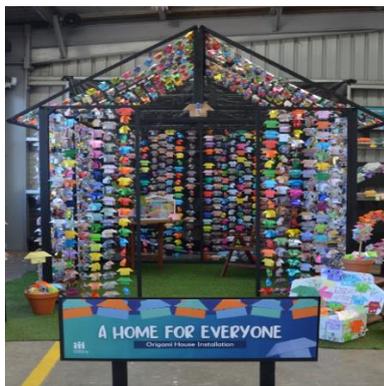
Paper Based Information Management

The **Infocom** Database continued to be used as a method of managing the many brochures but we have reviewed this platform and have now commenced a transition to the database used for client data as its capacity has evolved - a work in progress. Currently Mike Lehmann is transferring all this data about available paper resources. The management of the brochures has become digital, but we recognize that for many of our clients, the paper version of brochures are still very important for those with limited digital skills or lack of access to IT. The inhouse **Emergency Relief pamphlets** (in and out of Knox area) continue to be an extremely valuable tool for clients to inform them of other meal and ER services. These brochures are updated every 2 months as the services are changing constantly. The new fresh look is being well received. The **Knox Community Resource Guide** has been put on hold and will be reviewed and possibly transitioned to a digital format. Noticeboards in interview rooms and around the office continue to be a good method of

keeping staff, volunteers and clients up to date with current changes and news. This is an ongoing job that is now being shared across the team.

Advocacy

One of the highlights for me this year was the opportunity to be involved in the CISVic advocacy campaign 'A Home for Everyone'. The campaign focused on the need for 7,000 new homes to be built each year for the next 10 years, to address the exploding lack of affordable housing. The campaign encouraged the government to extend its Ten Year Strategy for Social and Affordable Housing to meet this higher target. A visual display of 7,000+ origami houses was made with contributions from all CISVic funded agencies. I found it very rewarding to participate in not only the development of the social media campaign as well as the practical involvement of putting the installation together.



Thank you for the opportunity to contribute to the growth of Knox Infolink and I look forward to seeing the future developments.

Tina Psathas – Media & Communications Officer

Xmas 2021 - A time to reflect on the challenging year, but to also acknowledge and thank Cherry, Jack and Edna for many years of service; kick up our heels and have some fun with a sing-a-long of the 12 Days of Christmas led by Ian, and a time to say thankyou



Knox Community Welfare Fund

- Knox Gives



The year started with a level of optimism in the hope that the newly developed business database would be a valuable tool to help with the marketing of the Fund, only to be faced once again with lockdowns 5 & 6 further impacting on the struggling business community. With only 5 hours p.w. to focus on the marketing of Knox Gives, the challenge was huge, but not to be defeated, advertising was done in Knox Biz, businesses were contacted and followed up with promotional letters and material. The efforts resulted in no positive outcomes.

A social media campaign was launched raising the profile of the Fund in 'crisis' calling for business and community support in the form of donations. Unfortunately, the efforts did not result in any positive outcomes. Business was focused on survival and recovery and the community looking to more well known causes to support.

Knox Carols by Candlelight

There was a small lifeline thrown by Knox Council's Economic and Development team following hours of meetings to discuss the role of the Fund at the upcoming 'Carol's by Candlelight'. The offer was made to do a short, sharp promotional video, but unfortunately that fell through and what was hoped to be a face to face event, at the last minute was decided to be online. The planned promotion of the Fund as the Council's charity partner at the Carol's was very limited and resulted in no donations. Knox Infolink then decided to do its own in-house video promoting the fund. Thanks to the many volunteer hours provided by **Richard Budge** and the willingness of our one loyal corporate sponsor, **Luke Sadler, Director of SGS Logistics**, who agreed to do the voiceover for the videos. Two versions of the video were produced and can be found on the Knox Infolink You Tube channel. Thank you Richard and Luke for your time and effort. It is hoped these videos can be used in the future promotion of the Fund.

Supporters

Once again, Knox Bayswater Op Shop, being the primary donor to the Fund, was not open for 90+ days of this financial year due to COVID lockdowns, impacting dramatically on their capacity to fundraise for the Fund. We continued to work very closely supporting each other.

But contributions to the Fund this year were very limited, the majority coming from private donors who we thank sincerely.

Recipient's of the Fund

Under very challenging conditions, the Fund was proud to be able to contribute \$68,440 in grants to 5 local Knox projects in July 2021. Each of these recipients were then advised in June 2022, that the Fund would be put on hold due to the inability to raise the necessary funds during the year to continue grants at the same level. Knox Council made the commitment to provided 10 hours of marketing and business advice for the Fund and we will look forward to the consultant's suggestions on how to move forward with the Fund in the new financial year.

Tina Psathas – Partnerships Coordinator

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

21 September 2022

Report on the Financial Report

I have audited the accompanying financial report, showing a Net Loss of \$1,392 and Net Assets of \$88,612, being a special purpose financial report of Knox Infolink Inc. (the association), which comprises of the Balance Sheet as at 30 June 2022, 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.

.../2

Liability limited by a Scheme approved under Professional Standards Legislation

- 2 -

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 2022 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

21 September 2022

164 Wanda Street, Mulgrave, Vic, 3170

Liability limited by a Scheme approved under Professional Standards Legislation

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 Funds \$138,506

This carried forward amount from previous year(s) is made up of amount received in previous financial year(s) to be spent over future year(s) due to projects overlapping over multiple financial years.

Note 3 - Profit & Loss Income Statement – Employment Expenses \$397,363

The money includes Salaries for staff and Project Workers.

Note 4 – Lease Expenses Building (\$183)

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.



.../2

- 2 -

Note 5 – Profit & Loss Expenditure – Provision for Unexpended Funds \$138,438

This carried forward amount is made up of amount received this financial year and previous financial year(s) to be spent over future year(s) due to projects overlapping over multiple financial years.

Note 6 – Cash Flow Statement – Current Assets & Current Liabilities & Adjustments

<u>Decrease in Current Assets</u>	<u>2022</u>	<u>2021</u>
Petty Cash	\$ (400)	\$ 44
Receivables	(2,370)	(855)
Gift Cards	<u>11,677</u>	<u>(12,060)</u>
	\$ <u>8,907</u>	\$ <u>(12,871)</u>
 <u>Increase in Liabilities</u>		
Trade Creditors	\$ 1,121	\$ 84
GST	(4,005)	5,777
Payroll Liabilities	3,156	1,505
Provisions	16,723	66,311
Welfare Fund	(62,328)	(1,504)
CDF Grant	<u>0</u>	<u>(10,000)</u>
	\$ <u>(45,333)</u>	\$ <u>62,173</u>
<u>Total</u>	\$ <u>(36,426)</u>	\$ <u>49,302</u>



Knox Infolink Inc
Profit and Loss Statement
For the year ended 30 June 2022

<u>INCOME</u>	2022	2021
	\$	\$
Bank Interest	89	394
Donation Xmas Program	39,992	24,587
Donations	17,423	10,852
Grants & Funding:		
OP Funding	159,825	159,243
Covid-19	24,105	71,160
Emergency Relief	46,107	62,069
KCCS Xmas Program	-	6,040
KCC - ER Food	10,000	-
Knox Community Welfare Fund	25,000	30,000
CDF Case Worker	20,000	20,000
LDat Fund from EACH	-	24,113
KCC Breakfast Program	22,000	-
CBA Connecting Kids	10,000	-
DJPR Breakfast Program	151,118	-
DJPR Jobs Victoria	10,600	-
Street Smart Grant	5,000	-
SACSS Supplementary & Wage Subsidy	3,488	45,869
Uniting Harrison	9,350	10,334
Stronger Communities Grant	-	12,000
Rotary Meal Program	-	5,690
ER - Working for Vic	-	1,500
Membership Due	10	44
Provision for Unexpended Grant (2)	138,506	69,153
	<u>692,613</u>	<u>553,048</u>
<u>EXPENDITURE AS ATTACHED</u>	694,005	552,498
<u>NET PROFIT (Loss)</u>	<u>-1,392</u>	<u>550</u>



Knox Infolink Inc
Profit & Loss Statement
For the year ended 30 June 2022

<u>EXPENDITURE</u>	2022	2021
	\$	\$
Auditor	2,200	2,200
CDF Grant Expenses	-	2,715
Cleaning Costs	4,848	4,470
Computer Expenses	3,627	4,557
Community Aid	26,379	31,776
Covid-19	28,525	19,320
Dues & Subscriptions	2,449	2,537
Employment Expenses (3)	397,363	302,561
Insurance	431	422
Lease Expense Buildings (4)	183	(83)
Lord Mayor's Grant	-	1,956
Photocopier Costs	4,933	4,024
Prov. For Unexpended Funds (5)	138,438	138,506
Prov. For L Dat	4,500	-
Repairs & Replacements	-	365
Stationary Printing & Postage	584	1,695
Sundry	323	237
Telephone	789	1,281
Utilities	6,501	6,014
Xmas KCCS Program - Food Gift & Sundries	18,860	22,543
Sundry Grant & related expenses (eg. Rotary)	16,483	5,402
DJPR Breakfast Project	36,589	-
	<u>694,005</u>	<u>552,498</u>



Knox Infolink Inc
Knox Community Welfare Fund
Income and Expense Statement
For the year ended 30 June 2022

BALANCE 1 July, 2021		\$ 99,434
 <u>INCOME</u>		
Donations	\$ 5,910	
Bank Interest	202	
		6,112
		\$ 105,546
	deduct	
 <u>EXPENDITURE</u>		
Grant to Foothills Project	6,000	
Grant to KCCS Project	25,000	
Grant to Vincentians Project	30,000	
Grant to St Stephens Project	1,500	
Grant to St Pauls Project	5,940	
		68,440
BALANCE as at 30 June, 2022		\$ 37,106



Knox Infolink Inc
Knox Community Welfare Fund
Income and Expense Statement
For the year ended 30 June 2022

BALANCE 1 July, 2021		\$ 99,434
<u>INCOME</u>		
Donations	\$ 5,910	
Bank Interest	202	
		6,112
		\$ 105,546
deduct		
<u>EXPENDITURE</u>		
Grant to Foothills Project	6,000	
Grant to KCCS Project	25,000	
Grant to Vincentians Project	30,000	
Grant to St Stephens Project	1,500	
Grant to St Pauls Project	5,940	
		68,440
BALANCE as at 30 June, 2022		\$ 37,106



KNOX INFOLINK INC
CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
Members Dues	10	44
Bank Interest	89	394
Donations	57,415	35,439
Grants & Funding	625,749	506,837
Uniting Harrison	9,350	10,334
	<u>692,613</u>	<u>553,048</u>
Expenditure for the year	<u>694,005</u>	<u>552,498</u>
NET Cash from Operating Activities	- 1,392	550
Current Assets & Current Liabilities & Adjustments (6)	- 36,426	49,302
NET Increase in Cash & Cash Equivalents	- 37,818	49,852
Cash & Cash Equivalents at beginning	<u>368,510</u>	<u>318,658</u>
Cash & Cash Equivalents at 30 June 2022	<u><u>330,692</u></u>	<u><u>368,510</u></u>

