



An Information Resource Centre for the Community

## 26<sup>th</sup> Annual Report - 2018



Knox Infolink Inc  
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## Knox Infolink Inc.

### Services Provided:

- Information & referral
- Emergency assistance (food parcels, meat & chemist vouchers)
- Mail Holding Services
- No Interest Loan Scheme (NILS) & Adds Up Program
- Family Violence NILS
- Knox Community Christmas Support Program
- Tax Help (mid July-31<sup>st</sup> October)
- Connecting Kids to the Knox Community
- Telstra Assistance Program
- Access to Interpreting Service
- TTY relay service for hearing & speech impaired people
- Fax service for unemployed people sending resumes to prospective employees

## Mission Statement

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

### 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.

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KNOX INFOLINK INC

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## President's Report

It is with pleasure that I present this President's report for Knox Infolink Inc. for the year ended June 2018.

This year has again presented its share of challenges, again, all around funding. Knox Community Partnership Funding – previously Operational funding has remained static. This will mean that staff hours will have to be reduced and that as of the 1st of July 2018 we will have to reduce the days we open to four.

We will monitor this to see how this impacts on our clients.

CISVic informed us that the Federal Government will put material aid funding out to tender later in 2018 and has extended our ER funding for six months to allow this process to be finalised.

I would like to thank and acknowledge the dedication and hard work of all volunteers, who have continued to support the people of Knox who are in need.

As always, I want to thank the staff – Carol Davis, Anne Bowkett, Glenn Crombie and Carol Chou for their ongoing support and dedication to Knox Infolink.

Denise Budge has completed another challenging year as Centre Manager. Since Denise accepted the role there has not been a dull moment. Adjusting to the changing funding arrangements and government requirements takes great skill. Denise always presents a true and realistic view to the committee each month, keeping us fully briefed on the situation.

I have enjoyed working closely with Denise throughout the year, thank you Denise.

After struggling without a Treasurer for several months we were very lucky to have Shri Chitale accept the role. Shri brings a vast knowledge of accountancy and financial practice, thank you Shri.

On a positive note, we were advised by Knox City Council that they were going to cease to be the custodians for the Knox Community Welfare Trust, and were looking to have Knox Infolink take on that role.

The Welfare trust was set up approximately 40 years ago and receives donations primarily from the Mountain Gate Opportunity and Bayswater Opportunity shops. We see this as an opportunity to grow the fund and offer more programs to the greater Knox Community.

We were successful in acquiring a grant through the Knox Community Development Fund to implement a "Connecting Kids to the Knox Community" program.

This was to establish a register of children, a register of sporting and activity clubs in the City of Knox, and provide the opportunity to offer free or subsidised places.

Funding provided for the recruitment of a coordinator to manage this program, and we were fortunate to secure the services of Nikki Maddern.

Nikki has done an outstanding job and we look forward to seeing the results of this program.

We were also successful in receiving funding to again run the Knox Community Christmas Support project.

Wayne Guest again accepted the challenging role as project coordinator. The trivia night raised substantial funds for the 2017 appeal. Wayne's ability to fund raise in the business community of Knox saw an increase in funding to support the appeal.

Well done Wayne and the team.

We again worked closely with our partner agencies to "Share the Joy" with clients at Christmas time.

Again this year we had an RMIT student undertake their placement with us.

Karina Green came into Knox Infolink and accepted everything thrown at her and asked for more.

Karina completed her placement and finished with us at Christmas, and we wish her every success for the future.

On behalf of all at Knox Infolink, I would like to thank Deb Robert and the team from the City of Knox for their ongoing support and assistance to Infolink.

I would also like to thank my fellow committee members for their dedication and ongoing support during the year.

### **Barry Battiscombe - President**

#### **Committee of Management**

|                  |   |                                    |                      |
|------------------|---|------------------------------------|----------------------|
| <b>President</b> | Barry Battiscombe   | <b>Secretary</b>                   | Pat Mawson           |
| <b>Treasurer</b> | Shri Chitale  | <b>Assistant Treasurer</b>         | Karen Bevan          |
| <b>Members</b>   | Teresa Walker, Brian Elliott, Heather McTaggart , Nicky White | <b>Knox Council Representative</b> | Pip Smith/Deb Robert |
| <b>Staff Rep</b> | Denise Budge  |                                    |                      |



# 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 Body**

**Knox City Council**

**Department of Social Services**

**Good Shepherd Microfinance**

**Network Affiliations**

|  |   |
|--|---|
| <b>Community Houses Association of Outer Eastern Suburbs (CHAOS)</b> | <b>Eastern Access Community Health (EACH)</b>                         |
| <b>Foodbank</b>  | <b>Second Bite</b>  |
| <b>Bridges Connecting Communities</b>                                | <b>Eastern Emergency Relief Network</b>                               |
| <b>Knox Emergency Relief Network</b>                                 | <b>Australia Taxation Office – Tax Help</b>                           |
| <b>Knox Communities that Care</b>                                    | <b>PLEDGE – People Linking to Embrace and Develop Gender Equality</b> |
| <b>Give Now</b>  |   |



## Community Contributions

|                                     |                  |  |                  |
|-------------------------------------|------------------|--|------------------|
| <b>Vic Relief Foodbank</b>          | <b>Dandenong</b> | <b>Ringwood Court Fund</b>   | <b>Ringwood</b>  |
| <b>Knit One Give One (Kogo)</b>     | <b>Caulfield</b> | <b>Lutheran Church</b>   | <b>Knoxfield</b> |
| <b>Grace Church of Christ</b>       | <b>Wantirna</b>  | <b>Back Pack Beds</b>  | <b>Melbourne</b> |
| <b>Storage King</b>                 | <b>Knoxfield</b> | <b>Hillsong City Care</b>  | <b>Bayswater</b> |
| <b>St Paul's Anglican Church</b>    | <b>Boronia</b>   | <b>Inner Wheel Club</b>  | <b>Boronia</b>   |
| <b>Country Women's Association</b>  | <b>Boronia</b>   | <b>Stitches n Bitches</b>  | <b>Rowville</b>  |
| <b>Rotary Club</b>                  | <b>Boronia</b>   | <b>Knox Woodworkers Gully</b>  | <b>Ferntree</b>  |
| <b>Rotary Club</b>                  | <b>Knox</b>      | <b>Church of Christ</b>  | <b>Boronia</b>   |
| <b>Knox Opportunity Shop</b>        | <b>Bayswater</b> | <b>Mountain Gate Opportunity Shop Gully</b>                            | <b>Ferntree</b>  |
| <b>St Stephen's Anglican Church</b> | <b>Bayswater</b> | <b>Boronia Residential Aged Care</b>                                   | <b>Boronia</b>   |
| <b>Boronia Rd Uniting Church</b>    | <b>Boronia</b>   | <b>Dentons Pty Ltd</b>   | <b>Wantirna</b>  |
| <b>Williamstown Rental Housing</b>  | <b>Newport</b>   | <b>Numerous individuals and small businesses – too many to mention</b> |                  |

*Anne and Denise presenting our youngest fundraiser, Jorja Vervoort a Certificate of Appreciation for her super effort fundraising for 'Kids Without a Home'*



# Volunteers

Knox Infolink would like to thank the following volunteers for their generous contribution throughout the year:

## Volunteer Community Information Workers & Administrative Assistants

|                    |                  |                   |
|--------------------|------------------|-------------------|
| Chris Appel        | Heidi Aukerman   | Lynette Bambery   |
| Karen Bevan        | Robyn Brown      | Michele Burton    |
| Brian Crowley      | Brian Elliott    | Pat Fenton        |
| Marianne Foenander | Cherry Fuller    | Angela Grant      |
| Lesley Gotzmann    | Suneetha Kurturi | Jo Lee            |
| Mike Lehmann       | Brian Lowe       | Michele Lynch     |
| Sam MacDonald      | Pat Mawson       | Robert Moore      |
| Astrid Mouzon      | Janine Murphy    | Julia Noble       |
| Brian Noble        | Pam Peterson     | Genielle Phillips |
| Jillian Reynolds   | Bill Rosen       | Brij Singh        |
| Edna Sheekey       | Teresa Walker    | Nicky White       |
| Wilma Whitelaw     |                  |                   |



## No Interest Loan Team

|                     |                      |
|---------------------|----------------------|
| Carol Davis (staff) | Anne Bowkett (staff) |
| Pat Mawson          |                      |

## Tax Help Volunteer

Ming Yau



## Volunteer Drivers

|              |               |
|--------------|---------------|
| Tony Hayward | Jack McNamara |
|--------------|---------------|

## Celebration of 15 Years of Service

-

Wilma Whitelaw

## Manager's Report

As we complete our 26<sup>th</sup> year of service to the Knox community it is time to reflect on the challenges and celebrations of the past year. It has been a year of review and re-structure as we look ahead to the funding commitments for the future.

Knox Infolink relies heavily on two main streams of income to provide our ongoing business of community information and emergency relief. Uncertainty of the DSS funding has seen an extension of the funding to December 2018 with the promise of going to public tender in the 2<sup>nd</sup> half of 2018. We have participated in a number of meetings of the consortium in preparation for this public tender – the outcome of which will be known later in the year. In addition, we have been through a new funding round with Knox Council to secure the next 4 years of funding. Based on the funding information known and the estimated future funding, it has been necessary to review our financial position carefully. A very difficult decision was made in close consultation with the Committee of Management that Knox Infolink become a 4 day per week service as from July 2018 due to the increasing salary costs, even for a small team of 1.6 EFT. This change equated to a re-structure of the organization and to ensure all staff and volunteer's rights were protected with this change, new contracts and guidelines were drawn up and signed by all relevant staff. I would like to take this opportunity to thank all staff and volunteers for their understanding and support through this period of re-structure.

Throughout the year there were numerous applications for funding submitted in the hope of expanding our core services and project work. The time and effort put into these submissions is considerable as it is necessary to explore alternative funding sources and income diversification to ensure Knox Infolink is financially viable and can expand its service delivery to meet the changing needs of the Knox community. I am delighted to say that we have had some success securing Community Development Funding (CDF) from Knox Council and two separate grants from philanthropic organisations, specifically for resources for those that are homeless.

It is disappointing to report that our statistics reflect a steady increase over the years of those presenting as homeless. The statistics reflect that 17% of our clients are sleeping rough, couch surfing or living in non permanent accommodation. This statistic is alarming and the specific funding from Fonterra and Street Smart goes some way to addressing the needs of our clients that are homeless by providing thermals, blankets, sleeping bags and suitable cooking and eating utensils etc that are specific to the needs of those that are homeless. We thank Fonterra and Street Smart for their generous support.

The CDF grant from Knox Council was for a project to address the needs of children from disadvantaged families. The sense of isolation and disconnection from the community filters through to the children of these families that we are supporting. We would like to thank Knox Council for their support and funding of a project that was a bit different and untested. The project links children with sporting and leisure activities that they would not normally get the opportunity to participate in. I would like to take this opportunity to thank Nikki Maddern, Project Worker, for the outstanding work that she was able to achieve in the 3 short months since the commencement of the project in March. For more details of the project refer to the 'Connecting Kids to the Knox Community' report.

A highlight of 2017/18 was Carol Davis, one of our ER Coordinators and community volunteer, being nominated as a finalist in the Aston Community Awards for a Senior Volunteer's contribution to the Aston community.

*Carol Davis accepting her finalist award from the Hon Alan Tudge MP – for the Senior Volunteer Achievement Award for making a significant contribution to the local community.*



Volunteers are the backbone of our organization, with a team of over 30 regular volunteers who provide reception, administration, stock management, transport and interview and assessment support. Without the commitment of this dedicated team, we could not provide the services that we do. It is estimated that more than 7,000 hours are volunteered each year at Knox Infolink with a \$ value of more than a \$175,000 contribution to the community. Well done to all the volunteers this is an enormous effort and we appreciate every hour of your valuable time that you are able to contribute.

We have had a year of movement with our volunteer team with a number of new volunteers joining the team in the second half of the year. We pride ourselves in providing strong supervision, training and support of all volunteers to ensure the experience of volunteering is a rewarding one for all. This can only be done by strong leadership and mentoring from the staff team. I would like to acknowledge Anne Bowkett, one of our ER Coordinators, who has provided most of the mentoring and training of the volunteers. The high calibre of our volunteers is entirely due to the very professional guidance provided by Anne – thank you Anne.

In 2017/18 Knox Infolink has provided over 10,700 contacts with clients in the form of information provision, food parcels, meat vouchers, MYKI cards, Telstra Assist, negotiating energy relief grants, referrals to other agencies, casework support and more. This is a similar coverage to the previous year and reflects stability of service delivery after a sharp increase of 21% from 2015/16. Staff are working at capacity with the equivalent of only 1.6 EFT of permanent staff and rely heavily on the volunteers to achieve these outstanding results. But the support, supervision and information management and accountability requirements falls heavily on the shoulders of the staff team who should be commended for their commitment, loyalty and professionalism in achieving such high standards. Thank you for your extraordinary efforts and willingness to go above and beyond, Anne Bowkett, Carol Davis and Glenn Crombie, I am extremely grateful for your loyalty, support and commitment to Knox Infolink.

Last year we reported that we had been considering mergers and partnerships with other organizations to secure the future of Knox Infolink. We have moved a long way from these considerations over the past 12 months exploring income diversification and new opportunities.

An exciting opportunity was presented to Knox Infolink by Knox City Council to take over the management of the Knox Welfare Fund. This fund was established 40 years ago when the Bayswater and Mountain Gate Op shops commenced operation and they negotiated a fund be established and managed by the Council so that their donations from the Op Shops could be deposited in the fund and the Council re-distribute the funds to other community organisations for specific projects. Knox Infolink, being a recipient of the Knox Welfare Fund for the Knox Community Christmas Support (KCCS) Project, identified potential ‘conflict of interest’ as a high consideration for us before progressing with

this suggestion. After seeking pro bono legal advice and multiple meetings with Council, Knox Infolink's Committee of Management decided that it was an opportunity that we would like to embrace and the formalities of changing our Rules of Association were instigated. The Council identified that while the fund was being managed by the Council it would be difficult to grow it beyond the current donations from the Op Shops, but if it moved to a community agency with DGR status, there was the opportunity to grow the fund by encouraging businesses to donate into the fund. This would ultimately assist Knox Infolink with a new and diverse income stream from a small fee for the management of the fund. To assist with the transition and establishment of the Knox Welfare Fund, Council made an offer to fund a project worker for two years at approximately 5 hours per week to establish and grow the fund. Knox Infolink would like to thank Knox Council for the opportunity and the confidence that they have demonstrated in our ability to successfully manage and grow this fund.

Further growth opportunities for Knox Infolink were presented when Uniting Harrison announced that they would be moving from their Knox office after 15 years to the amalgamated Uniting site in Mount Waverley, but were looking for outreach location opportunities in Knox to maintain their presence and critical housing support that we have all become reliant on. Discussions with the CEO of Harrison's resulted in a formal agreement with Knox Infolink to provide co-location one day a week for their HOPE housing worker, with the possibility of extending this to 4 days per week in the future. The synergies of having a housing worker on site one day a week at Knox Infolink was an opportunity not to be missed as 95% of our clients are tenants and most have housing issues from time to time that could be supported by Harrison. It was an opportunity to expand our service delivery for clients and at the same time add an additional income stream derived from the co-location. Formal agreements were signed with an intended commencement date in early July. We are looking forward to developing a strong working relationship with Uniting Harrison.

The other major project that grows from strength to strength each year is the Knox Community Christmas Support (KCCS) project ably led by Wayne Guest as the Project Coordinator for the second year. In the previous annual report I reported that I increased the fundraising target from \$6,000 to \$12,000 for 2016/17 and I am delighted to say that the target was met and exceeded and the fundraising target for 2017/18 was set at \$14,000. Once again, Wayne has exceeded this target and demonstrated his excellent skills in engaging businesses and promoting the project beyond expectations. To assist Wayne so that he can concentrate on networking and relationship building we have split the funded roll to include 4 hours per week of administration support. Lynette Bambery, one of our volunteers with exceptional administration skills will take on this support role commencing in July. To get a more detailed report on the KCCS project, refer to the specific report further on in the annual report. Thank you Wayne for your exceptional fundraising efforts and leading your volunteer team and 11 other partner organisations to produce yet another very successful KCCS 'Sharing the Joy' project.

Special mention should go to Karina Green who joined our team as an RMIT Social Work Student on placement in July 2017 – December 2017 to support the KCCS project and Knox Infolink in general. She brought a level of warmth and engagement that was infectious and amongst her achievements she produced policies on using Interpreters, Donations and Fundraising and produced a Values Statement for consideration. We wish her well in her future studies and thank her for her valuable contribution to Knox Infolink and KCCS.

It is important for a community agency to develop and maintain networks and partnerships so that opportunities are identified and a holistic approach provided for clients, ensuring strong relationships with other organisations resulting in effective referral pathways. We continue to participate on the Knox PLEDGE, the Knox Communities that Care, and the Knox Council Safety and Health and Wellbeing

Advisory Committee. This has now extended to include the Knox Mental Health Working Group, participation in a Knox Homelessness Roundtable, membership of the Boronia Traders Association, participation in the Boronia Renewal Workshops and guest speaking engagements at a number of service clubs and agencies.

Our community involvement has extended to include my participation on The Basin Community House Committee of Management and the Board of Bridges Connecting Communities and the Board of our peak body, CISVic. These involvements ensure we remain well connected and informed. I was also delighted to be nominated as a Westfield Local Hero because of the Connecting Kids to the Knox Community Project.

I would like to take this opportunity to thank the Department of Social Services for the ongoing funding to operate our Emergency Relief Program and in particular, Knox City Council for providing operational funding and the enormous amount of support and opportunities for partnership development, this has certainly enriched our service.

Thanks must also go to the Committee of Management for their continued support and leadership throughout a year that required a number of tough decisions. I certainly appreciated their guidance, advice and leadership and it was great to welcome Shri Chitale as our Treasurer during the year. Thanks to Barry Battiscombe as the President, for his strong leadership.

I would also like to thank the permanent staff, Carol, Anne and Glenn for their unwavering support throughout the year, it was greatly appreciated. And to the casual staff, Wayne – KCCS, Nikki – Project Worker, and Carol C the Bookkeeper, together as a team we have all achieved many great things to be proud of and I am looking forward to working with you all in 2018/19.

## Denise Budge – Centre Manager

*Thank you to all the church communities that support us throughout the year with food donations both large and small. Your support of Knox Infolink and our Knox community that is in need is greatly appreciated by all – we could not do what we do without your help and generosity.*

Betty Grewcock & Ivy McKenzie – Boronia Road Uniting Church



Wilson & Sai Wu – Hillsong Church Bayswater



Brian Paterson – Boronia Community Church of Christ



Jodie Mitchell – St Stephen's Anglican Church



Pat Mawson, Teresa Walker & Ash Mawson – St Paul's Anglican Church



## Emergency Relief Program 2018

During this financial year, we have assisted over 1671 households and 3154 Individuals. Providing 5462 emergency Relief services throughout the year . This is an approximate increase of 15% from the previous year.

The challenge continues as we listen to the needs of our client's and assist with emergency food and material items to make life just a little more bearable during the tough times. We have made available some more practical items especially for those who have no fixed address.

Clients presenting to the agency affected by homelessness has increased during 2017 - 2018 and we need to assist more regularly for a time until clients are linked in with housing services. We are now able to provide more suitable material aid for homeless people e.g. crockery, blankets, ground sheets, towels, pillows etc. These have been well received by the clients.

Anne and I continue to assist a number of clients with complex needs, who have required extra assistance with advocacy, referral and support through some intense issues. Advocating with utility companies on client's behalf has become a more regular occurrence as people struggle to balance their everyday financial commitments.

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

Clients continue accessing fruit & vegetables, bread and some non -perishable foods from the reception table. This year 3779 clients came to reception for fresh fruit and vegetable, down slightly from last year perhaps due to some supply issues earlier in the year.

**Tax Help Program** assisted 56 people with simple Tax returns. WE are grateful to Ming Yau for her expertise and assistance.

**The Telstra Bill Assistance Program** has assisted 50 clients with Telstra vouchers to the value of \$7450.00 and we have distributed \$1405.00 in phone cards to 155 clients. This is an increase of \$1,960 from last year.

**Myki Day Passes** – 218 passes were issued to clients allowing clients to either attend appointments or who required transport home. Another increase of approximately 20%.

**Mountain Gate and Knox Opportunity Shops** - We continue in partnership with these community Op Shops who this year have provided 117 clients with clothing and bedding. This has more than doubled from the previous year.

**Second Bite** Food Rescue Program continues to be a great source of nutrition as we receive in excess of 120KG of fruit and vegetables every week.

**Foodbank Victoria** provides frozen meals, dairy products and non-perishable food on a fortnightly basis. These products provide ‘nutritional extras’ to the food parcels and are greatly appreciated by our clients.

**Transport**- Sincere thanks to our Drivers –Jack, Mike, Tony (&Basil) for being so regularly available to transport goods from food depots – greatly appreciated.

We depend on the generosity of Local Churches who continue to support us with grocery donations and we thank St Paul’s Boronia, Community Church of Christ Boronia, St Stephens Bayswater, Hillsong City Care, Bayswater and Knox Lutheran Church Knoxfield for their weekly donations.

**Brumby Bakery** We said Farewell to Brumby at Studfield and thank them for weekly bread donations over many years.

**Baker’s Delight Wantirna** – We were able to take over this bread run from Boronia Road Uniting Church in March, and we now have an abundant supply for our clients and the church clients on a weekly basis. Our thanks and appreciation to Baker’s Delight for their community spirit and generosity.

**Woolworth’s Boronia** - We are grateful to the purchase order department for their ongoing assistance with our large food orders.

**The Australian Butcher’s Store** has been very cooperative in supplying quality meat to clients with the appropriate referral from us. The provision of meat vouchers has enabled us to give clients more nutritious food options when life is a struggle for them.

**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.

**Denton’s Pillows** – We were very fortunate to receive 10 cartons of pillows for distribution to our clients from a local business – thank you do Denton’s for your generosity.

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

**Eastern Emergency Relief Network** is another great referral source for clients to be able to access furniture and white goods - We made 53 referrals this year, including 12 for Fridges, 12 for washing machines and 4 for Clothes dryers. Thank you to the volunteer team who assist our clients to meet their material aid needs.

**Community Information & Support Victoria (CISVic)** – the statistics portal is now working well and all staff and volunteers are efficient at entering data onto the system. We are now able to generate our own Department of Social Services (DSS) reports from the office and send them through directly to the portal with very few errors being recorded. Work continues on the system to improve efficiency and capture a true indication of services and Knox Infolink regularly gives feedback to CISVic of potential improvements for errors in the system.

**Advocacy & Casework** – Anne & I continue to assist clients in complex hardship situations with advocacy to utilities suppliers, negotiating payment plans etc.

We have also assisted with filling out forms and applications to access superannuation under hardship, and also some other areas where assistance is needed to navigate complicated processes to achieve a good outcome for our clients.

**In conclusion** – As always, we are indebted to our volunteers who continue to support the staff and each other as they step up to do extra shifts at a moment's notice.

There are times when the load is heavy –making up food parcels, sorting through fruit and vegetables and just generally doing what needs to be done – and always done cheerfully.

We thank you all so much – your support makes our day so much easier.

## Carol Davis & Anne Bowkett – E.R. Coordinators



**Edna & Glenn sorting the toiletry donations**

### Iris' Story:

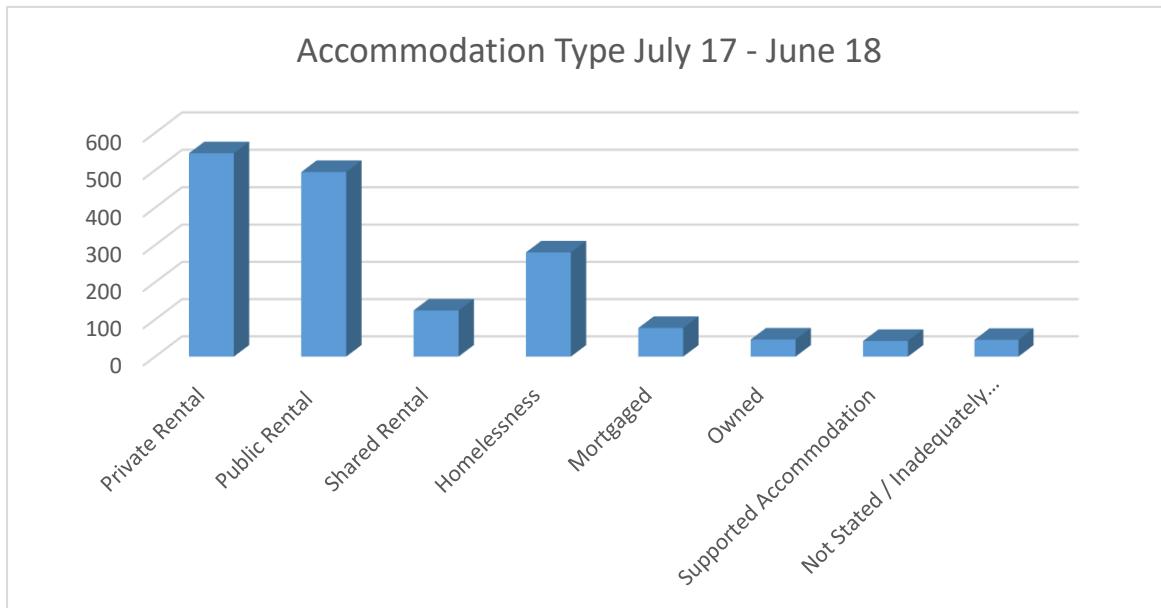
Recently, Iris paid us a visit – referred by our local pharmacist - her husband, who suffers from Dementia, has recently gone into an Aged Care Facility. Iris also has a community aged care package – level 2. She lives alone, has family which are supportive but understandably busy with their own lives. Iris has some concerns about the care and supervision at her husband's ACF and just needed to voice them. She does have a primary mental health care plan in place, but not feeling she is 'getting anywhere' with the psychologist she has been referred to.

The CACP case manager had not carried through some requests she had made in accessing her package. She also had some health and ageing issues of her own. We had a long chat about her concerns and possible solutions to some of the concerns she raised. We also contacted the CACP caseworker on her behalf and thankfully she has actioned some necessary work around the home. This has lifted Iris' spirits a good deal.

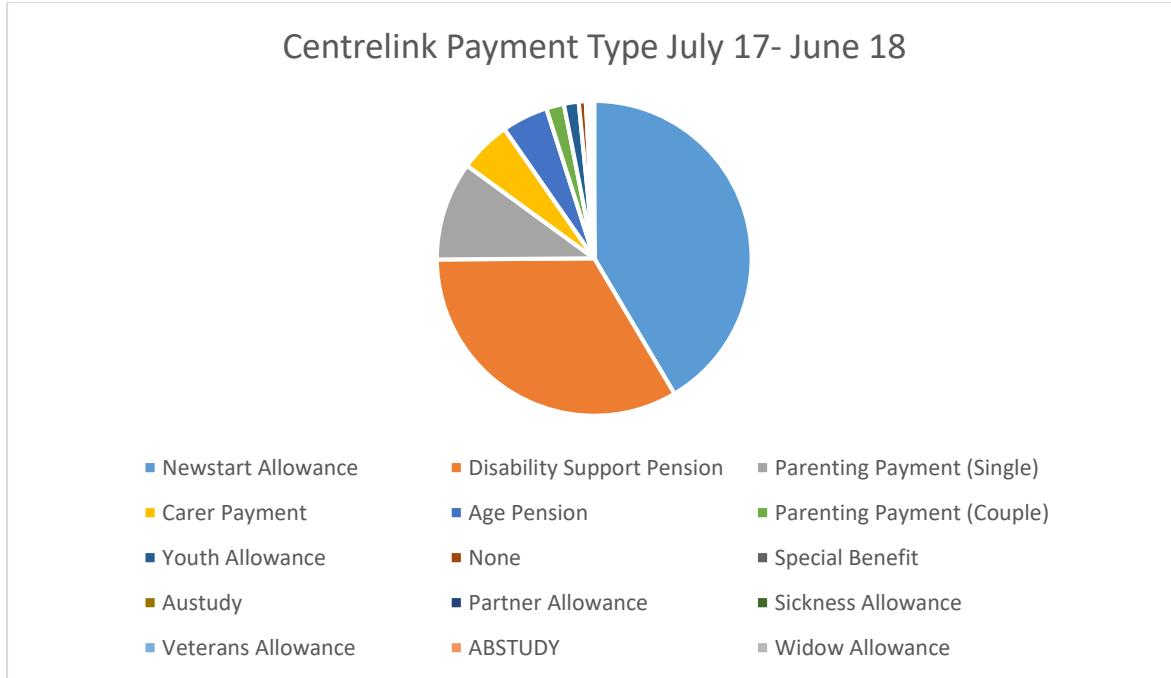
Iris touches base to let us know how she is doing, as she is also still grieving the fact that her husband has had to go into care and feels very lonely at night.

Sometimes it is just about being "present" with the person, and listening to their story.

## Statistical Data Reports

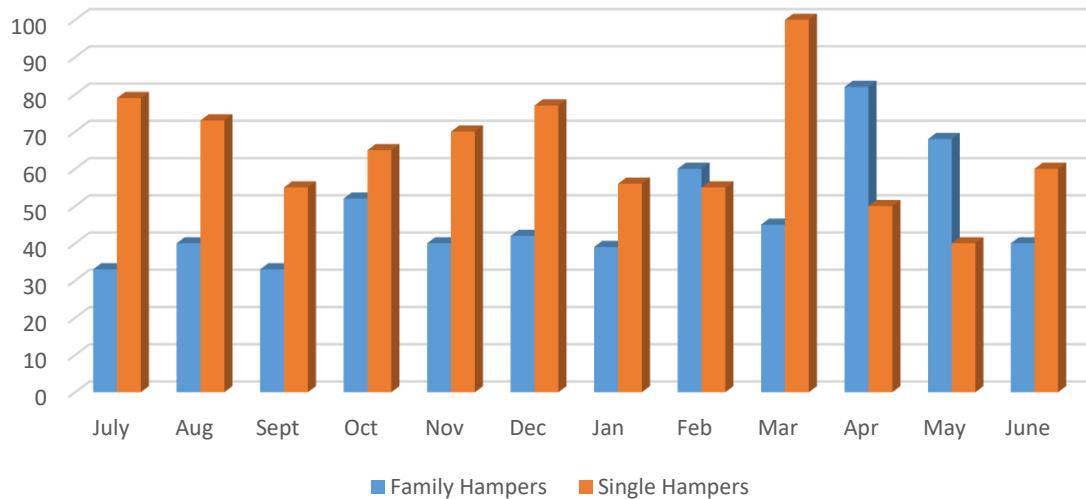


**280 people identify as being in non permanent accommodation which includes sleeping rough, couch surfing & rooming houses = 17% of clients**

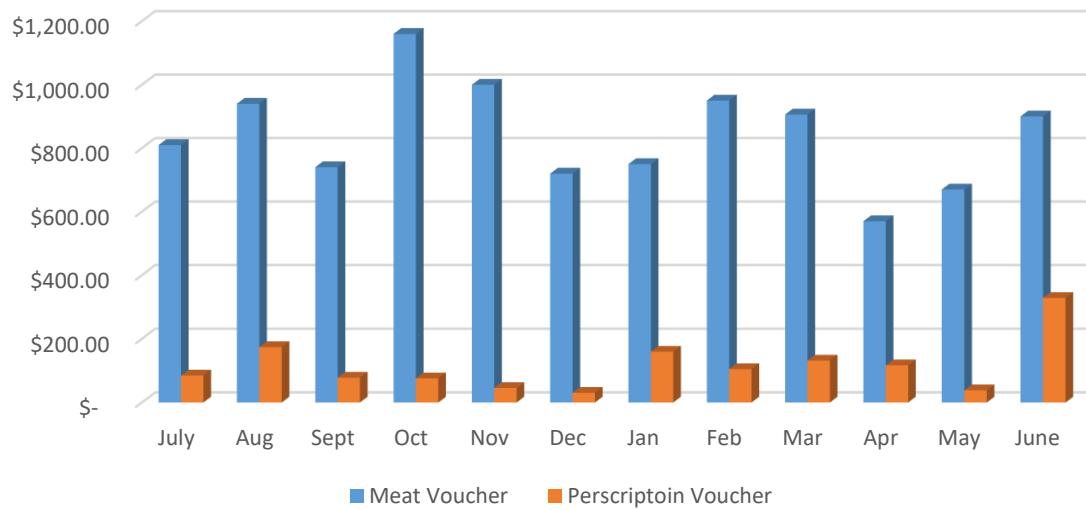


Newstart Allowance is approximate \$540 per fortnight

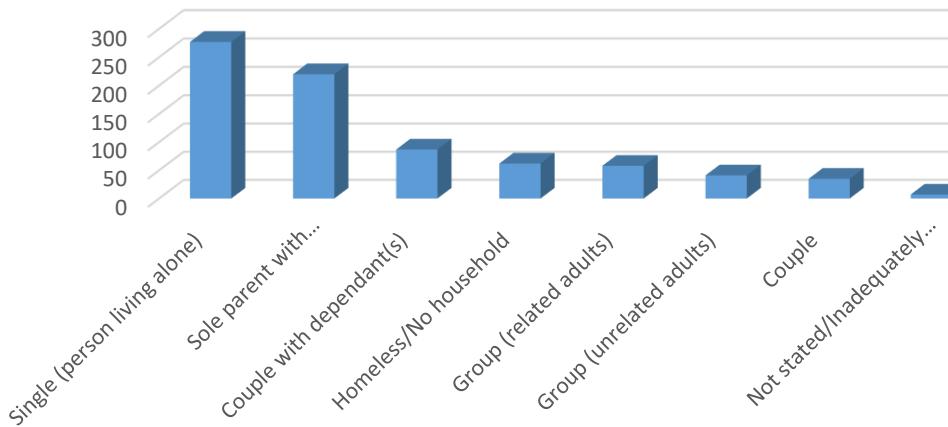
### Food Parcel Breakdown July 17 - June 18



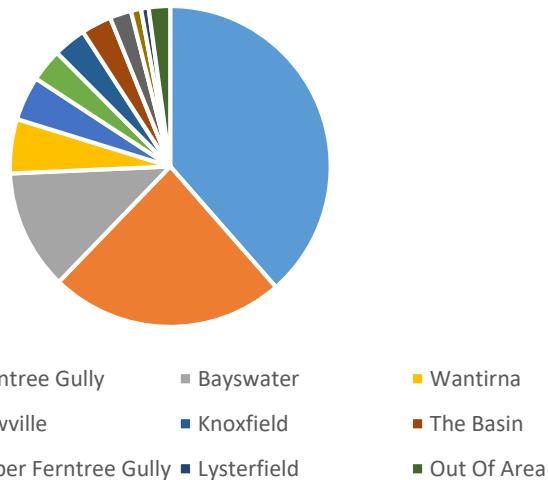
### Voucher Breakdown July 17 - June 18



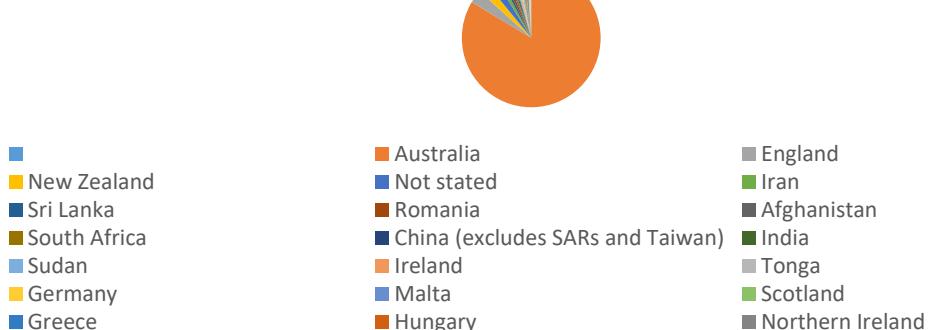
### Household Compositions July 17-June 18



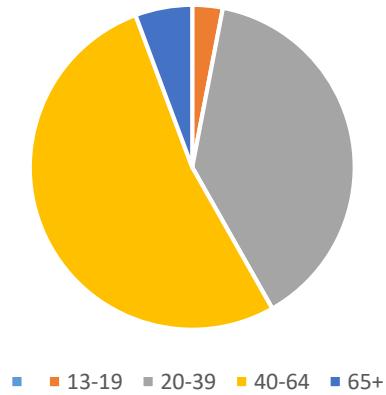
Client By Suburbs July 17 - June 18



Country of Origin July 17-June 18



Client Age Range July 17- June 18



## No Interest Loan Scheme

As mentioned in last year's Annual Report, Good Shepherd Microfinance has given this program quite an overhaul which has meant the splitting of the program in two:

- 1) Client Support Provider
- 2) Loan Provider

Our role is that of a client support provider where we receive initial enquiries, and if the borrower is eligible, we conduct an interview via the new My Nils App. Relevant documents are then scanned and uploaded and submitted to a loan provider who then approves the loan and sets up the repayments etc.

There is still a liaison process in which we are involved in terms of quotes for items, following through on client paperwork, and generally chasing up loose ends which can occur.

Also if the client defaults in repayments, we are required to follow that up with the client.

The client support and loan providers have experienced some challenges with the new technology and this has slowed down the turn-around time for loan approval.

Good Shepherd MF has been working hard to smooth out the gremlins – we are almost there!

A total of 24 loans were approved this year for the following:

|               |   |                  |   |                  |   |
|---------------|---|------------------|---|------------------|---|
| Refrigerators | 3 | Washing Machines | 1 | Air Conditioner  | 1 |
| Computers     | 2 | Furniture        | 2 | Vehicle Repairs  | 5 |
| Registration  | 4 | Televisions      | 3 | Medical / Dental | 3 |

### Good News Outcomes:

**Janet's** washing machine finally gave up after 18 year's faithful service. She is an aged pensioner, very organised – every household expense is direct debited from her pension. But Janet had no savings to be able to outlay several hundred dollars on a new machine.

She applied for a NILS Loan, and had an adequate surplus in her fortnightly budget, so was quickly approved due to her being able to produce all documents required at the time of interview. Janet chose a washing machine through the Good Guys Commercial website, giving her the optimal discounts and free delivery.

**Gino** and his wife Mary migrated to Melbourne from Eastern Europe 5 years ago to be closer to their children and grandchildren. Sadly, Mary has been diagnosed with a serious illness and was in need of a walker to assist her balance in getting around. We were able to assist them in the process of making an NILS application as with limited English; understanding and completing the application was very difficult for them. The approval of the loan has greatly improved her independence and comfort when attending hospital appointments.

### Carol Davis – NILS Coordinator

# Community Information

The Information team has once again been kept busy over the past 12 months.

We have been most fortunate to have Brian and Julia Noble join the team. They are enthusiastic and willing to take on any task requested of them and have blended in very well and enjoy the friendly atmosphere provided by staff and volunteers.

The team works throughout the year covering the areas of -

- Infocom Database and Bookmarks
- Knox Community Resource Guide
- Emergency Relief Support Service Pamphlet
- Noticeboards
- Webpage
- Facebook
- Newspapers/Media etc for any new support agencies



The volunteers play an important role updating the database by using it on a daily basis and bringing any necessary changes to our attention.

Over 300 of the Knox Community Resource Guides are given out over the year to new clients and agencies. Our Emergency Relief Support Service Pamphlet is in constant demand and approximately 500 distributed throughout the year. The Emergency Relief Network of agencies receive the pamphlet via email every 3 months enabling them to print it out and give to their clients when needed. Also this allows agencies to inform me of any changes at that time.

Noticeboards in the interview rooms are kept up to date with short term courses or events that may be of interest to clients and/or volunteers.

Extra booklet holders have been placed in interview rooms to house the many informative booklets we request covering areas including Legal Services/Beyond Blue/Housing.

The webpage continues to be worked on with updating the format and content to make it more user friendly and viable. Matthias (Web Designer) and I have been working together on this.

We are now on Facebook and time is set aside to work on and promote our programs such as 'Connecting Kids to the Community' - 'Share the Joy Appeal' and our fund raising events such as our Trivia night and Bowling night for 'Share the Joy'. We also promote special awareness days such as R U OK – Homelessness – Anti Poverty Week – White Ribbon Day etc on Facebook and around the office. We will continue to work on expanding our Facebook network with the aim of connecting with and supporting more people in the community, who may need our assistance. Currently we are working on Guidelines and Procedures for Internet and Social Media usage.

'Pinchapoo has again supported us with over 200 personal packs in the past year. 'Share the Dignity' continue to donate sanitary items which are so essential for women. They have recently also donated 10 handbags filled with personal items as an extra gift over the Christmas period.

Once again staff and volunteers supported 'The Great Community Raffle' and thanks to a great effort by all, \$847 was raised. As always many thanks to the team and to all who support us with the information management and for the friendship and support which makes coming to work a pleasure.

**Glenn Crombie – Information Coordinator**

# Knox Community Christmas Support Report

## 'Sharing the Joy'

*This report provides an overview of the excellent work contributed by volunteers and donors of the Knox Community Christmas Support Appeal. It demonstrates the hard work and commitment by all the volunteers and donors to reach out to people in the community struggling at Christmas time.*

Christmas can be a difficult time for families to pay bills as well as buy food and presents. This is especially true for people on a low income as a result 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 Asylum Seeker. The Knox Community Christmas Support (KCCS) "Sharing the Joy" Appeal aims to reach families or individuals in need of a hamper of festive food and a selection of quality gifts for children and teenagers.

The Knox Community Christmas Support Appeal has assisted people within the City of Knox experiencing financial hardship since 2010. During this time the KCCS Appeal has directly benefited a total of 3,121 households in the Knox City Community.

In 2017, 407 households in financial distress were assisted, with each household receiving food hampers that addressed dietary requirements and the growing needs of larger families.

In addition to this, 1000+ gifts and a total of \$2,700.00 in gift vouchers were given to households with children and teenagers. This enabled the parents and carers of a total of 523 children and teenagers to provide their growing family with a wonderful Christmas. A total number of 1,130 individuals were directly assisted in the suburbs of Knox by the KCCS Appeal during Christmas of 2017.

The KCCS Appeal, a partnership of 11 community organisations led by Knox Infolink Boronia worked tirelessly together to ensure that Christmas time is not a struggle for the people in the Knox community.

Over 100 volunteers donated their time to assist with the KCCS Appeal with many of the volunteers returning from the 2016 Appeal. The volunteers engaged with the promotion, administration, transport, Hub, sorting, packing and despatch, and in providing our clients with a friendly and joyous service during the four collection days spread around Knox. The 2017 Knox "Sharing the Joy" Appeal was supported by over 100 donor groups from businesses, schools, retirement villages, staff groups, community service organisations and individual Knox residents.



## The Appeal- Behind the scenes

The KCCS project worker Wayne Guest along with RMIT placement student Katrina Green, Michael Lehmann along with other Appeal volunteers worked tirelessly throughout the year to contact Knox Businesses and local Community organisations to seek support of cash donations, toys and non-perishable food items. Support was gained from over 100 Knox businesses and community organisations for the 2017 KCCS Appeal. Promotional flyers were distributed across Knox from October and articles appeared in local community papers & Knox Business Life seeking support for the appeal with volunteers, non-perishable festive food donations, toys, vouchers and cash donations with an online donation through "[www.givewell.com.au/knoxsharethejoy](http://www.givewell.com.au/knoxsharethejoy)".

The Mayor of Knox Cr Darren Pearce was invited to become the Appeal Patron for 2017.

The Appeal was officially launched by Cr Darren Pearce at the Annual "Sharing the Joy" trivia night and silent auction Fundraiser, held on Saturday 3rd September 2016 at RAFT in Rowville. Over 120 Trivia Night attendees, which included donor representatives, volunteers and community groups, raised a grand total of \$4,900.00 for the KCCS Appeal. In addition to this a total of \$9,600.00 of cash donations was raised for the 2017 KCCS Appeal, with a grand total of \$14,500.00 going towards the purchasing of food and vouchers for people in the Knox City community.



## The KCCS Working Group

The Knox Community Christmas Support Appeal would not be able to go ahead without the support and time given from the 11 community organisations within Knox. These community organisations include:

Knox Infolink Inc. (Lead Agency)  
Rotary Club Boronia  
Coonara Community House  
Wantirna Seventh Day Adventist  
RAFT Anglican Church

Salvation Army Rowville  
Lions Club of Rowville  
Volunteer for Knox  
Hillview Community Church  
Restore Community Church  
Stamford Park Men's Shed

## The Knox City Council

KCCS acknowledges the valuable support of the Knox City Council through the Knox Community Grants and Knox Welfare Trust. This funding has enabled the Share the Joy Appeal to move from concept to a tradition in Knox over a period of 8 years.

## Donors' Generosity at a glance



**Barry Plant Boronia & Wantirna** – have become regular cash donors to help with the purchasing of food & toys. They both help many local community projects & sporting clubs.

We really appreciate their kind donations.

**RAFT** – Provide their brilliant hall for our yearly fund raising Trivia Night.

So much space and everything we need to make it a real success.



**Metro Cinemas Boronia** – What a fantastic donation by Metro Cinemas Boronia. By supplying 100 free cinema passes to the KCCS we were able to fill the short fall of presents for teenagers and younger children. They were a popular choice for many families.

### Country Womens Association Boronia

– Held a fashion show to raise money for the KCCS purchase of food & toys.

Thanks for being great sports and helping us get to our target to pay for over \$14,000 in food & toys



**Storage King Knoxfield** – A vital need is storage for all the KCCS toys, boxes and other odds and ends.

It is a great facility and again thank Storage King Knoxfield for their ongoing support.

**ORORA** – Generously supplying boxes for all our food hampers and have done this for many years.

**Smart Temp** – Provided a generous cash donation for the purchase of food & presents.



**Swinburne TAFE** – have again generously supported the 2017 KCCS Appeal by donating all monetary proceeds gained from two book sales held June and October 2017.

## Donors' Generosity at a glance

### Ray White Social Commitment

In the past few years Ray White Ferntree Gully, Bayswater, Rowville & Wantirna have been a fantastic asset to the Sharing the Joy Appeal. They continue to bring their passion, hard work and time each year, which has made a tremendous difference to the Appeal. In 2017 Ray White again donated many toys and lots of festive foods.



### Community Donation Points

Thank you to all of the organisations and businesses that made their premises available to take donations of goods from members of the Knox City community. Posters on display at each venue provided members of the community with ideas for food items to contribute and for which age groups to buy gifts. Community Donation Points were scattered all around Knox and some included:

- Knox City Council Make a Difference Team
- Solar Turbines
- Cummins
- Metro Cinemas Boronia donating 100 Cinema passes for presents



### Volunteers Acknowledgement

Requests for volunteers were promoted in the lead up to Christmas via local community newspapers, Volunteer for Knox, Knox Infolink and organisations involved in the project. Volunteer roles include: - appeal promotion, administration, client registration, transport, packing, sorting and providing efficient friendly service at the four collection points.

Thank you to all of the 2017 volunteers for your commitment and support of the Knox "Sharing the Joy" Appeal. Your gift of time enables this very worthwhile community project to continue to support individuals and families living in Knox.



## Client Collection Points

Four collection locations were set up for 2017 allowing hamper recipients to attend an agency as close to home as possible. The collection points provided a warm friendly welcome to those recipients who came to pick up a food hamper and to choose gifts for their children. The collection points distributed hampers and toys to 407 households over a three-day period with a total of 1,130 individual people supported within the project.

### **Boronia District Guide Hall**

Boronia/ The Basin/ Bayswater

### **Coonara Community House**

Ferntree Gully/ Upper Ferntree



### **Restore Church**

Rowville/ Lysterfield/ Knoxfield

### **Wantirna Seventh Day Adventist Church**

Wantirna/ Wantirna South/ Scoresby

## The Hub and Transport

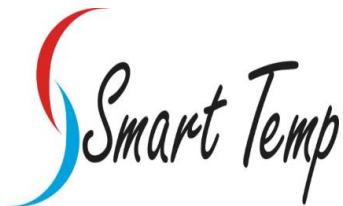
The Hub is a hive of activity in December. It is the central location for all donations of all items for the project. The donations of gifts and food from donors are then sorted packed and distributed to the four collections points in Knox. We wish to thank the Salvation Army Rowville for the use of their premises.

We wish to acknowledge the great job undertaken by Michael Lehmann coordinating all of the activities at the Hub. He oversaw the timely dispatch of all required hampers and gifts.

The Hub was opened for business on November 27th 2017. Hampers and gifts were packed and ready to go mid-December. A special thanks goes to Emmerson & Knox Volunteers for their continued involvement in the project.



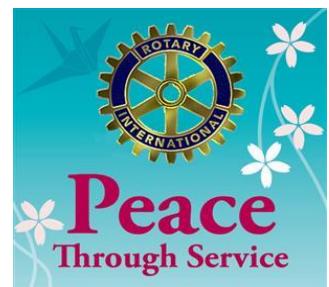
## Knox "Share the Joy" 2017 Major Sponsors



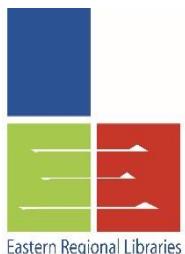
coles



Knoxfield



Ray White®



## KCCS "Sharing the Joy" Donors 2017

|  |                                     |                                       |
|--|-------------------------------------|---------------------------------------|
| Alan Tudge M.P   | Commonwealth Bank Studfield         | Peppertree Retirement Village         |
| Alan Tudge M.P   | Commonwealth Bank Boronia           | Puffing Billy Railway                 |
| Aliento  | Coonara Community House             | Raft Anglican Church Rowville         |
| Ali's Intimo Lounge  | Coorie Ave Children's Centre        | Ray White Real Estate                 |
| AMF Bowling Boronia  | Curves—Ferntree Gully               | Bayswater                             |
| AMF Bowling Knox   | Country Women's Association Boronia | Ray White Real Estate Ferntree Gully  |
| Arora  | Crayola (Australia)                 | Ray White Real Estate Rowville        |
| Back in Motion   | Cummins                             | Ray White Real Estate Rowville        |
| Balmoral over 55 Lifestyle Village                         | Eastern Ranges School               | Ray White Real Estate Wantirna        |
| Barry Plant Real Estate Boronia                            | Emerson Process Management          | Restore Church                        |
| Barry Plant Real Estate Rowville                           | Ferntree Gully Library              | Rotary Club of Boronia                |
| Barry Plant Real Estate Wantirna                           | Fernwood Women's Health Club FTG    | Rowville Library                      |
| Basin Community House                                      | Heidi Victoria MP                   | Smart Temp Australia                  |
| Baxter Laboratories  | Hillview Community Church           | Solar Turbines Australia              |
| Bayswater Amcal Pharmacy                                   | Hillsong                            | Southern Spirit                       |
| Bayswater Library (Eastern Regional                        | Hotel Bruce County                  | Spalding                              |
| Bendigo Bank Boronia                                       | Hydrosteer Pty Ltd                  | Staff of Knox City Council            |
| Boronia Heights Pharmacy                                   | Knox Basketball Inc                 | Stamford Hotel                        |
| Boronia Dog Grooming & Pet Supplies—Fantastic Cat Grooming | Knox Chiropractic Wellness          | Storage King Knoxfield                |
| Boronia District Guide Hall                                | Knox City Council                   | The Bean Patch Family Day Care Centre |
| Boronia Junction Amcal Pharmacy                            | Knox District Wood Workers          | Swinburne TAFE Wantirna               |
| Boronia Library  | Knox Infolink                       | The Linen Press                       |
| Boronia Residential Aged Care                              | Knox Leisure Works YMCA             | Trefoil Guild-Girl Guides FTGully     |
| Boronia Uniting Church                                     | Knox Library                        | Timezone Knox                         |
| Bridges Connecting Communities                             | Knoxfield 55 plus Club Inc          | Tupperware                            |
| Bunnings Scoresby  | KO Lifestyle Fitness                | U3A Knox Park Hills                   |
| Cake Decorators Association                                | Lions Club Rowville                 | Vamp Hair Beauty                      |
| Centre of Wellbeing  | Mars Food Australia                 | Volunteer for Knox                    |
| Children's Yoga  | Metro Cinemas Boronia               | Wantirna Seventh Day Adventist        |
| Rowville   | Museum Victoria                     | Waterford Valley Golf                 |
| Chesterfield Farm  | Orana Neighbourhood House           | Waverley Christian College            |
| Cognition Cycles   | Our Saviour Luthern Church Knox     | Westfield Knox                        |
| Colchester Park Preschool                                  | Outer Eastern Trefoil               | William Angliss Hospital              |
|  |                                     | Zagames Boronia                       |



## Connecting Kids to the Knox Community

Appointed as the Project Co-ordinator of the *Connecting Kids to the Knox Community* project in March this year was an exciting prospect for me. After working for more than a decade at a management level in various community organisations, I was keen to return to community development/project work and to try and bring Denise's "*Brainchild/the Vulnerable Kids Project*" to life!

During the past 3.5 months I have worked for 2 days a week, developing marketing materials, policies and procedures, documentation such as MOU's, Referral forms, Evaluation tools, and data systems such as the Register of Sporting and Recreational Organisations. In this time, I have researched and contacted all sporting and recreational organisations in the City of Knox in an attempt to secure subsidised opportunities for children and young people referred to the project.

The *Connecting Kids to the Community* project has been warmly received by the local community and at the end of the financial year, I am pleased to report that 8 MOU's have been signed with a variety of clubs (dance, tennis, karate, football, music school) offering over 20 places in total (all offering either heavily discounted or fully subsidised fees). Negotiations continue with clubs and it is envisaged the number of opportunities/Register of Sporting Clubs and Organisations will increase.

Working one day per week, the next three months of the project will focus on marketing to Knox Infolink Staff and service users, local agencies, schools and health care providers to facilitate referrals on behalf of families that face a range of social barriers. A Register of

Children and Young People will be established and based on interests and availability of places, "*matches*" with suitable activities/clubs will be made.

The *Connecting Kids to the Community* project is unique and working on this project, has been very rewarding. I am hoping for the sake of Knox Infolink, the sporting and recreational clubs that have signed MOU's and the children, young people and families in the Knox community, that funding continues to allow this project to produce the significant outcomes that I honestly believe it is capable of producing.

May I just say that it has been an absolute pleasure to work at Knox Infolink for the past 3.5 months. To work for what I call a "grass roots" service that gets by "on the smell of an oily rag" has been incredibly heart-warming and a reminder of what serving our communities is all about. To be surrounded by Staff and volunteers that genuinely care for each other and their community has been incredibly inspiring and motivating. Thank you all for the wonderful work you do!

### Nikki Maddern – Project Coordinator



# Financial Report

**KEVIN F. JONES FCA**  
CHARTERED ACCOUNTANT  
ABN: 13 653 169 438

162 WANDA STREET, MELBOURNE, VIC 3170  
P.O. BOX 147, SANDOWN VILLAGE, VIC 3171  
MOBILE: 0419 335 808  
EMAIL: kevint@kevinjones.com.au

To the members of Knox Infolink Inc.:

**Audit Report – Unmodified Opinion**

14 September 2018

**Report on the Financial Report**

I have audited the accompanying financial report, showing a Net Profit of \$5,644 and Net Assets of \$73,477 being a special purpose financial report of Knox Infolink Inc. (the association), which comprises of the Balance Sheet as at 30 June 2018, the Income Statement, Statement of Changes in Equity 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.

...J2

- 2 -

**Audit's Opinion**

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

- (a) giving a true and fair view of the entity's financial position as at 30 June 2018 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**

14 September 2018

164 Wanda Street, Mulgrave, Vic, 3170

Liability limited by a Scheme approved under Professional Standards Legislation

**Knox Infolink Inc**  
**Profit and Loss Statement**  
**For the year ended 30 June 2018**

|                                    | 2018           | 2017           |
|------------------------------------|----------------|----------------|
| <b>INCOME</b>                      |                |                |
| Bank Interest                      | \$ 2,452       | \$ 2,118       |
| Donation Xmas Program              | 14,031         | 11,509         |
| Donations                          | 7,534          | 7,183          |
| Grants OP Funding                  | 153,589        | 150,209        |
| NILS Op funding                    | -              | 3,600          |
| Emergency Relief                   | 42,944         | 42,944         |
| KCC Grant                          | -              | 11,573         |
| KCCS Xmas Program                  | 35,090         | 35,090         |
| Knox City Council one off          | 16,000         | -              |
| CDF Grants - Kid Sports Register   | 14,579         | -              |
| Homelessness Grant                 | 5,836          | -              |
| Misc Income & Grants               | 2,384          | 5,163          |
| Fundraising                        | 470            | 70             |
| Membership Due                     | 78             | 78             |
| Provision for Unexpended Grant (2) | <u>9,499</u>   | <u>10,847</u>  |
|                                    | <u>304,486</u> | <u>280,384</u> |
| <b>EXPENDITURE AS ATTACHED</b>     | 298,842        | 287,836        |
| <b>NET PROFIT (Loss)</b>           | <u>5,644</u>   | <u>-7,452</u>  |

**Knox Infolink Inc.**  
**Profit & Loss Statement**  
For the year ended 30 June 2018

| <b>EXPENDITURE</b>                       | <b>2018</b>   | <b>2017</b>   |
|--|---------------|---------------|
|  | \$            | \$            |
| Auditor                                  | 1,600         | 1,600         |
| Advertising                              | -             | 349           |
| AGM Expenses                             | 347           | 448           |
| Cleaning Costs                           | 3,825         | 3,750         |
| Refurbishment Grant                      | 9,456         | -             |
| Computer Expenses                        | 3,762         | 4,794         |
| Community Aid                            | 35,040        | 45,354        |
| Dues & Subscriptions                     | 2,069         | 1,413         |
| Employment Expenses (3)                  | 191,147       | 179,247       |
| Furniture & Equipment                    | -             | 2,074         |
| Insurance                                | 391           | 373           |
| Lease Expense                            | 164           | 152           |
| Photocopier Costs                        | 3,317         | 3,121         |
| Prov. For Unexpended Funds (4)           | 12,901        | 9,499         |
| Stationery Printing & Postage            | 1,194         | 1,242         |
| Sundry                                   | 728           | 2,373         |
| Telephone                                | 2,068         | 2,311         |
| Utilities                                | 8,541         | 8,841         |
| Xmas KCCS Program - Food Gift & Sundries | 22,292        | 13,780        |
| Strategy Planning                        | -             | 7,115         |
|  | <hr/> 298,842 | <hr/> 287,836 |

**Knox Infolink Inc**  
**Balance Sheet**  
**As at 30 June 2018**

|                                   | 2018           | 2017           |
|-----------------------------------|----------------|----------------|
|                                   | \$             | \$             |
| <b><u>CURRENT ASSETS</u></b>      |                |                |
| Bank Account                      | 15,833         | 14,745         |
| Investment Accounts               | 120,018        | 85,917         |
| Petty Cash                        | 218            | 72             |
| Stock on hand (5)                 | -              | 3,495          |
| Receivables                       | -              | 916            |
| Gift Cards on hand                | -              | 8,464          |
|                                   | <b>136,069</b> | <b>113,609</b> |
| <b><u>CURRENT LIABILITIES</u></b> |                |                |
| Trade Creditors                   | 958            | 420            |
| GST                               | -397           | -933           |
| Payroll Liabilities               | 9,583          | 6,904          |
| Prov. for Employee Entitlements   | 39,547         | 29,886         |
| Prov. for Unexpended Funds        | 12,901         | 9,499          |
|                                   | <b>62,592</b>  | <b>45,776</b>  |
| <b><u>NET ASSETS</u></b>          | <b>73,477</b>  | <b>67,833</b>  |
| Represented by:                   |                |                |
| <b><u>EQUITY</u></b>              |                |                |
| Balance 1.7.2017                  | 67,833         | 75,285         |
| Net Profit (Loss)                 | 5,644          | -7,452         |
|                                   | <b>73,477</b>  | <b>67,833</b>  |

**KNOX INFOLINK INC**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2018**

|  | <b>2018</b>          | <b>2017</b>          |
|--|----------------------|----------------------|
| Members Dues   | \$ 78.00             | \$ 78.00             |
| Bank Interest  | 2,452.00             | 2,118.00             |
| Donations  | 21,565.00            | 18,692.00            |
| Grants Received  | 279,921.00           | 259,426.00           |
| Fund Raising   | 470.00               | 70.00                |
|  | <u>\$ 304,486.00</u> | <u>\$ 280,384.00</u> |
| Expenditure for the year                               | <u>298,842.00</u>    | <u>287,836.00</u>    |
| NET Cash from Operating Activities                     | <u>\$ 5,644.00</u>   | <u>-\$ 7,452.00</u>  |
| Current Assets & Current Liabilities & Adjustments (6) | <u>29,545.00</u>     | <u>503.00</u>        |
| NET Decrease in Cash & Cash Equivalents                | <u>\$ 35,189.00</u>  | <u>-\$ 6,949.00</u>  |
| Cash & Cash Equivalents at beginning                   | <u>100,662.00</u>    | <u>107,611.00</u>    |
| Cash & Cash Equivalents at 30 June 2018                | <u>\$ 135,851.00</u> | <u>\$ 100,662.00</u> |

**KNOX INFOLINK INC.**  
**ABN: 29 871 638 790**  
**Notes To and Forming Part of the Financial Statements**

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**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.

**Note 2 - Profit & Loss Income Statement – Provision for Unexpended Grant \$9499**

This money from Refurbishment Grant carried forward in 2017 was spent in 2018.

**Note 3 - Profit & Loss Expenditure Statement – Employment Expenses \$191,147**

These Employment Expenses include \$9660 of Employee Entitlements and Salaries for Project Workers for KCCS and CDF Grant.

**Note 4 – Profit & Loss Expenditure Statement – Provision of Unexpended Funds \$12,901**

Includes CDF Project and Homelessness Grants to be expended in 2018/2019 Financial Year.

**Note 5 – Balance Sheet – Stock on hand**

Stock on hand at year end was insignificant and therefore not brought to account.

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

| Decrease in Current Assets | <u>2018</u>     | <u>2017</u>     |
|----------------------------|-----------------|-----------------|
| Petty Cash                 | \$ (146)        | \$ (3)          |
| Stock                      | 3,495           | (3495)          |
| Receivables                | 916             | 1057            |
| Gift Cards                 | <u>8,464</u>    | <u>11036</u>    |
|                            | <u>\$12,729</u> | <u>\$ 8,595</u> |

**Increase in Liabilities**

|                     |                 |                  |
|---------------------|-----------------|------------------|
| Trade Creditors     | \$ 538          | \$ (843)         |
| GST                 | 536             | (149)            |
| Payroll Liabilities | 2,679           | (6,420)          |
| Provisions          | <u>13,063</u>   | <u>(680)</u>     |
|                     | <u>\$16,816</u> | <u>\$(8,092)</u> |
| Total               | <u>\$29,545</u> | <u>\$ 503</u>    |



**Proudly supported by Knox City Council**