

# Knox Info?link

An Information Resource Centre for the Community

## 27<sup>th</sup> Annual Report – 2019

Because we help...

Families can put food  
on their table

Because we help...

Unemployed people can  
travel to their interviews



Because we help...

Rough Sleepers have  
sleeping bags &  
blankets



Because we help...

Vulnerable Kids can participate  
in school and leisure activities

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## Knox Infolink Inc.

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### Services Provided:

- Information & referral
- Emergency assistance (food parcels, meat & chemist vouchers)
- Mail Holding Services
- No Interest Loan Scheme (NILS) & Adds Up Program
- Knox Gives – Knox Community Welfare Fund
- Knox Community Christmas Support Program
- Tax Help (mid July-31<sup>st</sup> October)
- Connecting Kids to the Knox Community
- Telstra Assistance Program
- Access to Interpreting Service
- 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.

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### Aims, goals and objectives

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

That they may be independent and effective members of their community

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

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

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

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**KNOX INFOLINK INC**

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## President's Report

This has been an exceptionally pleasing year to be President of Knox Infolink. It has been a year of several parts, firstly a year of stabilisation. Our operational funding from Knox Council is set in place for four years and our material aid funding from CISVic is also assured for four years.

While we will always require more funding for both core activities and introducing more programs to assist our clients, it does feel good to not have to worry where the next dollar is coming from.

Secondly, we have seen the Christmas program and the Connecting Kids to the Knox Community programs develop and grow under the dedicated management of both Wayne Guest and Nikki Maddern, respectively. Thanks to both of these people for their efforts.

Thirdly, having taken on the role of custodian for the Knox Welfare Fund and after a somewhat turbulent start, this program is now developing and experiencing growth under the management of Sheradon Carroll.

As always, it is a privilege to work with Denise. In her role as Centre Manager she takes a hands on approach to all aspects of the organisation, and oversees the implementation and management of all the special projects. Denise is always looking for the next innovative initiative to support our clients.

After twelve months of limiting the opening hours to four days a week, there appears to be little impact on our clients.

On a sad note, but with a happy and bright outcome for the future, Carol Davis informed us she would be retiring from her role as ER Coordinator in December. Having been responsible, along with others for the creation of Knox Infolink, it was with a certain amount of sadness we said goodbye to Carol. However, Carol continued to volunteer at Knox Infolink, looking after and training people to manage the NIL's program.

A "send off" was held for Carol in February and was attended by people from as far back as possible.

Thank you Carol for the many years of selfless and dedicated service to Knox Infolink, and we wish you all the very best in your future adventures.

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

Knox Infolink is only successful due to the dedication of our loyal volunteers. Without you Infolink could not function, and on behalf of the committee and myself, thank you all.

I would also like to thank all members of the Committee of Management for their dedication and ongoing support during the year.

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

I am looking forward to the future as there are some innovative and exciting projects in the pipeline.

Thank you all.

## 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, Mike Lehmann, Felicity Maddern	<b>Knox Council Representative</b>	Deb Robert
<b>Staff Rep</b>	Denise Budge		

## Carol Davis' Retirement Celebrations – February 2019



So many wonderful memories shared by all. It was great to have so many people from the past able to join us to celebrate the 27 years of service to the Knox community. A fitting cake for a Scottish lass made by our Teresa Walker. Congratulations and our thanks to Carol for her vision, loyalty and commitment to Knox Infolink. We all wish her well for the future.



## 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**

### 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>	<b>Good Shepherd Microfinance</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>Aussie Disposals</b>	<b>Boronia</b>	<b>Wandin Valley Farms</b>	<b>Wandin</b>
<b>Storage King</b>	<b>Knoxfield</b>	<b>Country Women's Association</b>	<b>Boronia</b>
<b>St Paul's Anglican Church</b>	<b>Boronia</b>	<b>Wantirna Evening View Club</b>	<b>Wantirna</b>
<b>Country Women's Association</b>	<b>Boronia</b>	<b>Stitches n Bitches</b>	<b>Rowville</b>
<b>Rotary Club</b>	<b>Boronia</b>	<b>Rowville Lions Club</b>	<b>Rowville</b>
<b>Rotary Club</b>	<b>Knox</b>	<b>Church of Christ</b>	<b>Boronia</b>
<b>Knox Opportunity Shop</b>	<b>Bayswater</b>	<b>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>The Basin Music Festival</b>	<b>The Basin</b>
<b>Harcrest Shopping Hub</b>	<b>Scoresby</b>	<b>Rowville Cake Decorators</b>	<b>Rowville</b>
<b>Pinchapoo</b>	<b>Bayswater Nth</b>	<b>Share the Dignity</b>	<b>Brunswick</b>
		<b>Numerous individuals and small businesses – too many to mention</b>	

*Thank  
You*

## Volunteers

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

### Volunteer Community Information Workers & Administrative Assistants

Carol Davis	Robyn Brown	Lynette Bambery
Karen Bevan	Brian Elliott	Michele Lynch
Jenny Dempsey	Cherry Fuller	Julia Noble
Marianne Foenander	Pat Mawson	Genielle Phillips
Lesley Gotzmann	Pam Peterson	Brij Singh
Mike Lehmann	Teresa Walker	Nicky White
Brian Noble	Edna Sheekey	Julie Sebkova
Jillian Reynolds	Shri Chitale	Mary Connell

### Volunteers we have farewelled in 2019



Jo Lee	Suneetha Kurturi
Michele Burton	Samantha MacDonald
Pat Fenton	Astrid Mouzon

### No Interest Loan Team

Carol Davis (Volunteer)	Robyn Brown ( Volunteer)
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### Volunteer Drivers



Tony Hayward	Jack McNamara
Mike Lehmann	

### Tax Help Volunteer

Ming Yau



## Manager's Report

As I reflect on Knox infolink's 27<sup>th</sup> year of service to the Knox community it is one of contradictions. Growth and new exciting beginnings on one hand, and on the other, a necessary contraction of service delivery as we reduced to a 4 day per week service. This decision was not taken lightly and was based on the forecasted core funding for the following 4 years not keeping pace with the increasing salary component dictated by the Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010.

In July, we not only reduced our service delivery, but total staff hours were reduced by 5.5 hrs in July and then a further 6.5 hrs were reduced in January 2019. This reduction of hours was shared equally across the small staff team of 1.85 EFT reduced down to 1.53 EFT. This reduction in hours only makes the outstanding achievements of 2018/19 more spectacular.

This can only be contributed to the wonderful team of staff and 30+ volunteers who constantly amaze me with their capacity to adapt to change and make it work, their true sense of team, but most of all their generosity of heart to not only our clients but to their fellow team members. We have had a year of significant health issues for a number of our team, but rosters were covered and the community continued to receive the friendly supportive service that they have come to expect of Knox Infolink.

With the reduction to 4 days we certainly experienced a reduction in numbers of people accessing our service in some areas, but at the same time, many clients have presented with extremely complex cases that have taken multiple visits and hours to work through. The complexity of matters has certainly increased this year. Sadly, the percentage of clients presenting as homeless has also continued to increase from 17% last year to 20% of clients this year. We may have experienced a reduction in the overall number of clients assisted, but the total number of contacts with our service providing emergency relief, support and referrals for the year, has increased from 10,782 in 2017/18 to 11,165 services in 2018/19 which supports the data that client's matters are more complex, requiring considerably more services.

This year we have seen our funded projects continue to grow, with the Knox Community Christmas Support (KCCS) Project once again exceeding the fundraising budget of \$14,000 to raise more than \$16,000. This has meant that more quality toys could be purchased and more specialty items included in the Christmas hampers. Congratulations to Wayne Guest and his team for another outstanding year. Further details on the KCCS project available later in this annual report.

Our Connecting Kids to the Knox Community has grown from strength to strength in 2018/19 with more than 51 referrals being made to the program since July and more than 33 successful matches made. The success of the project is being recognized outside of Knox with enquiries on how other LGAs could run the same project. We have been exploring as many funding opportunities as possible throughout the year and a more detailed report is available later in this annual report. The success of this project rests on the project worker's capacity to build strong and workable relationships with a wide range of clubs and leisure activity groups and

at the same time match children in need with sensitivity and understanding. Fantastic job Nikki Maddern.

While these projects grow from strength to strength, there have been extensive conversations and work done behind the scenes with Knox Council in preparation for Knox Infolink to take over the custodianship of the Knox Community Welfare Fund. We are honoured that Council identified Knox Infolink as the most suitable organization to grow and develop the fund after being in the safe and capable hands of council for the past 40 years. A formal launch was had in October 2018, a governance committee formed and changes to the Knox Infolink Rules of Association completed under the guidance of pro bono legal support provided through Justice Connect. This was a huge undertaking for Knox Infolink to take on, considering the reduction in staff hours and the anticipated increased demands the management of this project would bring. But growth and change does not happen without taking some calculated risks when looking for opportunities to secure a solid future for Knox Infolink. In March 2019 we secured the services of Sheradon Carroll who came to us with excellent credentials to take up the role of the Fundraising Coordinator to grow the fund and encourage corporate and business donations. Knox Council provided a small start up grant to employ the Coordinator and within the first 3 months of employment, Sheradon was able to secure a Lord Mayor's Charitable Fund Grant, that has allowed us to ensure Sheradon's employment for a full 2 years so that she can focus on growing the fund so the role will become self-sustaining. Congratulations on a great start Sheradon.

Grants are the life blood for the survival of the community sector and once again we were successful in securing 2 Knox Council Community Development Grants. One being for stage 2 of the Connecting Kids Project and the second one to update some of our very outdated technology. This year we have been able to buy a new lap top and replace 3 PCs that were more than 10 years old. In addition, we were successful in securing a DSS Volunteer Grant for \$5,000 which has allowed us to do some further IT upgrades, but mainly this will fund training for the volunteers later in the year with David Cherry – presenting a full day session on Dealing with Difficult Clients.

As mentioned it has been a year of growth but this has also come with a level of uncertainty as we faced a competitive tendering process for our 4 years of DSS Emergency Relief funding. There were meetings and discussions of the consortium members, auspiced by CISVic. There was data to collect to contribute to the funding application and I am delighted to report that in late 2018 the funding was secured. At the same time we were waiting to hear the outcome of another competitive tender for our Knox Operational (Partnership) Funding. This 4 year funding was also confirmed in July 2018 and further discussions were had to finalise our reporting requirements for the next 4 years.

There were a number of professional development and training sessions offered to the staff and volunteers during the year. The highlight was the 2 day CISVic bi-annual conference held in October that was attended by Anne, Karen, Barry, Brian and myself. Carol Davis attended the 2 day NILS conference held in September and Anne attended 2 days of Volunteer Management training during the year. I have commenced an Advanced Diploma of Community Sector Management. Whether we are staff or volunteers, it is important that we

constantly maintain our professional development and skills as we are in a changing world that we must keep pace with. Glenn has attended social media training so that she can lead us in the new way of communicating in the 21<sup>st</sup> century and developed our facebook presence. Great work Glenn.

One of our most exciting partnerships to develop has been with Uniting Harrison, the housing support service for the outer east. With their move to Mount Waverley we were delighted to offer them space at Knox Infolink so they could maintain a presence in Knox. This partnership commenced as a 1 day per week service in August and quickly grew to a 4 day per week service by October 2018. We have worked very closely and successfully with the team from Uniting to develop smooth and effective referral pathways between our two services. We are excited about this expansion to our service and the future opportunities this partnership holds as we now are working together to address the growing homelessness concerns in Knox.

There has been a lot of conversation within the Knox Council and relevant community agencies about how to address homelessness. With the winter months fast approaching, there was a push led by Steve Barrington from Foothills Community Care for Knox to establish it's own Winter Sleepover. With Knox Infolink and Uniting Harrison as the key referral agencies for this project, we worked closely together to develop Policies and Procedures and a data base to run a trial Sleepover in August. Special thanks needs to go to Anne for developing all the referral and registration processes literally within a week! We have been very proud to be part of this new project and look forward to 2020 when we run this program for the full 3 months of winter. This is not a solution to homelessness, but it will keep some safe and warm during the challenges of winter while we continue to work towards solutions.

With all this growth and development comes a need to keep pace with the changes and update policies and procedures. This is a work in progress but we have introduced 5 new policies and updated a number of existing ones. Thanks to the work done by our Social Work student from last year, Sue-Ellen Smith, but most importantly to our Committee of Management Members who have assisted with this work, Mike, Brian and Karen.

It is important for us to provide a voice for those who do not have one, being our clients. We actively participate in advocacy work participating and supporting the Raise the Rate Campaign, Everybody's Home Campaign and the School Expenses Campaign. But this year with the Royal Commission into Mental Health, it was important for us to contribute on behalf of our clients. We not only supported the Knox Council and CISVic submissions, but Knox Infolink also made their own submission to the Royal Commission making special mention of the link between poverty, food insecurity, homelessness and poor mental health.

This has been an outstanding year of growth and change thanks to the ongoing financial support of our two core funding bodies, Knox City Council and the Department of Social Services. Thank you for your confidence in our ability to provide an accountable and relevant service.

But none of this could be achieved without the people on the ground doing the work. A huge thank you to our 30+ team of wonderful volunteers – you are all amazing. A special thank you

to our Committee of Management who also volunteer their valuable time to provide me guidance and support throughout the year. Thank you to Barry Battiscombe as the President for his strong leadership and support of my role as the Centre Manager.

This year has seen a large change in the staff team, I previously referred to the reduction in hours but we have also had to say good bye to Carol Davis who decided to retire at the end of 2018. She has contributed a lifetime of service to Knox Infolink after 27 years and we were able to give her a fitting farewell in February, bringing together many people from the past. Carol's shared vision on the original steering committee to establish a Knox CAB has been the foundation for Knox Infolink to grow. Thank you Carol for your enormous contribution, you will be a part of Knox Infolink forever.

With all this change and growth it has only been possible because of the strong support of the permanent staff team, Anne Bowkett, Glenn Crombie, Carol Davis and Carol Chou. Thank you for your commitment to Knox Infolink and your willingness to go above and beyond to ensure the success of Knox Infolink. In particular, your support of my role and willingness to stand firmly together through change and growth – what a team!

A big thank you to the growing team of casual staff who are growing and developing our projects, Wayne Guest, Lynette Bambery, Nikki Maddern and Sheradon Carroll. Thank you for making Knox Infolink an exciting, developing and growing organisation proving that small can produce great things.

Thank you for a fantastic year everyone. Looking forward to what 2019/20 will hold for us.

## Denise Budge – Centre Manager

**Genielle Phillips** commenced with Knox Infolink April 2001 and was a fitting contributor to the CISVic Volunteer Census Report completed in 2018. This is what Genielle had to say about her experience as a volunteer.

After retiring from a career in the community sector, **Genielle** wanted to find a volunteer position where she could make the most of her skills. Genielle has now been volunteering for 17 years and finds it very fulfilling to be able to assist people in need.

*"I certainly do recommend this volunteer work to others. I know the education, training and support we are provided with ensures (that) a sometimes difficult and challenging job is not only worthwhile, but is (also) achievable by those not yet experienced in the area".*

Thank you Genielle for your commitment to Knox Infolink and your compassion for our clients. You are certainly a great mentor and role model for our newer volunteers.



## Knox Gives – Knox Community Welfare Fund

Since March I have taken up a welcome challenge as the Project Coordinator for the Knox Community Welfare Fund.

Working 1 day a week I have spent the first few months in my new role establishing the Fund's new brand identity, 'Knox Gives'. This has meant developing a logo, policies and procedures, flyers and a website to help promote the Fund to the local Business Community.

What makes the Fund unique is the commitment to the residents of Knox. Through the administration of Knox Council, the Fund has been distributing money raised by the Knox/Bayswater Op Shop and Mountain Gate Op Shop to local community projects that supports hundreds of Knox residents.

Over the past 12 months, the fund has supported:

- Foothills Community Care Meals Program
- Basket of Bread and Hope Community Meals Program
- St Pauls Boronia Community Meals Program
- St Stephen's Anglican Church Bayswater Christmas Hampers and School Breakfast program
- Knox Vincentians Scholarship program that provides financial support to disadvantaged school students
- Knox Community Christmas Support – 'Sharing The Joy' Appeal

Although the Fund is well-established, we are at the beginning of our journey as the new custodian of the fund to engage businesses and inspire them to support the fund.

Just prior to the end of the financial year we were extremely fortunate to be awarded a grant from the Lord Mayors Charitable Foundation Thrive Grants following a competitive application process. The grant will inject resources into the fundraising activities of the Welfare Fund into the 2019/2020 financial year, extending the role of the Project Coordinator and increasing the materials budget. There is now plenty of scope to work to develop, promote and secure the Fund's future.

I have been embraced by Knox Infolink staff and volunteers and by Knox Council offering their full support. It has been an exciting time and I look forward to the year ahead.

**Sheradon Carroll – Project Coordinator**



## Emergency Relief Program 2019

This year we celebrated the many years of hard work and dedication put in by Carol Davis, our retiring ER Coordinator. Carol has been a part of Knox Infolink for 27 years and we wish her many years of happiness and relaxation as she continues her life journey. It has been my pleasure and privilege to work alongside her and to learn from someone with such a compassionate and community orientated heart.

During this financial year, we have assisted over 1370 households and 2607 Individuals. Providing 4475 emergency Relief services throughout the year along with many other support and referral services to our clients.

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 are seeing an increase in clients presenting with multiple and complex issues, many 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. Coming late 2019 we will have Energy Mentors who will work with clients specifically on their energy needs.

Clients presenting to the agency affected by homelessness has increased since 2017 and numbers continue to grow. Predominately our homeless clients are single males, however we are starting to see an increase in female clients presenting as homeless. For clients sleeping rough we may need to assist more regularly for a time until clients are linked in with housing services. We now have a housing worker from Uniting Care Harrisons four days per week, which makes the referral pathway more accessible to clients. The reality is that there is a shortage of affordable housing in the area.

Due to receiving grant funds, we are now able to provide more suitable material aid for homeless people e.g. crockery, blankets, ground sheets, towels, pillows, thermals, socks and underwear. These items have been well received by the clients and a survey to assess assistance we provide to our homeless clients will take place in early 2020.

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 2884 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 46 people with simple Tax returns. We are grateful to Ming Yau for her expertise and assistance.

**The Telstra Bill Assistance Program** has assisted 40 clients with Telstra vouchers to the value of \$4990.00 and we have distributed \$925.00 in phone cards to 135 clients.

**Myki Day Passes** – 197 day passes were issued to clients allowing them to either attend appointments or access transport home.

**Mountain Gate and Knox Opportunity Shops** - We continue in partnership with these community Op Shops who this year have provided 121 vouchers to clients for clothing and bedding.

**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 regular basis and are especially helpful with our Christmas hampers. We greatly appreciate the support from Foodbank Victoria as our clients benefit greatly from this support.

**Transport-** Sincere thanks to our Drivers –Jack, Mike, Tony (&Basil) 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.

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

**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.

**Woolworth's Boronia** - We are grateful to the purchase order department for their ongoing assistance with our large food orders, especially Joanne who assists with our larger 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. 505 households were assisted with meat vouchers.

**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.

**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.

**Eastern Emergency Relief Network** is another great referral source for clients to be able to access furniture and white goods - We made 48 referrals this year, including 7 for Fridges, 14 for washing machines and 3 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.

**Advocacy & Casework** – We continue to assist clients with complex hardship situations with advocacy to utilities suppliers, negotiating payment plans etc. There will be future training of a number of volunteers to become Energy Mentors, specifically looking at client’s energy needs.

**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.

## Anne Bowkett – E.R. Coordinator



Some of the items we are able to supply for clients living Homeless

### Clare’s Story: Advocacy

Clare recently came in seeking assistance with her energy accounts. Clare lives alone, is on a disability payment and has no family living close by. Clare has a hearing impairment which makes communication over the phone very difficult.

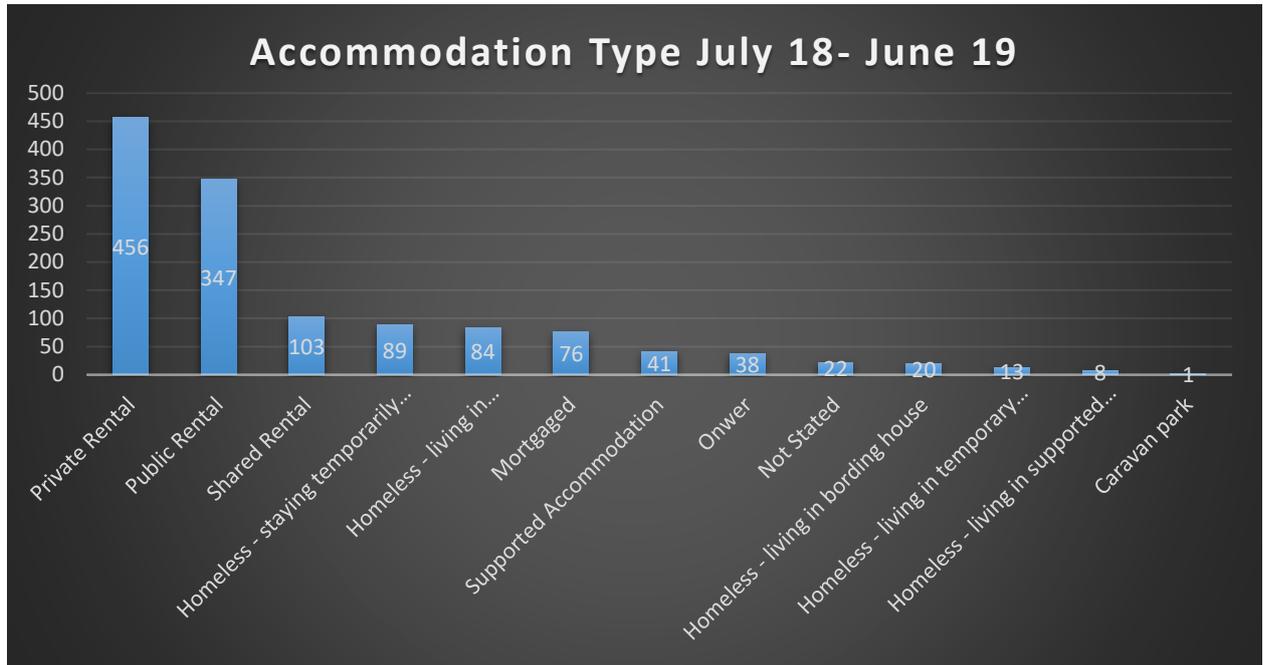
Clare wanted to know if she was receiving the best rates and discounts on her energy accounts. Her hearing impairment makes it difficult for Clare to advocate for herself over the phone.

The worker gained permission from the client to contact the utility company and was able to negotiate a better discount and to confirm the client’s concession were being applied.

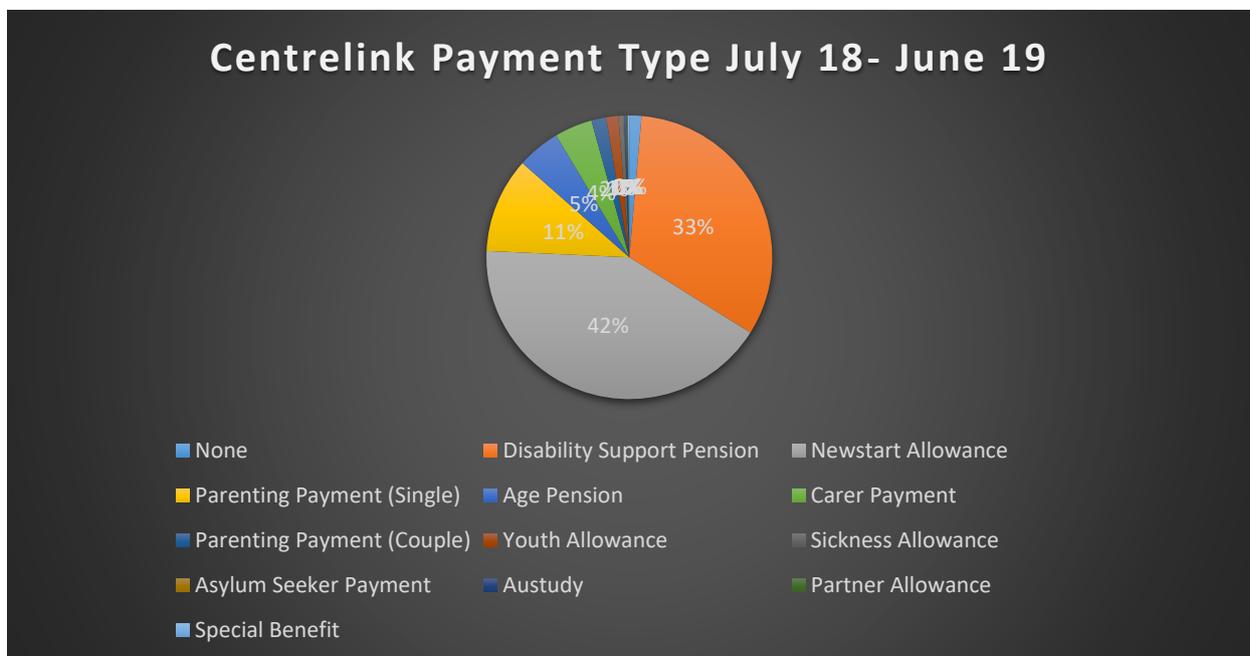
Over the next couple of weeks, the client came in for clarification after receiving paperwork from the utility company.

Together the client and the worker confirmed the plan and the client was very happy with the outcome, saving much needed funds for other expenses.

## Statistical Data Reports

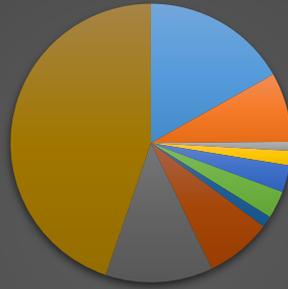


256 clients identified as being in non permanent accommodation which included sleeping rough, couch surfing, rooming houses and caravan parks = 20% of all Knox Infolink clients are therefore considered homeless.



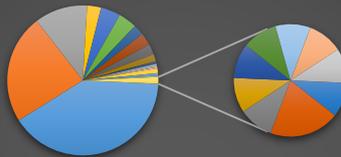
Newstart Allowance for a single person with no dependents is approximately \$545 per fortnight. Median rent for a 2 bedroom unit in Boronia is \$350 pw.

### Assistance Provided July 18 - June 19



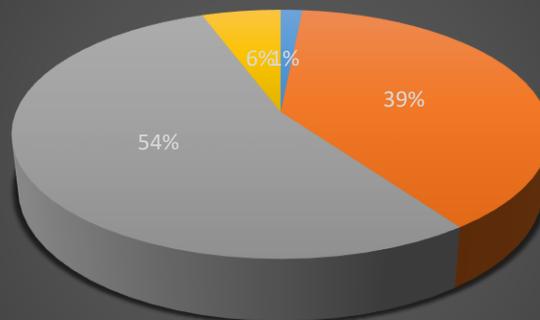
- Food Parcels
- Meat Vouchers
- Script Vouchers
- OP Shop Vouchers
- Myki Cards
- Telstra Vouchers
- Phone Cards
- Toiletry Packs
- Foodbank Parcels
- Fruit & Vegetable / Bread

### Clients by Suburb July 18-June 19



- BORONIA
- FERNTREE GULLY
- BAYSWATER
- ROWVILLE
- WANTIRNA
- WANTIRNA SOUTH
- THE BASIN
- KNOXFIELD
- SCORESBY
- UPPER FERNTREE GULLY
- LYSTERFIELD
- KILSYTH SOUTH
- RINGWOOD
- RINGWOOD EAST
- MOOROOLBARK
- BAYSWATER NORTH
- UPWAY
- CROYDON

### Client Age Range July 18-June 19



- 13-19 Years
- 20-39 Years
- 40-64 Years
- 65+ Years

## Uniting Harrison and Knox Infolink Working together!

In 2018 we had a family present for assistance, the family of five were seeking asylum and had been granted a bridging visa with rights to work and a Medicare card but no Centrelink income payments. The parents of the family have higher education qualifications; however, they are not recognized here in Australia. Their English skills, while quite good, were also a barrier to finding work. They were able to find some part-time work delivering papers, but this was not enough to pay for housing, food and education for the family.

Over a 12-month period we were able to assist the family in an ongoing capacity and by working closely with the Uniting Harrison worker onsite, we were able to address some of the family's most pressing issues.

Knox Infolink provided ongoing food relief and toiletry items, material aids such as blankets, pillows, and clothing. Referrals to other agencies such as Eastern Emergency Relief Network, for household items such as second hand beds and the State School Relief, for assistance with school uniforms, and many other referrals to meet the family's needs.

Uniting Harrison were able to access funds to help with rent, school expenses and ongoing advocacy and case management.

The outcome being that the family has been well cared for by multiple agencies, addressing their housing needs - a rental property was sourced for them, funds for school expenses were provided so that the children could attend school and hopefully attend University one day. Eventually, the husband was able to gain further employment to aid their financial situation.

While the struggles and issues are not over for this family, the many agencies connected with Knox Infolink working together has certainly seen an improvement in this family's situation. The majority of the work and assistance has been provided from one building space.

The old saying goes "it Takes a village to raise a child, well sometimes it takes a village to support a family in need" we are happy to be a part of that village.

Thank you to all of our donors whose donations make a world of difference to people in the community in their time of need.

**Anne Bowkett**



## Community Information

Throughout the last financial year the information team have worked to ensure the information is as accurate as possible.

**Infocom Database and Bookmarks**  
**Knox Community Resource Guide**  
**Emergency Relief Support Service Pamphlet**  
**Noticeboards**  
**Webpage**  
**Facebook**



INFOCOM DATABASE Approximately 400 agencies are registered on our database and their details are reviewed annually. Brian Noble has the weekly task to contact these agencies confirming their information is accurate and updating when necessary.

BOOKMARKS are continually being added to the Infocom Browser. Appropriate agencies are linked to these keywords allowing volunteers easier access to information for client's needs.

KNOX COMMUNITY RESOURCE GUIDE continues to be a valuable resource to new clients and clients new to the Knox area. The Guide is updated annually.

PAMPHLETS The ordering of pamphlets from agencies is carried out weekly as needed, along with the printing of our own brochures. All the following categories of pamphlets are managed by the information team. Many thanks to Julia Noble for her assistance with this.

**Support Services**  
**Transport**  
**Beyond Blue**

**Accommodation**  
**Domestic Violence**  
**Health**

**Legal Services**  
**Counselling**

**Aged**  
**Drugs/Alcohol**

EMERGENCY RELIEF SUPPORT SERVICE PAMPHLET Some 600 of these pamphlets are printed throughout the year to give out to our clients. This pamphlet is also sent every 3 months to 30 agencies to enable agencies to review their information and to print as required for their clients.

NOTICEBOARDS in the interview rooms are used for short term events to be displayed during the year, along with promoting certain agencies. Noticeboards in the operations room continue to be used for information as needed for staff and volunteers to assist with updates in regards to day to day operations.

OUR WEBPAGE was given a facelift in June and is now more eye catching. The updating of contents on our website continues to be updated on a weekly basis.

FACEBOOK During the year Facebook has promoted and posted many things, covering a variety of topics including –

**Anzac Day**  
**NAIDOC**  
**Harmony Day**

**Days for Girls**  
**Get the Shot Not the Flu**  
**World Elder Abuse Day**

**Homelessness Matters**  
**Neighbourhood House Week**  
**Boronia Aged Care**



We participated again in the community raffle and raised \$546. The wonderful thing about this raffle is every dollar raised by us is donated back to us. Great effort everyone !!

### PINCHAPOO



These young girls do a tremendous job and have continued over the past year to donate over 300 personal packs for our clients, for both women and men. Over 20 volunteers sort and make up the personal packs each Tuesday, at the Pinchapoo warehouse.

### ROWVILLE CAKE DECORATORS

What a wonderful gift to be able to give our clients at Christmas time. These lovely ladies donated 50 beautifully decorated cakes. They also put on a delicious lunch which we were invited to share, when Tony and I took delivery of the cakes.



I would like to thank Brian and Julia and all the volunteers who assist with the ongoing updating and maintaining of our information.

### **Glenn Crombie – Information Coordinator**

#### **A Client's experience with us**

**It is always rewarding to have our clients leave feeling that someone is prepared to listen and give what support they can.**

Sharon presented to us suffering from depression. She felt she was now coping quite well, but would like help with her finances, and places where she could perhaps drop in for a coffee and chat, and maybe volunteer. We talked about budget help and referred her to Champion.

In regards to connecting with people we gave her phone numbers to Mi Place, Citylife, Eastern Volunteers and the community houses.

We assisted with a food parcel and personal items, and after a coffee and providing a listening ear, Sharon went away feeling more positive having referrals to follow up.

## Connecting Kids to the Knox Community

A year ago, Denise’s brainchild, the Vulnerable Kids project was in its developmental stage. I had been working at Knox Infolink for 3.5 months and was busy developing policies and procedures, marketing material, establishing collaborative partnerships with local sporting and recreational groups and formalising the referral process for children and young people to access the program.

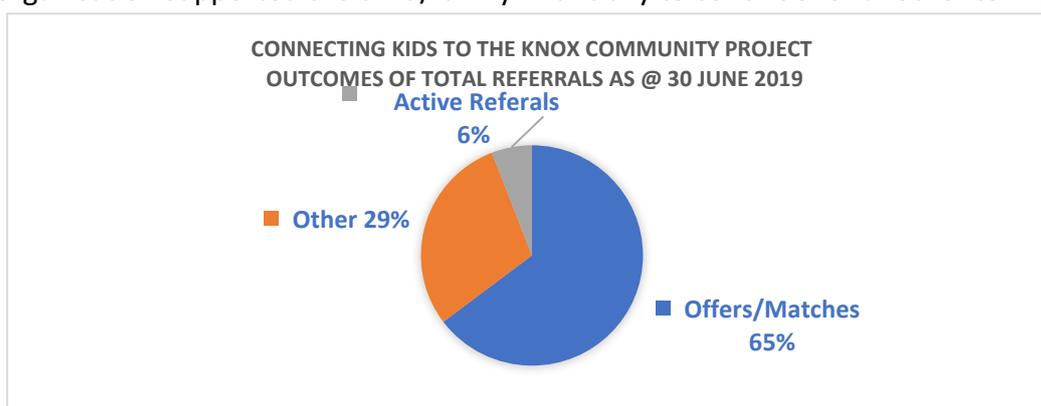
Fast forward 12 months and the Vulnerable Kids Project has now evolved into Connecting Kids to the Knox Community – a program that has been warmly received by local sporting and recreational clubs and organisations, local Council, schools, referring agencies and most importantly some of the most socially disadvantaged families in the City of Knox.

Between July 2018 and June 2019, 17 formal partnerships were established with local sporting or recreational clubs in the City of Knox, providing either free or heavily subsidised opportunities to children/young people referred via the Connecting Kids to the Knox Community program. The co-operation, generosity, support and willingness of the clubs and organisations to support families in the local community has been heart-warming. Knox Infolink would like to acknowledge and thank the following clubs/organisations for playing an integral role in the success of the program this year:



Referrals to the program opened in late July 2018 and in 11 months a total of 51 referrals were made to the Connecting Kids to the Knox Community program. Close to 70% of these referrals were received directly through Knox Infolink (current service users). Other sources of referrals included local school Welfare Workers, local school Chaplin's, Foundation House, EACH and Centrelink.

Of the 51 referrals made to the program, 55% of the referrals were for males and 45% for females. The youngest child referred to the program was 4 years old, oldest was 15.6 years. 5 children were re-referred to the program after completing a term of activities. Based on the positive outcomes for both the child and the family, Knox Infolink and the sporting club/organisation supported the child/family financially to continue for another term.



33 matches (65%) were made, connecting a child/young person with a club and their chosen activity between July 2018 and June 2019. A variety of activities were undertaken including: Trampolining, Soccer, Dance classes, Singing Lessons, Tennis Lessons, Piano Lessons, Guitar Lessons, Netball, Basketball, Football, Pottery Classes, Swimming Lessons and Girl Guides and Venturer's. Feedback from both the clubs and the families has been very positive and demonstrative of the need for such a program in local communities.

Co-ordinating Connecting Kids to the Knox Community program has been incredibly rewarding, yet at times challenging. Funding limitations, (working one day per week) has somewhat limited my capacity to market the program, engage more families and clubs and truly meet the demand of the Knox community. Despite this we have produced some wonderful outcomes!

In recent months, Denise and I have explored a number of possible funding sources to sustain the program. we currently have a few irons in the fire!! Fingers crossed funding is forthcoming so we can sustain and potentially expand this unique model of social connectedness, inclusion and participation.

Finally, thank you to the Staff, Volunteers and Committee at Knox Infolink. To be surrounded by Staff and Volunteers that genuinely care for each other and their community has been incredibly inspiring and motivating. Thank you all for the wonderful work you do 😊

**Nikki Maddern – Project Coordinator**



## No Interest Loan Scheme

We are now in our 12<sup>th</sup> year of partnership with Good Shepherd Microfinance (GSMF) to deliver the no interest loan program to members of the local community.

There have been major changes to the program over the last 18 months and we are now a client support service, interviewing clients who wish to lodge a NILS application.

As this process is completed through the My Nils app, it requires a volume of paperwork which clients can have trouble accessing in this digital world we now live in. It can quite often delay the process of the loan approval. While we have around 200 enquiries regarding NILS loans; a very small number respond by making an application.

Good Shepherd are now looking at ways to reduce the red tape to ensure clients can receive loans more quickly and expedite the process. Presently, a loan interview can take up to 90 minutes.

GSMF are continually updating the loan procedure to streamline the App to make it more user friendly.

We are also grateful for the partnership with The Good Guys Commercial division, as they offer commercial pricing and free delivery for most whitegoods, and we are slowly mastering the navigation of that website. I am so thankful to Lennard at Good Guys for his help and patience.

We have had 16 loans approved this year – mainly car related items such as repairs, roadworthy certificates and registrations.

There have also been approvals for computers, air conditioner, white goods, TVs, and an exercise bike.

Some clients have also returned for subsequent loans and it is good to be able to build a positive customer relationship with them.

I am very grateful to our Loan Providers – Sue at Cockatoo and Hills NILS; and Asma at Islamic Council of Victoria, for their guidance and support – and again, their patience.

My sincere thanks and appreciation go to Robyn Brown for her assistance with the program this year in interviewing clients and completing loan assessments.

### Carol Davis – NILS 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 4,031 households in the Knox City Community.

In 2018, 360 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 \$2,500.00 in gift vouchers were given to households with children and teenagers. This enabled the parents and carers of a total of 380 children and teenagers to provide their growing family with a wonderful Christmas. A total number of 910 individuals were directly assisted in the suburbs of Knox by the KCCS Appeal during Christmas of 2018.

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 2017 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 2018 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.



**CLIENT FEEDBACK**

The support has fed me when I couldn't start  
I am homeless with very little help. Thank you  
and have a Merry Christmas

---

VERY GRATEFUL, NEVER RECEIVED  
A HAMPER BEFORE, DUE TO  
HARDSHIP IN OUR OLD AGE (HUSBAND  
RARE BLOOD CANCER) AND COSTS  
ASSOCIATED WITH HIS MEDS, WE  
ARE SO GRATEFUL FOR THE  
HELP. XX 😊

## The Appeal- Behind the scenes

The KCCS project worker Wayne Guest along with RMIT placement student Sue Ellen Smith, 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 2018 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.givenow.com.au/knoxsharethejoy](http://www.givenow.com.au/knoxsharethejoy)".

The Mayor of Knox, Jake Keogh, was invited to become the Appeal Patron for 2018.

The Appeal was officially launched by Cr Jake Keogh at the Annual "Sharing the Joy" trivia night and silent auction Fundraiser, held on Saturday 1st September 2018 at RAFT in Rowville. 130 people attended, which included donor representatives, volunteers and community groups. The night raised a grand total of \$4,800.00 for the KCCS Appeal. In addition to this a total of \$11,000.00 of cash donations was raised for the 2018 KCCS Appeal, with a grand total of \$16,000.00 going towards the purchasing of food, toys and vouchers for people in the Knox City community.



**The KCCS Working Group**



Trivia Night antics

The Knox Community Christmas Support Appeal would not be able to go ahead without the support and time given from the 11 partner 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 Welfare Fund. 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

**Solar Turbines** – have become regular donors in many different ways, monetary, staff volunteering at the hub, picking up food orders & being a collection point. Without this support the program wouldn't survive.



**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.



### **Mentholatum and GSK Pharmaceutical**

We would like to acknowledge some new Companies in 2018,

**Mentholatum and GSK Pharmaceutical** allowing their staff to volunteer at the Hub during work hours in 2018.

**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.

**Over 80 volunteers turned up to help at the Hub**

**Thank You :)**



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

**KO Lifestyle & Fitness** in Scoresby have been a great supporter of the KCCS program for the last 3 years. Owner Brad Perret, his team & members have raised over \$3,000.00 in this time.

**We wish to thank the Salvation Army Rowville for the use of their premises again in 2018**



## Bowling Night Fundraiser - Zone Bowling

For the 2<sup>nd</sup> year we held a fundraiser at Zone Bowling Knox. It was a lot of fun and we had 35 turn up. It raised \$600.00 and we are hoping the event grows every year. It is held every year in November so come along in 2019 and bring out your inner bowler!



## 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 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:

- Eastern Regional Libraries
- Solar Turbines
- Ray White Bayswater, Wantirna, Rowville & Ferntree Gully
- St Pauls Boronia



## 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 2018 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 2018 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 360 households over a three-day period with a total of 910 individual people supported within the project.

**Boronia District Guide Hall**  
Boronia/ The Basin/ Bayswater

**Restore Church**  
Rowville/Lysterfield/Knoxfield

**Coonara Community House**  
Ferntree Gully/Upper Fertree Gully

**Wantirna Seventh Day Adventist Church**  
Wantirna/Wantirna South/Scoresby



## The Hub and Transport

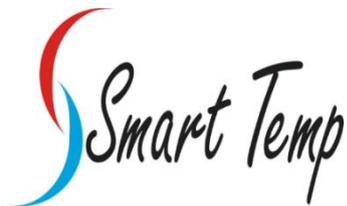
The Hub is a hive of activity in December. It is the central location for all donations of all items for the project. The donations of gifts and food from donors are then sorted packed and distributed to the four collections points in Knox. We wish to thank the Salvation Army Rowville for the use of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

We wish to acknowledge the great job undertaken by Michael Lehmann coordinating all involved in putting together food hampers at the Hub, along with Katrina Young, for the coordinating and packing of the toys for distribution. Together they oversaw the timely dispatch of all required hampers and gifts.

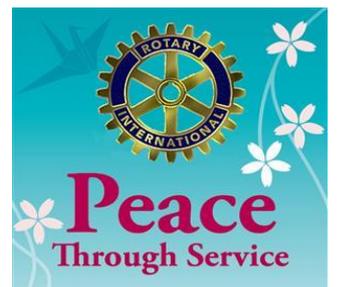
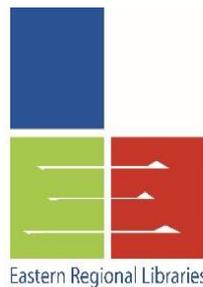
The Hub was opened for business on December 3rd 2018. Hampers and gifts were packed and ready to go mid-December. A special thanks goes to Solar Turbines, Mentholatum, GSK Pharmaceuticals and Knox Volunteers for their involvement in the project and all others that volunteered.



## Knox "Share the Joy" 2018 Major Sponsors



Wantirna, Bayswater,  
Ferntree Gully &  
Rowville



## KCCS “Sharing the Joy” Donors 2018

Accounting Matters	Centre of Wellbeing	Kim Wells MP
Active Church	Cotton On	Mars Food Australia
Adrian Dowd Mechanical	Curves Ferntree Gully	Metro Cinemas Boronia
Alan Tudge M.P	Centre of Wellbeing	Museum Victoria
Aliento	Centrelink Boronia	Nick Love Cartoons
AMF Bowling Boronia	Chesterfield Farm	Nick Wakeling MP
AMF Bowling Knox	Colchester Park Preschool	Orana Neighbourhood House
Arora	Commonwealth Bank Studfield	Our Saviour Lutheran Church Knox
Back in Motion	Coonara Community House	Outer Eastern Trefoil Guild
Balmoral over 55 Lifestyle Village	Coorie Ave Children’s Centre	Peppertree Retirement Village
Barry Plant Real Estate	Complete Print	Puffing Billy Railway
Boronia	Cotton On	Raft Anglican Church Rowville
Barry Plant Real Estate Rowville	Curves Ferntree Gully	Ray White Real Estate
Barry Plant Real Estate	Country Women’s Association Boronia	Bayswater
Wantirna	Crayola (Australia)	Ray White Real Estate Ferntree Gully
Basin Community House	Cummins	Ray White Real Estate Rowville
Baxter Laboratories	Curves FTGully	Ray White Real Estate
Bayswater Amcal Pharmacy	DACER Handyman Services	Wantirna
Bayswater Library (Eastern Regional)	Eastern Ranges School	Rebel Westfield Knox
Bendigo Bank Boronia	Ferntree Gully Library	Restore Church
Boronia Heights Pharmacy	Fernwood Women’s Health Club FTG	Rotary Club of Boronia
Aussie Disposals Westfield	Fiskers	Rowville Library
Boronia Dog Grooming & Pet Supplies	GSK Pharmaceuticals	Smart Temp Australia
Boronia District Guide Hall	Genesis	Solar Turbines Australia
Boronia Junction Amcal	Heidi Victoria MP	Southern Spirit
Pharmacy	Hillview Community Church	Spalding
Boronia Library	Hillsong	Staff of Knox City Council
Boronia Residential Aged Care	Hoops Sports Bar Café	Storage King Knoxfield
Boronia Uniting Church	Hydrosteer Pty Ltd	The Foot & Ankle Clinic Boronia
Bridges Connecting	Knox Basketball Inc	The Linen Press
Communities	Knox Chiropractic Wellness	Trefoil Guild-Girl Guides FTGully
Bunnings Scoresby	Knox City Council	Tilley Soaps Australia
Cake Decorators Association	Knox Club	Tupperware
Centrelink Boronia	Knox District Wood Workers	U3A Knox Park Hills
Chesterfield Farm	Knox Infolink	Vamp Hair Beauty
Colchester Park Preschool	Knox Leisure Works YMCA	Volunteer for Knox
Commonwealth Bank Studfield	Knox Library	Wantirna Seventh Day Adventist
Coonara Community House	Knoxfield 55 plus Club Inc	Waterford Valley Golf
Coorie Ave Children’s Centre	KO Lifestyle Fitness	Westfield Knox
Complete Print	Lions Club Rowville	Zagames Boronia



The KCCS committee would like to acknowledge the ongoing support of the Knox (Bayswater) Opportunity Shop who have contributed generously for the past 40 years to the Knox Community Welfare Fund which funds the KCCS project

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

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

To the members of Knox Infolink Inc.:

**Audit Report – Unmodified Opinion**

8 October 2019

**Report on the Financial Report**

I have audited the accompanying financial report, showing a Net Profit of \$6,200 and Net Assets of \$79,677 being a special purpose financial report of Knox Infolink Inc. (the association), which comprises of the Balance Sheet as at 30 June 2019, 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

**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 2019 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards as referred to in Note 1 to the financial statements.

**Basis of Accounting and Restriction on Distribution**

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



**Kevin F Jones, FCA**

8 October 2019

164 Wanda Street, Mulgrave, Vic, 3170

**Knox Infolink Inc**  
**Profit and Loss Statement**  
**For the year ended 30 June 2019**

<b><u>INCOME</u></b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Bank Interest	1,852	2,452
Donation Xmas Program	16,125	14,031
Donations	9,364	7,534
Grants	155,125	153,589
OP Funding	43,002	42,944
Emergency Relief	20,000	-
KCC Grant	35,090	35,090
KCCS Xmas Program	-	16,000
Knox City Council one off	12,793	14,579
CDF Grants - Kid Sports Register	5,454	-
CDF Tech Up	5,000	-
DSS Voluntary Grant	-	5,836
Homelessness Grant	7,550	-
Uniting Harrison	7,176	2,384
Misc Income & Grants	848	470
Fundraising	7	78
Membership Due	12,901	9,499
Provision for Unexpended Grant (2)	<u>332,287</u>	<u>304,486</u>
<b><u>EXPENDITURE AS ATTACHED</u></b>	<b>326,087</b>	<b>298,842</b>
<b><u>NET PROFIT (Loss)</u></b>	<b><u>6,200</u></b>	<b><u>5,644</u></b>

**Knox Infolink Inc**  
**Profit & Loss Statement**  
**For the year ended 30 June 2019**

<b><u>EXPENDITURE</u></b>	<b>2019</b>	<b>2018</b>
	\$	\$
Auditor	1,650	1,600
AGM Expenses	241	347
CDF Grant Expenses	7,070	-
Cleaning Costs	3,750	3,825
Computer Refurbishment Grant	-	9,456
Computer Expenses	3,058	3,762
Community Aid	34,321	35,040
Dues & Subscriptions	2,031	2,069
Employment Expenses (3)	203,557	191,147
Insurance	406	391
Lease Expense (4)	164	164
Photocopier Costs (5)	3,236	3,317
Prov. For Unexpended Funds (6)	34,520	12,901
Stationary Printing & Postage	913	1,194
Sundry	545	728
Telephone	1,670	2,068
Utilities	8,195	8,541
Xmas KCCS Program - Food Gift & Sundries	17,920	22,292
DSS Voluntary Grant	1,735	-
Welfare Grant	1,105	-
	<u>326,087</u>	<u>298,842</u>

**Knox Infolink Inc**  
**Balance Sheet**  
**As at 30 June 2019**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b><u>CURRENT ASSETS</u></b>		
Bank Account	119,187	15,833
Investment Accounts	27,181	120,018
Welfare Fund	154,090	-
Petty Cash	178	218
Receivables	8,518	-
	<u>309,154</u>	<u>136,069</u>
<b><u>CURRENT LIABILITIES</u></b>		
Trade Creditors	1,043	958
GST	658	-397
Payroll Liabilities	8,900	9,583
Prov. for Employee Entitlements	30,266	39,547
Prov. for Unexpended Funds	34,520	12,901
Welfare Fund	154,090	-
	<u>229,477</u>	<u>62,592</u>
<b><u>NET ASSETS</u></b>	<u>79,677</u>	<u>73,477</u>
Represented by:		
<b><u>EQUITY</u></b>		
Balance 1.7.2018	73,477	67,833
Net Profit (Loss)	6,200	5,644
	<u>79,677</u>	<u>73,477</u>

**KNOX INFOLINK INC**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2019**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Members Dues	7	78
Bank Interest	1,852	2,452
Donations	25,489	21,565
Grants Received	296,541	279,921
Fund Raising	848	470
Uniting Harrison	7,550	-
	<u>332,287</u>	<u>304,486</u>
Expenditure for the year	<u>326,087</u>	<u>298,842</u>
NET Cash from Operating Activities	6,200	5,644
Current Assets & Current Liabilities & Adjustments (7)	<u>158,407</u>	<u>29,545</u>
NET Decrease in Cash & Cash Equivalents	164,607	35,189
Cash & Cash Equivalents at beginning	<u>135,851</u>	<u>100,662</u>
Cash & Cash Equivalents at 30 June 2019	<u><u>300,458</u></u>	<u><u>135,851</u></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 \$12901**

This money carried forward in 2018 was spent in 2019.

**Note 3 - Profit & Loss Income Statement – Employment Expenses \$203,557**

During the year \$9,281 was transferred from Employee Entitlements to meet LSL payments. The money includes Salaries for staff and Project Workers.

**Note 4 – Lease Expenses \$164**

Knox Infolink has a nominal rental agreement with Knox City Council for use of premises at 136 Boronia Road, Boronia for \$180 incl GST per year. The lease agreement runs from 1/12/2017 to 30/11/2022.

**Note 5 – Photocopy Costs \$3,236**

As a note we advise our Photo Copier Lease Agreement has 34 months to run. The cost is \$152.70 per month or \$5,191.80 for the 34 months.

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**Note 6 – Profit & Loss Expenditure – Provision for Unexpended Funds \$34,520**

This amount represents Grant money received in 2019 to be expended in 2020 year.

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

<u>Decrease in Current Assets</u>	<u>2019</u>	<u>2018</u>
Petty Cash	\$ 40	\$ (146)
Stock	0	3,495
Receivables	(8,518)	916
Gift Cards	-	<u>8,464</u>
	<u>\$ (8,478)</u>	<u>\$ 12,729</u>
 <u>Increase in Liabilities</u>		
Trade Creditors	\$ 85	\$ 538
GST	1055	536
Payroll Liabilities	(683)	2,679
Provisions	12,338	13,063
Welfare Fund	<u>154,090</u>	<u>0</u>
	<u>\$166,885</u>	<u>\$16,816</u>
 <u>Total</u>	<u>\$158,407</u>	<u>\$ 29,545</u>



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