



Lyell McEwin  
Volunteer Association

31<sup>st</sup> Annual Report  
for the year ending 30th June 2019

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Those that can, **do.**  
Those that can do more,  
**Volunteer.**



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**OUR MISSION**

To support and assist the Lyell McEwin Hospital and its affiliated agencies in its endeavours to provide health services to the broad community within Adelaide's northern suburbs.



## A Message from the President – Adrienne White

The 2018/19 financial year has again been challenging with many new initiatives which contribute to the volunteer services offered. The management team of LMVA has proven again that their skills continue to provide leadership and knowledge in the management of our dedicated volunteers. The inclusion of new initiatives has been successful because of their innovation and dedication.



Adrienne White

Welcoming Modbury Hospital Volunteers in February this year has brought the two groups of volunteers under the one banner. We will continue to improve coverage and services provided by our great volunteers.

I wish to thank a few people. Firstly to Peter and the team for their management of the Association. They have shown to be truly visionary and dedicated to their roles.

Secondly I wish to thank all the Board Members for their support and commitment. The Board decisions have contributed to the positive outcomes achieved this year and I look forward to continuing this progress in the coming year.

Lastly I wish to sincerely thank all the volunteers throughout all of our services. Your commitment and enthusiasm is a credit to every single one of you.

## A Message from the Treasurer - Peter Panagaris



Peter Panagaris

The 2018/19 financial year has not been as challenging as last year with many new initiatives which contribute to the volunteer services offered. We have been fortunate with the kind financial assistance from the Hospital Foundation and the hospital management. Without their support our Association would possibly not exist today.

The management team of the LMVA have to be recognised for their role in providing leadership and knowledge in the management of our dedicated volunteers.

Welcoming Modbury Hospital Volunteers in February this year has brought the two groups of volunteers under the one banner. We will continue to improve coverage and services provided by our great volunteers in the service that they currently offer and professionally maintain.

I wish to thank a few people. Firstly, to Peter Laintoll and his band of merry men and women who have shown to be truly devoted to their roles. Also thank you to Manju Shelke for her dedication to the Association.

Secondly, I wish to thank President Adrienne White and the Board Members for their support and commitment. The Board decisions have contributed to the positive outcomes achieved this year and I wish them all the best in continuing this progress in the coming year.

Lastly, I wish to sincerely thank all the volunteers throughout all of our services. Your commitment and enthusiasm is a credit to every single one of you. As this will be my last report to you as the Board Treasurer, I will always remember the dedication and comradery of the many volunteers I have worked with and got to know. I am proud to call you my friends.

In closing, I wish you and your families a safe and merry Christmas

Peter Panagaris

LMVA Board Treasurer

A handwritten signature in black ink, appearing to be 'Peter Panagaris', written in a cursive style.

# A Message from the Chief Executive Officer - Peter Laintoll



Peter Laintoll

It has been a financial year of celebration, as in the latter part of 2018 we celebrated our 30<sup>th</sup> year of Incorporation, whilst at the beginning of 2019, we celebrated 60 years of supporting the local health community.

It was on the 26th February 1959 the forerunner to the Volunteer Association, the Ladies Hospital Auxillary, met for the first time with Lyell McEwin Hospital staff to plan the opening of the Hospital on 22<sup>nd</sup> April 1959 and ways volunteers could support patient care

The Association has come a long way since that time. Incorporating on 22<sup>nd</sup> July 1988 came a number of challenges, principally sourcing income to run the Association as a sustainable entity. In the early days the Café and Gift Shop run by the Association provided ample funds for this to occur. However in November 2015, the Association lost the tender for the Café and the income derived from that venture

Since 2015, the Association has struggled financially with back to back significant losses resulting in a marked depletion of Association's Funds. However this year I am pleased to report that the Association has a modest surplus of \$14,496, a great achievement. It is thanks to our partners, The Hospital Research Foundation and Northern Adelaide Local Health Network and our dedicated band of volunteers that has contributed to this surplus.

The Association has continued to work in partnership with the Northern Adelaide Local Health Network (NALHN) exploring and developing new initiatives that add value to patient care. Key programs have included the Bicultural Support Program, Premies Program, Comfort Care Program and the trialling of the Volunteer Wheelchair Program.

During discussions with NALHN, it was decided to transfer the management of Modbury Volunteers to the Association. We welcomed 100 Modbury Volunteers to the Association on the 18<sup>th</sup> February 2019 increasing the Association's total number of volunteers across the Network to 580 volunteers.

I am thankful for the support we receive from NALHN in regards to the issues we have raised and how they have been dealt with in collaboration with the Association. We are looking forward to completing a Volunteer Engagement Strategy with the Hospital Executive that will become the cornerstone for the ways volunteers will be engaged, supported and valued by NALHN and the Association.

In the end however it is all about you as volunteers. It is each and every one of you that brings a smile to the face of a child by presenting them with a trauma teddy, or it is you that makes beautiful knitted beanies and cardigans, takes the stress away when attending a Hospital appointment by offering a smile and gentle words. It is all of you that ensures the "soul" of the Lyell McEwin Hospital endures and grow stronger and you along with the Association should proud of your achievements throughout the year.



## Director Volunteer Services Report -Manju Shelke



**Manju Shelke**

It has been an exciting year, for even as we celebrate 60 years of work in the community, we are working with NALHN to establish strong service foundations for the coming years via the NALHN Volunteer Engagement Strategy. The need was identified in 2017 when a review of volunteer services highlighted roles that sat outside the scope of volunteering, putting both clients and volunteers at risk. We were delighted that NALHN Executive accepted our proposal and we have been working collaboratively to develop a NALHN procedure that is currently in draft mode. This procedure will also lead to the formation of a Reference Group consisting of Key NALHN staff and the Association who will make determinations around appropriateness of roles volunteers undertake. Once finalised it will ensure a streamlined, structured approach to introducing new volunteer programs within NALHN that provide a safe, value add service both to the hospital community and our volunteers.

Early this year, we welcomed Modbury Hospital Volunteers to the Association as part of a uniform NALHN service. We are fortunate to have inherited a great deal of experience from volunteers in areas that are unique to Modbury Hospital. The aim is to achieve a uniform service whilst retaining the individuality of the existing programs. The hospital volunteer program has been audited against volunteer standards and LMVA Risk Assessment which is aligned to NALHN Policies.

A new logo, Northern Health Volunteers, has been introduced that reflects and welcomes Modbury Hospital Volunteers. Additionally, we were fortunate to have access to Media students from the Flinders University via a Community Voices that enabled us to produce a promotional video that we use extensively for recruitment purposes.

Our Training team have put in a great effort this year, providing face to face training at Modbury Hospital in addition to Lyell McEwin Hospital and Club 84. Training content has been updated to be relevant across all sites and in addition the team has also worked on specialised area training. An online version of the Induction and Mandatory Training has been produced giving us a greater deal of flexibility when offering training to volunteers who can only attend weekends or just cannot make it to one of our training dates due to work commitments.



**Left to right: Alan Whittaker, Sue (Susan) Dunn, Rob Edwards, Jess (Jessica) Benson, Jill Cooper, Michael McKenna**

## New Initiatives

### Octopus for a Preemie

This initiative introduced by the Association was piloted in the Special Care Nursery and has received positive feedback from both the Special Care Nursery unit and parents. A decision has been taken to continue with this program and the Association is committed to ensuring a continuous supply that meets standards of safety, undertake storage and delivery to the nursery.

Our thanks to all volunteers of the Octopus for a Preemie South Australia and Ma Whiting, the organiser trainer and driving force behind the group for the hours of love put into these little treasures.



### Electric Wheelchairs

Obtaining the grant to purchase the wheelchairs was the easiest part of this wonderful initiative however the past 6 months has been a learning curve as we work on a plan that ensures the wheelchairs will not travel outside of the premises. Our guides have been training on the use of the wheelchair and we are working on the branding, signage and procedures prior to the official launch. This program has also necessitated recruitment of 30 additional shifts for the position of “Wheelchair Administrators” to cover a 5 day week between all three guide desks. The program will be launched at the Main Guide Desk and rolled out to the other desks after a pilot period and when shifts are filled.

### Comfort Care

Launched in June, the Comfort Care Program that includes the Special Care Nursery and Children’s Ward at the Lyell McEwin Hospital has been well received and widely covered by media. Special thanks to our media stars Dianne Nicholson, Sheila Keen and Georgia Craggs, who represented the team and gave interviews for Today Tonight and numerous radio stations.

This program was launched in June and recruitment has spilled over to the 19/20 financial year, but most of the planning and coordination with the teams was in the 2018/19 financial year. 114 candidates were screened and interviewed to recruit 19 volunteers. We received great support from NALHN teams across Special Care Nursery, Children’s Ward and Staff Health to plan and coordinate this program.

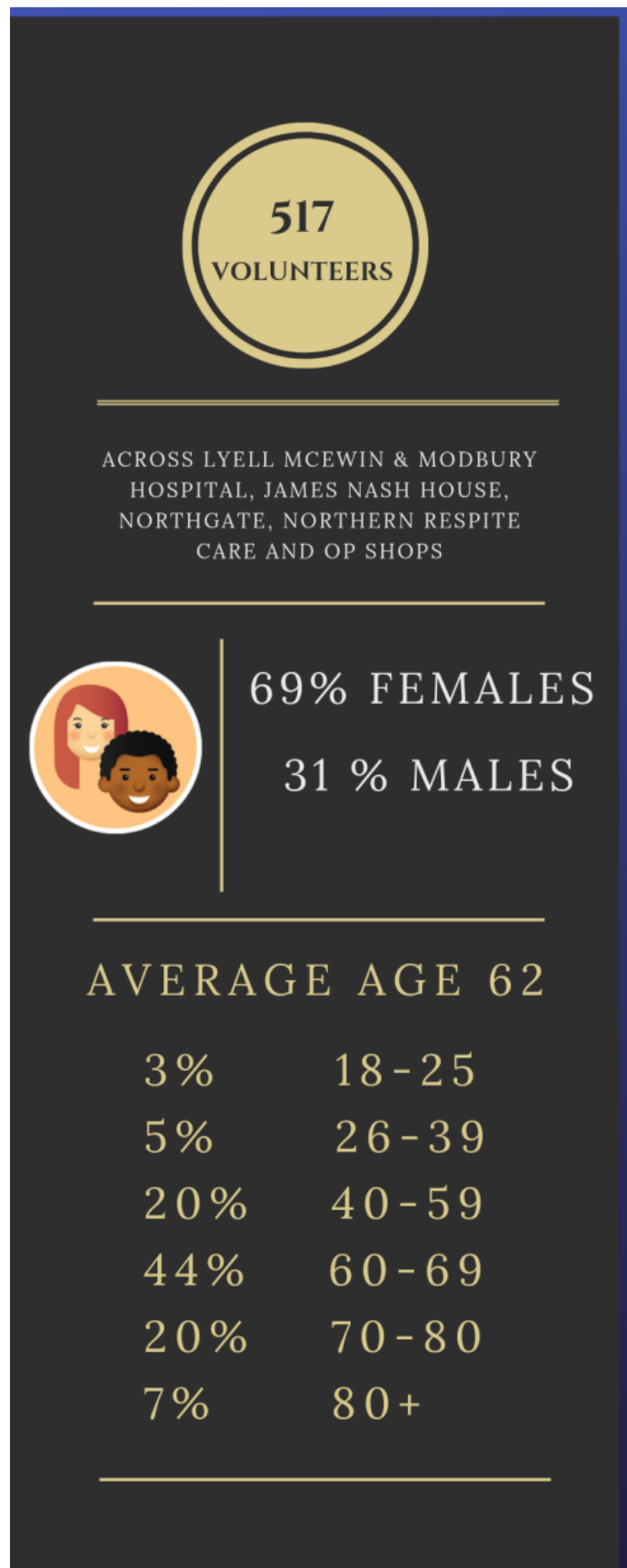


**From left: Maeve Downes, Monica Ryan, Carey Aylmer, & Lesley Arnold, the team who worked seamlessly for this program**

### Bicultural Worker

Last year we identified the need to engage with diverse communities to align with hospital needs, and we were delighted to succeed in sourcing a grant for a Bi cultural worker. Kamal Dahal has been with us since April. His work over the past few months has been an eye opener, providing us with insight on barriers that new and emerging communities face in traditional volunteering roles and how we can engage in ways that is meaningful to both the hospital and the volunteer.

## Volunteer Profile across the Association





Afghanistan
Australia
Bhutan
Cambodia
Cambodia
Croatia
Cyprus
Democratic Republic of Congo
El Salvador
England
Finland
Germany
Greece
Hong Kong
India
Iran
Italy
Malaysia
Nepal
New Zealand
Northern Ireland
Pakistan
Philippines
Portugal
Rhodesia
Scotland
South Africa
Taiwan
United States of America
Vietnam
Wales

Afrikaans
Bosnian
Cantonese
Croatian
Farsi
Filipino
Finnish
German
Greek
Gujarati
Hindi
Italian
Khmer
Latvian

Luganda
Mandarin
Nepali
Pashto
Polish
Portugese
Serbian
Spanish
Swahali
Tagalog
Taiwanese
Urdu
Vietnamese

## OUR DIVERSE STRENGTH



93 % OF VOLUNTEERS LIVE IN PLAYFORD, SALISBURY AND TEA TREE GULLY COUNCIL AREAS

REPRESENTING 32 NATIONALITIES



SPEAKING 27 LANGUAGES

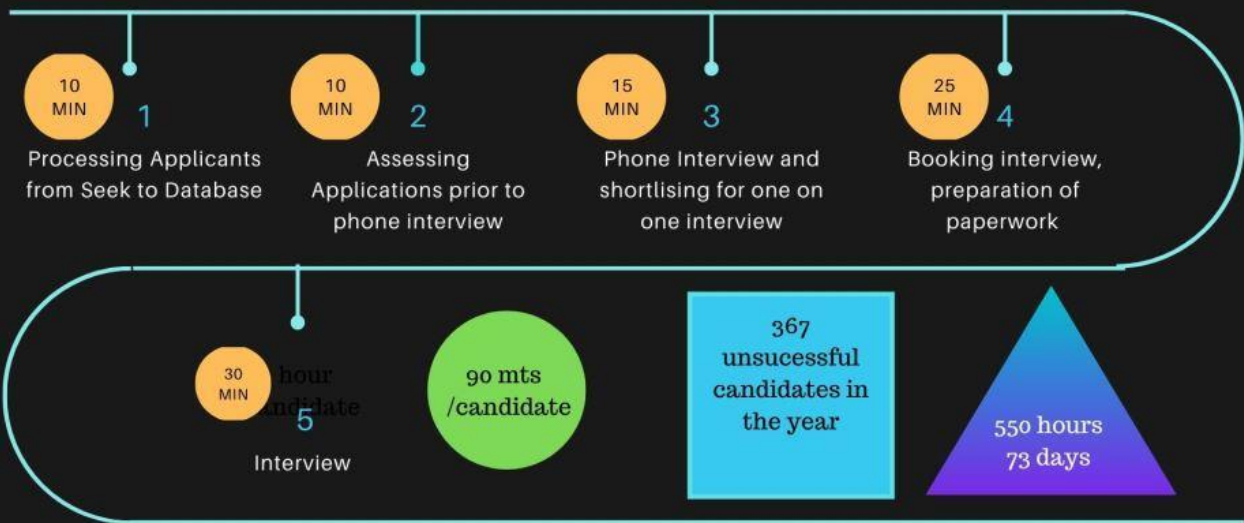
Average length of service



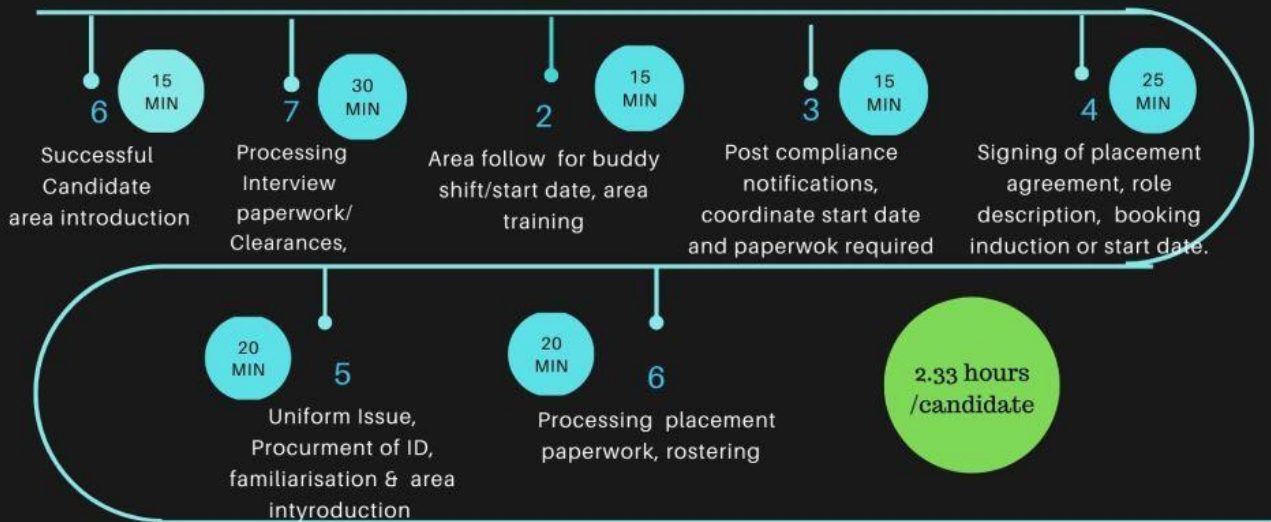
When you are having fun

# Volunteer Recruitment

## Application to Interview



## Interview to Placement



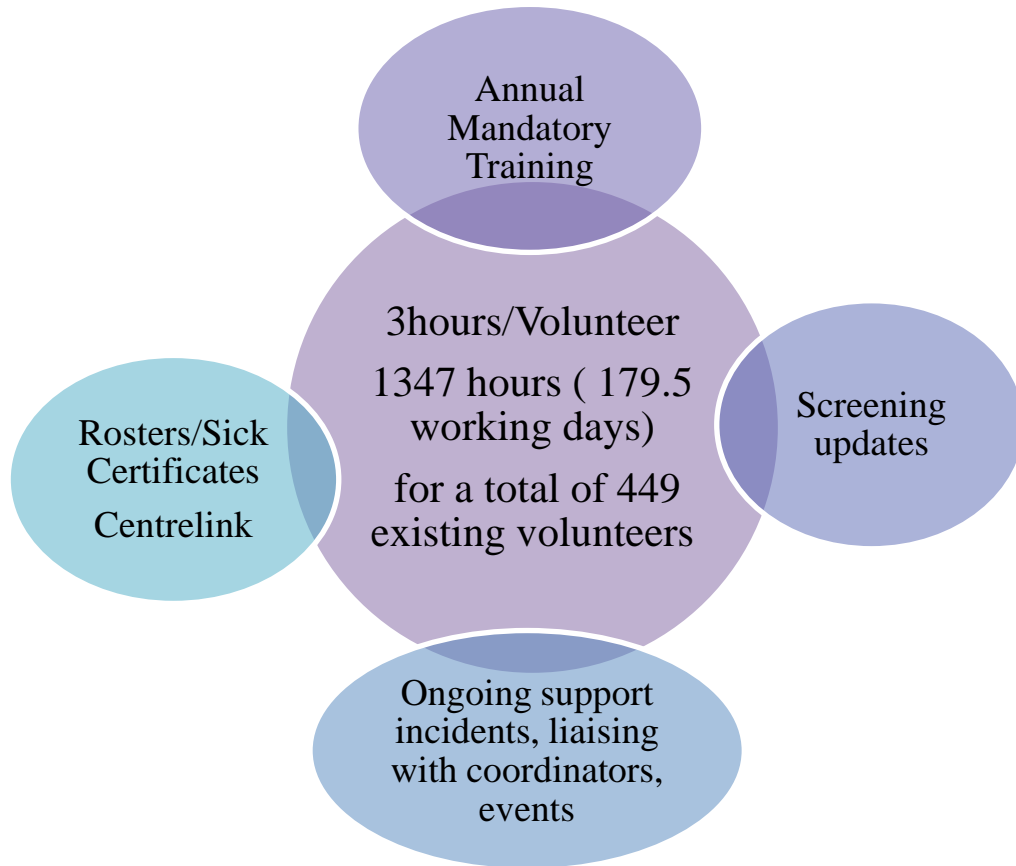


**Applicant to a Successfully Placed & Confirmed Volunteer: 8.66 hours**

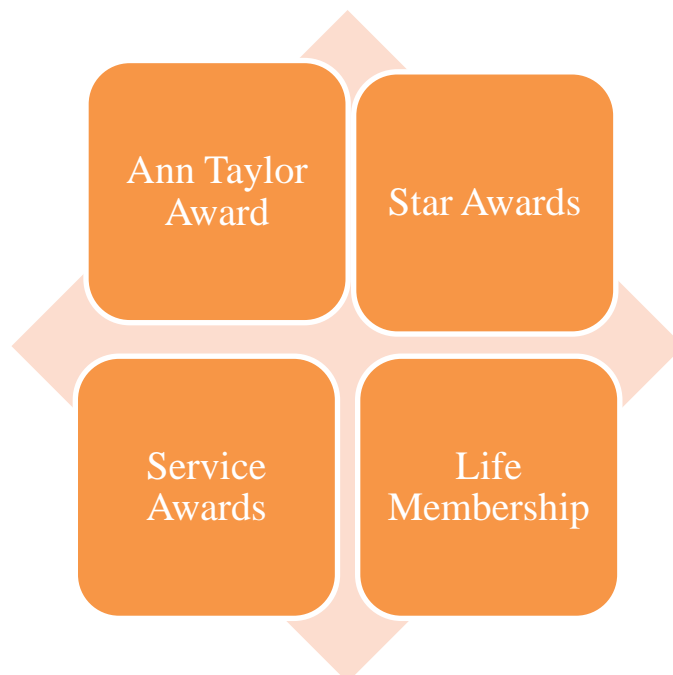
589 hours invested in 68 successful applicants through to placement and confirmation.

Special programs like Comfort Care take almost double the time due to coordination screening and training requirements

## Ongoing support from Year 2



## Volunteer reward & recognition



# Bi-Cultural Volunteer Program -April to June

This report provides an analysis and evaluation of information gathered as part of a series of consultations with individuals and organisations regarding the inclusion of culturally and linguistically diverse (CALD) individuals in mainstream volunteering. With busy lives, it can be hard to find time to volunteer. However, the benefits of the volunteering are enormous. Volunteering offers help to people in need, worthwhile causes, and the community, but the benefits can be even greater for the volunteer. Giving in simple ways can help those in need and improve health and happiness, increase self-esteem and wellbeing.



**Kamal Dahal, Bi Cultural Officer**

During these three months, as Bi-cultural Volunteer Support Officer, I have explored challenges that many New and Emerging communities are facing to enter into mainstream volunteering. There are a number of barriers faced by new and emerging communities to come and support the hospital and the local communities with regards to language, transportation and family and community commitments.

People arriving as refugees face many barriers in the initial settlement period, often due to lack of English skills, sometimes low literacy skills, and disrupted schooling because of conflict and time spent in refugee camps.

The LMVA Bi-Cultural volunteering program aims to connect new and emerging community members with the Lyell McEwin and Modbury Hospitals, the Association and the local community. This program has enabled the Association and the Hospitals in promoting and building a vibrant and strong volunteering community that is inclusive, respected and sustainable.

From the evaluation and the consultations with the individuals, new and emerging community members do come with the skills from overseas. Often it is only the inability to understand and speak English that becomes a barrier to volunteering.

To overcome this barrier and meet the current needs, new volunteering projects such as

- sewing and dress making,
- wood work and simple carpentry,
- arts and crafts
- and dancing skills

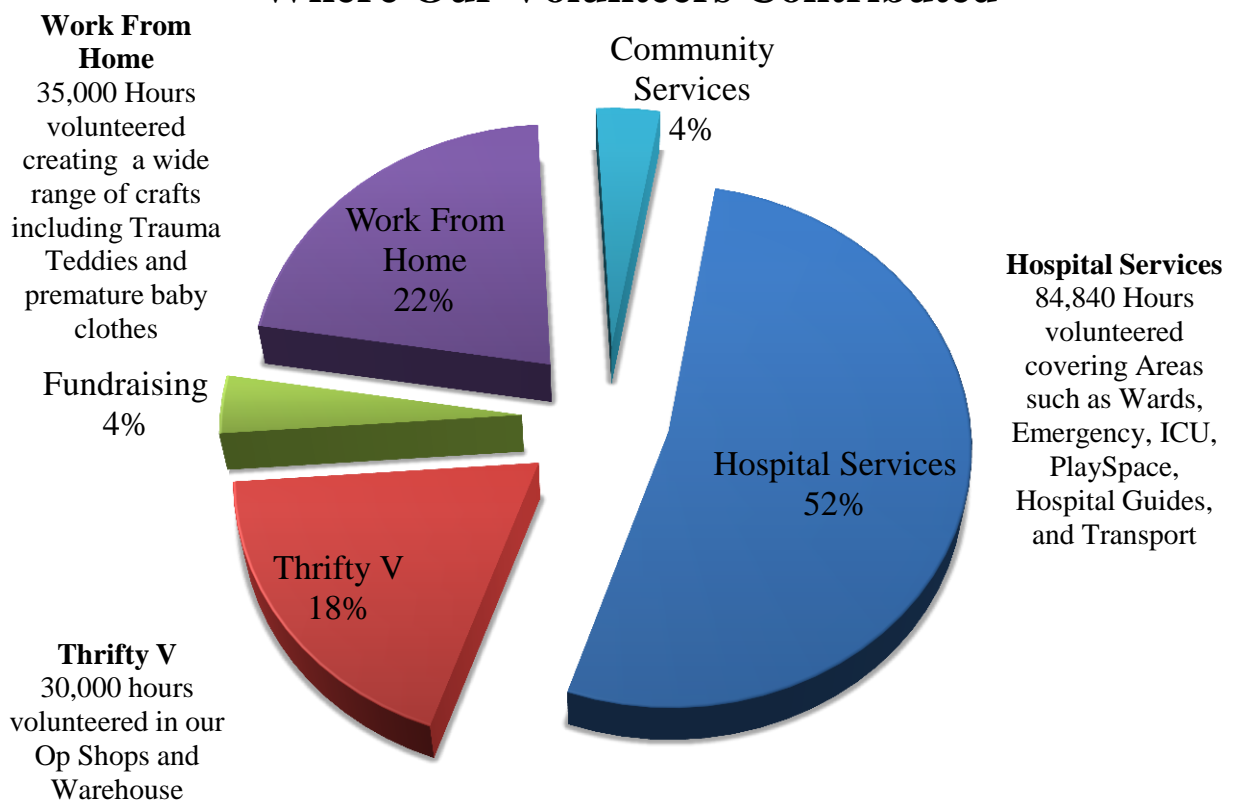
may close the gap between the mainstream volunteering society and new and emerging community volunteers. Such projects will be beneficial to the volunteers who may practice their English communication through role plays and conversational English.

Australia being a multicultural country, it is important to acknowledge where a person comes from and their experience of volunteerism in their own country may strongly influence how they recognise, understand, access and participate in volunteering in Australia.

Myself being from a refugee background and new and emerging community, I want to make sure that I reach to where I want to and willing to help by contributing to society in whatever way possible to make myself feel that I am a part of Australian society.

# Volunteer Service Report - Lyell McEwin Hospital

## Where Our Volunteers Contributed



## Our presence at Lyell McEwin Hospital

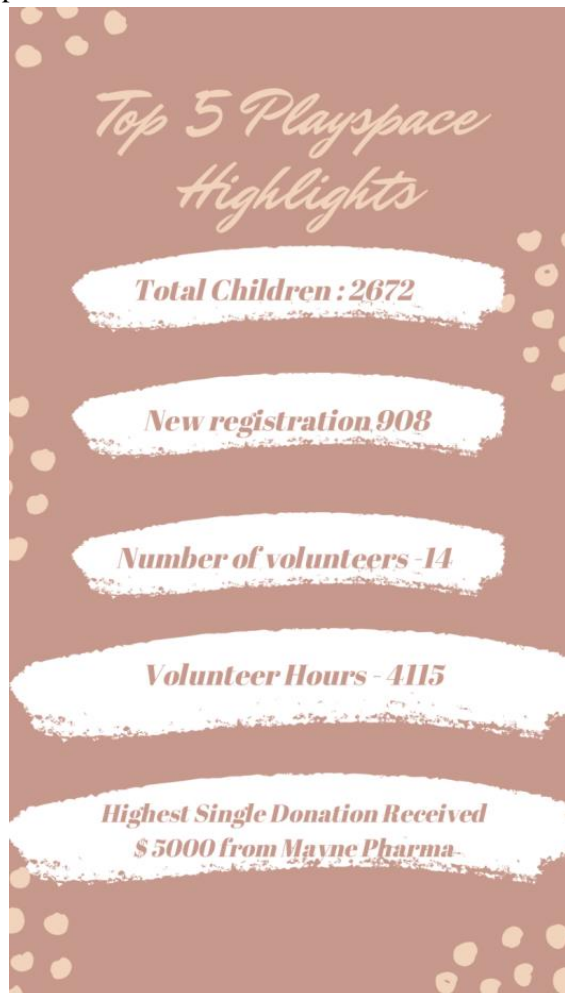
<p style="text-align: center;"><b>GUIDES</b></p> <p style="text-align: center;">Main Desk, Women’s Health &amp; Haydown Road</p> <p>Guides are the way finding ambassadors who assist patients and visiting families to navigate their way round the Lyell McEwin Hospital.</p> <p>Our Guides have great customer service skills and provide a family centric approach to their role. They are also our “Keep Fit Ambassadors”!</p>	<p style="text-align: center;"><b>GUIDES</b></p> <p style="text-align: center;">OPD Medical Imaging Admin Packs New Patient Packs</p>
<p style="text-align: center;"><b>TV &amp; NEWSPAPER</b></p> <p>TV Trolley volunteers ensure patients have access to newspapers and television connection seven days a week. This area will continue to only make a small profit due to the limited commission we receive on these items.</p>	<p style="text-align: center;"><b>WARD VOLUNTEERS</b></p> <p>Ward service volunteers are an integral part of the inpatient experience. Ward volunteers assist Nursing staff with the day to day activities but more importantly offer a comforting word or someone to sit and chat with for patients staying in the Hospital or visiting the Intensive Care &amp; Emergency Departments.</p>
<p style="text-align: center;"><b>PLAYSPACE</b></p> <p>The Playspace continues to provide a vital service to the Lyell McEwin patients, visitors and families accessing services in the Hospital.</p> <p>Many of the families do not have extended family members who can or are able to care for the children whilst the patients are attending sick family members having treatments, attending diabetes management classes, birthing classes or attending appointments.</p>	<p style="text-align: center;"><b>MARKET STALL &amp; GIFT SHOP</b></p> <p>Market Place is open Monday to Friday and the Gift Shop 7 days of the week. These outlets offer the Hospital community a convenient and economical facility to shop for flowers, gifts and basic items while providing funds for the Association.</p>
<p style="text-align: center;"><b>COMMUNITY TRANSPORT &amp; SHUTTLE BUS</b></p> <p>This Service acknowledges that there are occasions where the patient’s clinical condition or social/financial situation may be a barrier to them attending out-patient appointments and offer a point to point transport option.</p>	<p style="text-align: center;"><b>LIBRARY SERVICES</b></p> <p>Library Trolley Services operates 7 days a week providing free books, magazines and activities to patients in the Hospital and ensures reading material is available in waiting rooms.</p> <p>Volunteers take pride in seeing their role as being one of providing recreational material and enabling some happiness’ during what is often a traumatic and difficult time.</p>
<p><b>BBQ’s, Raffles &amp; Gift Wrapping – Our Fundraising areas within and outside the hospital</b></p>	

# Playspace

The Playspace continues to provide a vital service to Lyell McEwin patients, visitors and families accessing services and visiting friends and family who are patients of the hospital. Many of the families that utilise the Playspace do not have extended family members who can or are able to care for the children whilst the parents are attending sick family members, having treatments, attending diabetes management classes, birthing classes or attending appointments. The Playspace provides a safe, nurturing environment for the children and parents can feel reassured and comfortable to leave their children.



**Deb Edson**



The Playspace continues to improve the service and this year saw the implementation of the Playspace Coordinator Deb Edson. With the implementation of the Playspace Coordinator we now meet the DCSI standards and compliance. We also meet our obligations to the Hospital and the local health community. Deb has many years' experience working with children and staff management. All staff are appropriately trained to be a volunteer at the Playspace with mandatory training, police clearances and DCSI clearances. This year as a staff team we all completed Child Safe Environments training which is compulsory training for all people working with children and is valid for three years.

This year the staff and children participated in Harmony Day. A large art display was made by the children with the help of the staff. The design was a tree with children from many nationalities dancing around the tree. The tree represents growth in our community and Playspace and the children dancing represents inclusiveness, belonging and togetherness. Our special message in the art display was that everyone is different and everyone belongs. It is now displayed at the Women's Health Guide Desk.

This year we were very fortunate to be approached by a very large company offering a considerable donation. The company particularly wanted to provide the Playspace with new and vital equipment and supplies.

The Playspace often receives letters of thanks from families using the service. One in particular was from a rural family who travelled to Lyell McEwin Hospital so the Mother could attend 5 weeks of radiation treatment. This left the family in a predicament of care for the children. The children attended almost every single day over the course of the 5 weeks, Not only did the children love it but this also meant the husband could continue working and provide an income for the family in this difficult time. The treatment also ran through the school holidays and so the Playspace was able to provide care for all the 4 children. This family stated without the help of the Playspace they could not have got through this difficult time - Deb and the staff are very supportive and amazing.



The Playspace currently has 14 Volunteer Staff members. We welcomed 5 new volunteers to the Playspace. Janet Tangey, Jo Legg, Alahana Boyle, Teri-Anne Lansdowne, Gary Mills and Christine Crowe. As the Playspace Coordinator I would personally like to thank all our volunteers. We work well together as a team supporting each other and working well together. The volunteers are amazing and their dedication to the Playspace is beyond words. Volunteers are not paid because they are worthless but, because they are priceless. Well done Playspace team.



# Volunteer Service Report – Modbury Hospital Sue Walsh

Modbury Hospital volunteers have been supporting the Hospital since it opened in 1973. Currently 100 volunteers give their time tirelessly supporting patients, visitors and their families.

At the beginning of this year on the 18<sup>th</sup> February 2019, the Modbury volunteers joined the Lyell McEwin Volunteer Association. Thanks to Linda Walker for working closely with LMVA in assisting with the transfer of all volunteer details onto LMVA's volunteer database.

Modbury Volunteers are integral team members of the following patient care areas

Palliative Care	Geriatric Evaluation Management (GEM)
Rehabilitation (inc SPARC)	Accident & Emergency (A&E)
Outpatients Department (OPD)	Patient Transport



Sue Walsh

Modbury Volunteers also support patients, their families and visitors by providing the following services

Front Desk Enquiries	TV/Paper Service
Library Trolley	Pack Preparation
IPad Surveys	Administration Support

A robust administrative system is now in place to support the managing of the volunteer team throughout the Hospital. This includes a specific volunteer management database, generated sign in and sign out system and the implementation of team meetings which draws together volunteers working in the same or similar areas. This enables accurate information to be passed on and enables volunteers to have a voice in the work they do. These meetings are minuted and those minutes distributed.

All existing volunteers had the opportunity to transfer or add different areas to the time they volunteer at the Hospital. Several volunteers have opted to change roles after working for many years in the same area and some have requested that they have some new experiences by taking on additional roles.

Sue Walsh has been working closely with Nurse Unit Managers in regards to the requirements of the Modbury Hospital in terms of volunteer hours and roles. These meetings have resulted in clarifying existing service needs and ways volunteers are able to support patients and their loved ones. It has also been beneficial in identifying and exploring new initiatives that add value to patient care.

## **Community support**

Golden Grove Lions continue to show their support by supplying the emergency packs for patients containing comb, tooth brush and toothpaste, shampoo and soap for those patients who have been admitted unexpectedly.

Thanks also to Tim Kelly who has supported the new Library Trolley service by supply books and magazines that are distributed by our volunteers Monday to Friday. The Library trolley, a new initiative, visits patients/family and friends throughout the hospital offering them reading material, colouring and puzzle solving activities. Without Tim's contribution our library would be light on for choice.

# Community Services

## Club 84 Volunteer Program 2018 -2019

The Northern Community Rehabilitation Program, Club 84 has continued to provide a volunteer program this year with 18 volunteers involved in the program. The volunteers have contributed 2,131 hours of their time across many of the programs provided at Club 84.

The volunteers have continued to provide positive role models to clients at Club 84. They are a valued and much needed part of the staff team assisting in the provision of a comprehensive service for everyone involved.

We have celebrated many highlights this year, some of which include:

- Gaining a strong interest and volunteer registration from youth mental health clients.
- The volunteer lead Northern Social Network (NSN) program successfully facilitated a youth 'arm' of the original program this year. The program was fortunate to receive support from the LMVA in the application for grant funding and was successful in obtaining the grant.
- A Club 84 volunteer, Josh Smith, was nominated for the Playford Alive Local Hero Award 2018 that celebrates the achievements of local residents in the category of (26+ years). The award is given to those who not only set an aspiring example for others, but also proudly promote and enhance the Playford Alive community. Josh was short listed with 2 others in his category and won 1<sup>st</sup> runner up. He was congratulated by the Lord Mayor at the ceremony.

Through the support provided by the LMVA the Club 84 Volunteer Program continues to address the needs of people living with mental illness in our community by supporting mental health clients to take on volunteers roles. The partnership with Mental Health Services and the LMVA strengthens the voice of the Club 84 clients and empowers them to have meaningful roles in volunteering within mental health services.

We look forward to another exciting year ahead.

Anita Williams

Volunteer Coordinator/ Project Officer

Northern Community Rehabilitation Program

"Club 84"

# Community Services

## Northern Respite Care (NRC)

### ANNUAL REPORT JULY 2018 – JUNE 2019



Peter Hall

#### Our mission:-

- Our aim is to provide a low level respite service to assist carers in maintaining their role with maximum independence.

The past year of 2018/2019 has once again caused us to look carefully at what is happening within the Aged Care area of operation. Several factors have contributed to the need to assess where and how we are going

Large organisations such as ECH and ACH have commenced their own group outings in our funded geographic areas. They pick up their clients from the retirement villages that once were a large source of our client base. Although their outings are dearer and fortnightly (fees cover all outing costs) they have had a big impact on us.

Additionally My Aged Care referrals are in the main unable to be used as most of them are high care clients who need trained nursing and our volunteers are not trained in these areas.

Due to the high number of people nationally waiting on packages (129,000 in March 2019) many are being referred to the lower levels to give them some assistance whilst waiting. This results in us losing clients quicker than we can replace them. The loss of clients from our group outings has a very big impact on our overall client hours, and this year that has contributed to 60% of the downturn in our hours again this year. Our total client hours were 4575.

In the past 12 months we lost 11 clients due to passing and health reasons. It is always with sadness when this happens and our volunteer team feel the impact. They continue to work towards ensuring we meet the new standards of quality care.

#### DATA EXCHANGE

This area of the My Aged Care system has continued to evolve from DEX side of things. As a consequence we have had to be vigilant in keeping up to date with changes (in line with government reporting procedures), and at times their system changes have corrupted the figures which need to be accurate by end of January and July reporting periods. Thanks to my assistant Andrea Payne, we are able to stay on top of this and maintain accuracy and timeliness.

#### THE PROGRAM

The program continues to service the cohorts of Friendly home visiting, Wednesday Men's Group Outings and Friday Ladies group Outings. The two outing groups use the bulk of our resources and time being programs much needed in the community. The Department of Health from 1st July 2019 have now made mandatory their new Aged Care Quality Standards. Their focus is now more on consumer outcomes and dignity and choice.

Whilst we have always promoted these values it has become more in depth. There are 8 standards to be met. The main one that applies to us is Standard 1 covering 'Consumer Dignity and Choice', (Itself having 7 standards to be met.) There are others that do affect us but as we are not a nursing home many do not.

Due to the changed focus I have attended a training forum to ensure I am aware of the required standards and have also arranged for my volunteer team to do the same forum in August 2019 (delayed until September 2019) so that they also understand the new approach.

Additionally the Craft Group is under my umbrella although LMVA Vice President and volunteer Maxine Henke oversees its success. Maxine has decided to stand down as Team Leader from the end of July 2019 (but maintain a

presence as a part of the group) due to health reasons and Penny Kears has agreed to become Team Leader. We offer our thanks to Maxine for your dedicated and outstanding contribution to the Craft Group.

## **Friendly Visiting:**

At the end of June 2019 this program currently has 8 clients being visited, with one being lost due to illness. We are slowly rebuilding this program, which has been difficult as many of the referrals coming through My Aged Care continue to be not suitable being in the too high care category, or in areas we are not funded to have clients.

Overall our clients are very happy with the volunteers that visit them. Once again we will need to ensure clients are encouraged to do for themselves as much as they are able to meet the quality standards.

## **Wednesday Men's Group:**

Overall we operate around 45 weeks of the year. There is a four week break over the Christmas/ New Year period and there are usually two or three weeks where the summer temperatures mean we need to cancel the outings due to our Heat Policy.

As usual there have been a wide variety of venues the group have visited.

We have not been able to maintain the men's group numbers at 16 this year due to the loss of some, and the previously mentioned difficulties in finding new clients.

All avenues such as advertising, community presence, personal references are being pursued to change this and rebuild our program. The men enjoy it when a new person comes on board and quickly welcomes them.

## **Friday Ladies Group:**

This fun group has seen the decline in numbers during the year. Replacing them is a challenge as referrals are very slow and often unsuitable due to their high care needs. The ladies enjoyment of the outings is due to them wanting to participate and have a great day out, and to the energy of the volunteers ably led by team leader Cindy Shinakis.

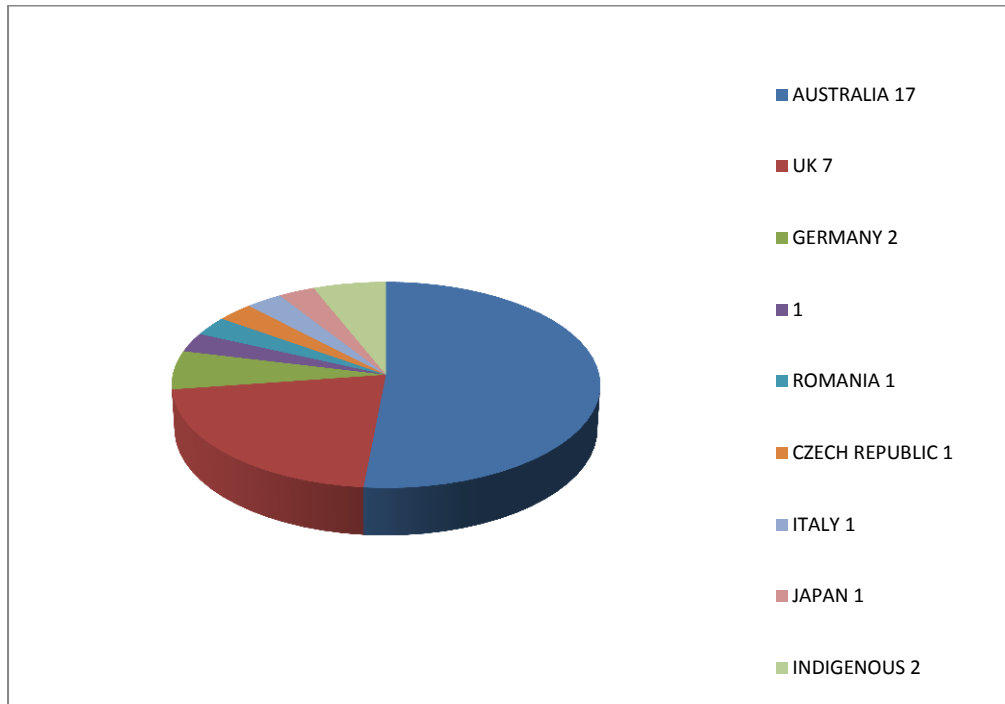


## **The Craft Group:**

This group continues its quality and productivity. Team Leader and LMVA VP Maxine has ensured a variety of cards, gift tags etc. and has expanded the range of activities. . Most of the paperboard and materials used by the group comes from generous donors and/or we receive very good discounts on any purchases. The group continues to average around \$310per month profit. The cards are sold through Association retail outlets.

**NRC** assist people from all culturally and Linguistically Diverse (CALD) backgrounds.

- Here is a snapshot:- Total 31 clients



## **Quality:-**

- Continuous and new training of volunteers around our approach to our clients. This will fit in with the Department of Health focusing on Aged Care and Quality Standards.
- Communication with, and re-education of the clients (particularly the outings groups) will be increased around the renewed focus on keeping them independent for as long as possible. New Charter of Aged Care Rights has been given to, and signed, by all clients
- Continued presentations in the community will drive home the value of using a local well tried and successful program.
- Strengthen the continuous improvement process by the changes developed to assist in better, quicker reporting of statistics to the governing body.
- Improved conditions for our clients (e.g. a new fold down step for one of the buses) ensure better satisfaction, greater safety and positive comments.

## **Training:-**

- Training has been offered every second month and will continue this way.
- Workshops have included Mandatory Training, Keeping Connected, Dementia, (Including problem solving with behavioural issues), Aged Care Quality Standards, and training in Advocacy.
- In the latter part of the financial year we were joined by several team members from Modbury who gave positive feedback on the value of the training.

## **Benefits of Northern Respite Care:-**

- *Focussing on wellness & re-ablement, the care recipients are treated as an 'ordinary person' and assisted to lead enriching lives and maintain their independence for longer.*
- *Respite can relieve a person's isolation and the carer's anxiety about leaving their loved one alone.*
- Everyone benefits from this program including the volunteers who feel they make a valuable contribution to the welfare of others and get to benefit from the experience and wisdom of our older citizens.

## **Statistics**

- Overall Actual client hours of 4827 were recorded. As mentioned above there were increased hot weather cancellations which affected our hours badly. January 2019 for example saw no ladies outings and this was exacerbated in February 2019 as quite a few of these very warm days fell on the Friday.
- Although the number of referrals from the "My Aged Care" websites have improved in the latter half of the financial year, we were unable to process many of them due to their unsuitability for our service. As well we are no longer able to claim any hours used interviewing potential clients and to arrange their meeting of the volunteer. This part of the process is now not considered to be offering a service until they actually start with us.
- Our client numbers will need building up to 44 - 50 to create a small waiting list to allow for natural attrition. We have openings with the ladies now, and can utilize two buses instead of one.
- Funding for the CHSP has been extended until 2022. We will not know until the first quarter of 2020 whether the program will be extended. This is the normal process every two years.

## **Future plans & initiatives**

- Network with other providers to identify people in need
- Continue to assist carers in the community
- Target our advertising more specifically.
- Work with My Aged Care and data exchange to fulfil funding body requirements
- Continue to promote the program through various organisations and community groups utilising LMVA's Community Engagement Program
- The possible sharing of resources with like organisations and values.



## **SUMMARY**

Overall, for the year, the program engaged 24 volunteers who contributed 3269 hours. The program requirements continue to evolve and present new challenges. The volunteer team is dedicated and training is continuous throughout the year to enhance their knowledge and skill base. Client feedback is positive, and some of our new clients have been direct referrals from our current base of clients. The future is challenging but positive.

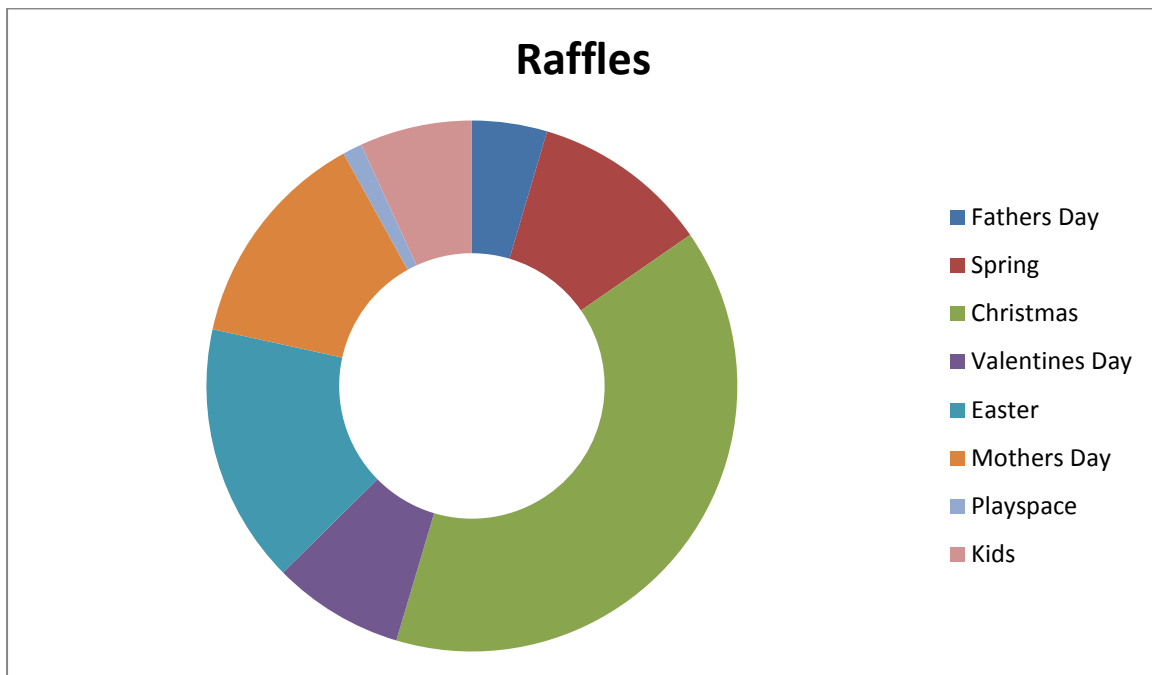
# Fundraising

## Raffles

In the 2018/19 financial year, volunteers ran eight different raffles throughout the year. Some of the raffles were more successful than others. The most successful raffle was the Christmas raffle which raised almost \$3,000. Overall the raffles raised \$7,594, most of which is profit due to the kind donations of local business.

We thank the following businesses for their support during the year

- Bunnings – Munno Para West
- Hilltop Flowers – One Tree Hill
- Reading Cinemas - Elizabeth
- Red Lion Hotel – Elizabeth North
- Schnithouse – Elizabeth Shopping Centre
- Petbarn – Elizabeth



## People’s Choice Community Lottery

The Lyell McEwin Volunteers once again took part in the People’s Choice Community Lottery. We were issued 500 books and with the help of the raffle team and a point of sales location at the Elizabeth Shopping Centre, we sold two thirds of the tickets issued to the organisation.

For the first time in many years the Lyell McEwin Volunteers did not sell a winning ticket.

## Entertainment Books

Unfortunately the sales of the Entertainment Book have dropped off slightly with only 97 books sold, with one of the books being the Cairns edition.

# Wrapping

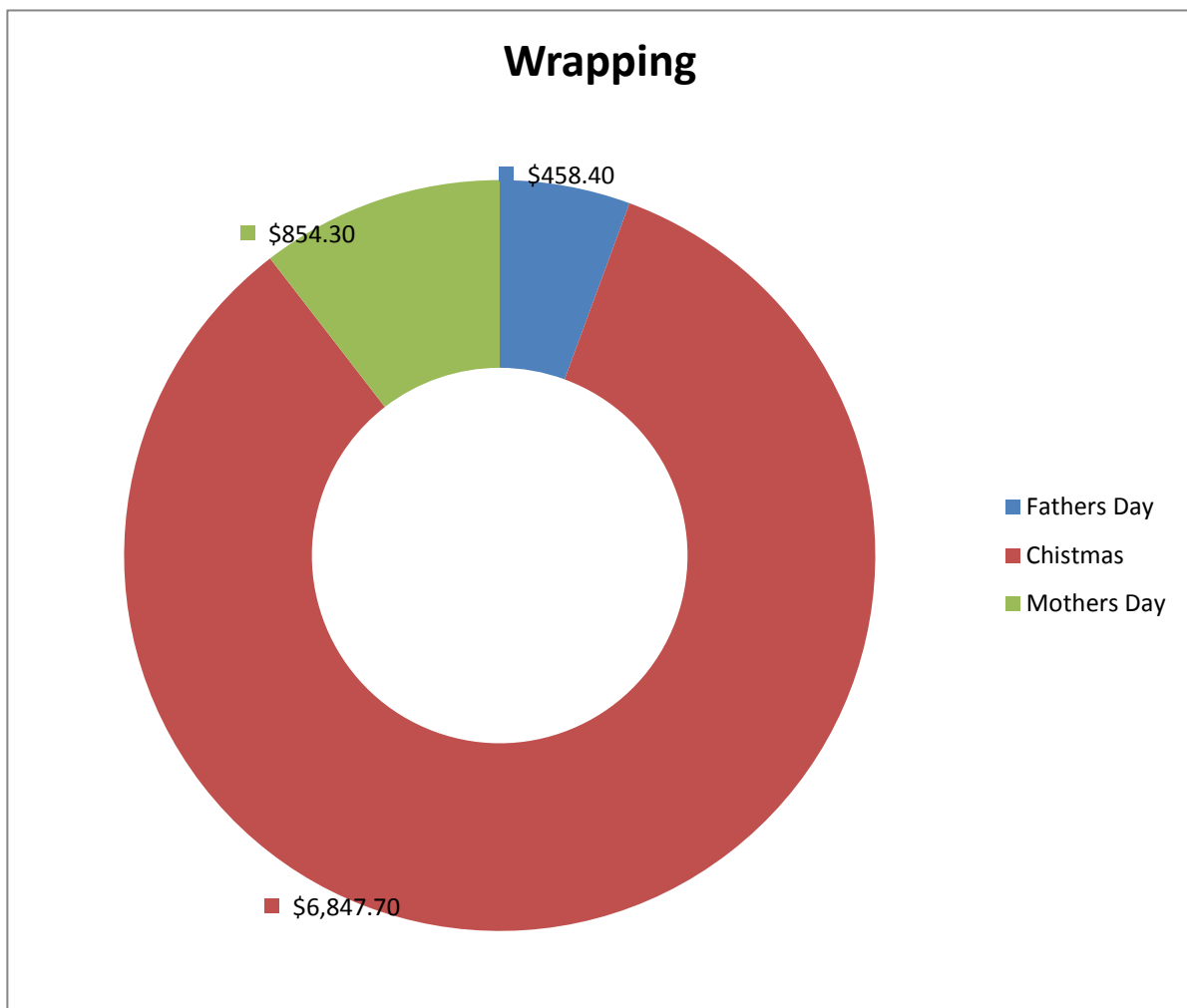
The volunteers once again had a booth at the Elizabeth Shopping Centre during 2018/19. Throughout the year we held three different wrapping fundraisers for Father's Day, Christmas and Mother's Day.

Dedicated volunteers raised a total of \$8,160 with the breakup being

Mother's day	\$854
Father's Day	\$458
Christmas	\$6,848

The amount raised this year was just shy of the 2017/18 total of \$ \$ 8,237 . A huge thankyou to the Elizabeth Shopping Centre for providing the opportunity to undertake this important fundraiser by donating the space, wrapping paper, ribbon, sticky tape and scissors.

Equally, a huge thank you to the 71 volunteers who spent many hours wrapping lovely presents for the community.





## BBQ's

During the 2018/19 financial year the BBQ team went from strength to strength with regular BBQ's at Bunnings Munno Para West and Drakes Salisbury North.

The Bunnings BBQ's are now active almost every week with a variety of week days and the occasional weekend. The BBQ's at Drakes Salisbury North take place every couple of weeks on a Saturday. As well as these regular BBQ's we get the occasional BBQ at the Lyell McEwin Hospital, Modbury Hospital and in the local community. This has led to the BBQ team making a profit of \$10,442, an increase of 148% on 2017/18.

This is due to the hard work of the BBQ team and in particular to BBQ Coordinators Garrie Hill and Richard Van Vliet. An enormous thankyou to all of the team for creating a program that will go from strength to strength over the ensuing years. Your hard work and commitment is much appreciated



Left to right: Mandy (Amanda) Jamieson, Don (Donald) Jamieson, Shawn Callaghan, Richard Van Vliet, Garrie Hill



Left to right: Garrie Hill our BBQ Team Leader with Remolo Di Niro , Site Manager of WHSmith fresh + who has been very supportive of our BBQ's at the Lyell McEwin Hospital.

# Our Partners

## The Hospital Research Foundation:

The Association has been partnering with the Hospital Research Foundation since August 2017. The financial support the Foundation provides enables the Volunteer Association to continue its work in the local health community.

This financial year with the support of the Foundation, the Association has welcomed 100 volunteers from Modbury Hospital making us one of the largest Hospital based Volunteer associations in South Australia. We thank Paul and the team for their continuing support and look forward to a long and productive partnership

## BankSA:

BankSA has been a long term supporter of the Association. In 2016, BankSA launched a program that offers our supporters the opportunity to secure a competitive home loan whilst supporting the Association through a sponsorship arrangement with BankSA.

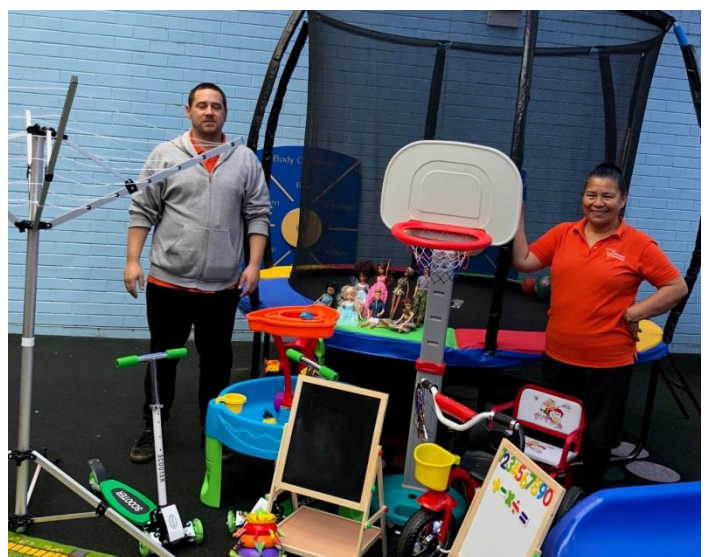
For every home loan taken out by someone mentioning they support the Lyell McEwin Volunteer Association, BankSA donates 0.04% of the value of the home loan to the Association. You do not have to be a LMVA volunteer or NALHN staff member. It may be a family member or friend. This is a great community program offered by BankSA that is a win/win for the person taking out the home loan and the Association.

## Café Fresh:

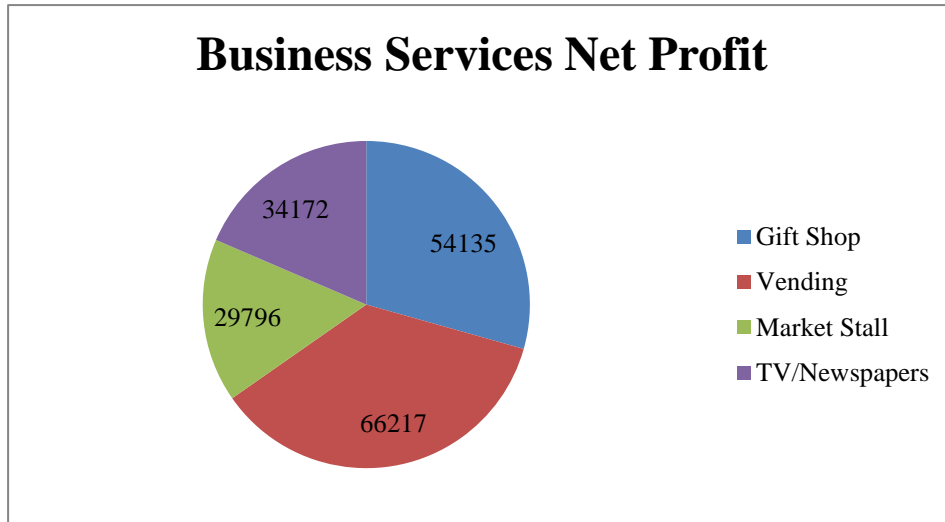
Café Fresh Remolo Di Niro and his team at Café fresh is one of our new partners who have supported a number of our Hospital and community BBQs. Café Fresh have provided food items (bread/eggs/bacon) for a number of our Hospital based BBQ's that has contributed to increase in funds raised.

## Mayne Pharma:

Late in June 2018, the Association received a generous donation from the team at Mayne Pharma in support of the Association's Playspace. The Playspace is a free childminding service the Association funds so patients and visitors to the Lyell McEwin Hospital are able to attend appointments or visit loved ones in Hospital knowing their children are being cared for in a supportive and safe environment. The donation has enabled the purchase of much needed toys and play equipment for the many small people attending the Playspace.



# Business Services



## Gift Shop

The Gift Shop has experienced a difficult year with a 15 % reduction in turnover. However the Co-ordinators and Volunteers in the Gift Shop continue to work hard to maximise the shop’s potential. Further processes have been put in place to get the best prices possible on stock by combining purchases with the Market Stall for bulk discounts.



## Market Stall

The Market Stall has seen many changes in the 2018/19 financial year. The core of the Market Stall sales is still the many handmade goods made by a vast range of people and groups from the local community. The Association cannot thank these people and groups enough for all the knitting, crocheting and sewing they do to make the items. The range has been extended and enhanced with new products sourced from various suppliers in conjunction with the Gift Shop.

## TV/Newspapers

The Volunteers of the TV Trolley continue their hard work distributing TV Vouchers and Newspapers to patients with in the Lyell McEwin Hospital to both private and public patients.

## Vending

Vending machine income for the 2018/19 Financial Year continues to be strong and grow. A large reason for the growth is that the CEO has renegotiated new contracts with the vending machine suppliers for a larger commission on vending sales.

# Business Services

## Thrifty V

The 2018-2019 financial year has seen Thrifty V return a profit of \$24,555 that contributes to the work the Association does across the Northern Adelaide Local Health Network supporting patients, their families and loved ones.

### Warehouse Distribution /Shops Strategy

The relocation of the Operations Centre from the Salisbury South warehouse to Phillip Highway, Elizabeth South has worked well for Thrifty V as it created a much larger work space and has closer proximity to the Thrifty V stores located on Phillip Highway, Elizabeth Vale and Elizabeth North. There has been an added benefit, as the Warehouse has solar panels that generate electricity which exceeds the needs of the day to day operations at the warehouse and allows us to sell back to the grid.

Wendy Kent continues to manage the Operation Centre and the three Op Shops supported by over 72 dedicated volunteers.

Thrifty V is committed to reducing landfill and is keen to repurpose or recycle all goods that are received as donations. Wendy and the team should be congratulated for the minimisation of landfill through the recycling of all goods, including ewaste that has also resulted in lower dumping and waste costs. Wendy is always looking at innovative ways to recycle donated goods into items that can be upcycled and sold through the shops.



Volunteer hours are significantly lower due to the closure of the Martins Plaza shop in 2018. However between the three remaining Op Shops and Operation Centre, over 30,000 hours have been given by volunteers throughout the year.

Volunteer hours are significantly lower due to the closure of the Martins Plaza shop in 2018. However between the three remaining Op Shops and Operation Centre, over 30,000 hours have been given by volunteers throughout the year.

### Hospital Donations & Vouchers

The Association continues to supply clothing and other items for the various areas of the hospital and in particular supplying of vouchers to the LMH Social Work Department to provide free clothing and other items to those in need.

In closing, I would like to say a huge thankyou to each and every one of you as without your support, Thrifty V would not have obtained the positive outcome it has this year.

Wendy Kent  
Thrifty V Manager



# Review of Our Finances

## Income & Expenditure Summary

	2019	2018
	\$	\$
Total income	782,110	803,120
Total expenses	767,614	842,941
Profit/Loss from ordinary activities	14,496	-39,821
Opening retained profit	273,148	313,010
Net profit/loss attributable to the association	14,496	-39,861

## Income:

The income for the 2018/19 financial year has declined. While the amount is \$22,010 it is not consider a material amount. Several factors attributed to this decline. The main points of this is

- Gift Shop sales reduced by approximately 15%
- Thrifty V sales declined due to the closure of the Martins Plaza shop
- Community Partnerships income declined as the Event & Fundraising Manager position was not refilled and as such had no to little income come from this source

While the points mentioned above were a large reason for the decline in income some other areas compensated and help keep the income relatively steady.

- Market Stall sales increased by over 25%
- Fundraising increased due to increase in BBQ's
- Solar rebate is due to solar panels on the new operations centre
- Grant income has increased significantly

## Expenditure:

Expenditure decreased significantly in the 2018/19 financial year. Most of the costs have been achieved by using better purchase procedures that generated discounts by ordering in bulk or finding cheaper sources. The main changes of note within the expenses are.

- The reduction in rent is due to the closure of the Martins Plaza Thrifty V store and moving the Operations Centre to a facility with lower rent.
- Cleaning & Rubbish removal savings was obtained by the removal of a number of waste bins at the Philip Highway store and better sorting of rubbish at the Thrifty V Operations Centre
- The costs attributed to the Arts & Crafts Work for the Dole program was reduced due to the program ending.

## Balance Sheet

	2019	2018
	\$	\$
Total Current Assets	449,405	348,474
Total Non-Current Assets	99,444	122,514
<b>Total Assets</b>	<b>548,849</b>	<b>470,987</b>
<b>Total Liabilities</b>	<b>261,205</b>	<b>197,839</b>
<b>Net Assets</b>	<b>287,644</b>	<b>273,148</b>
<b>Total Members Funds</b>	<b>287,644</b>	<b>273,148</b>

## Balance Sheet

In 2018/19 the Balance sheet of the Lyell McEwin Volunteer Association continued to be in a strong position.

## Balance Sheet Summary

### Assets:

The substantial change in Assets is largely due to the increase in the cash at bank. The other current and none current assets had slight movements none of which would be considered a material difference.

### Liabilities:

The change in liabilities is attributed to the Provision for Annual Leave and Grants In Advance. Provision for Annual Leave has increased due to the untaken leave, however most staff are taking measures to decrease their annual leave. Grants unexpired is due to the increase in Grants the Association has received in the 2018/19 Financial year.

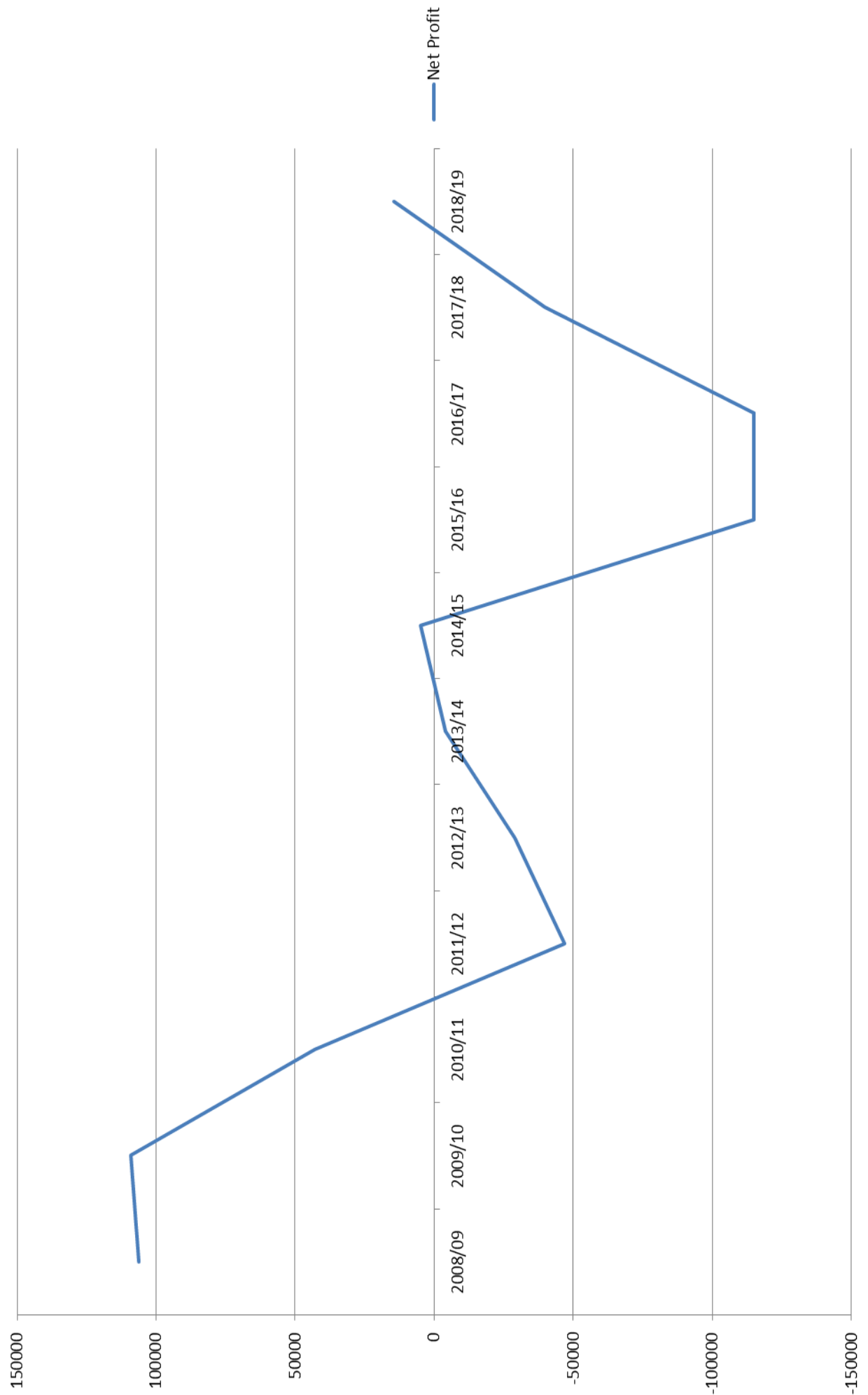
### Members Funds:

For the first time in four years and only the fourth time in the last 10 years the Association has seen a growth in Members Funds. While only a small step it is a sign the Association is heading in the right direction.

## Conclusion

While the Association has seen many challenges in the last few years the financial position continues to get stronger. However we need continue to be vigilant to ensure the Association continues to grow and remain strong into the future.

## Net Profit - Overview



**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Current Assets</b>		
<b>Cash Assets</b>		
Cash at bank SA chq	11,421	9,129
Undeposited funds	140	0
Cash at bank SA business	132,187	38,526
E Bay bank	119	118
Cash on hand	1,850	1,950
	145,717	49,723
<b>Receivables</b>		
Debtor	6,857	9,558
Accrued income	14,986	8,973
Prepayments	12,658	12,066
	34,501	30,597
<b>Inventories</b>		
Stock on hand at cost	14,187	13,153
	14,187	13,153
<b>Other</b>		
Short term deposits	255,000	255,000
	255,000	255,000
<b>Total Current Assets</b>	<b>449,405</b>	<b>348,473</b>
<b>Non-Current Assets</b>		
<b>Property, Plant and Equipment</b>		
Thrifty Shop Redevelopment	0	30,919
Less accumulated amortisation	0	(21,686)
Plant & Equipment - at cost	81,956	65,255
Plant accumulated depreciation	(58,833)	(52,440)
Motor Vehicles @ cost	151,933	151,933
MV accumulated depreciation	(75,612)	(51,467)
	99,444	122,514
<b>Total Non-Current Assets</b>	<b>99,444</b>	<b>122,514</b>



**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Total Assets</b>	<b>548,849</b>	<b>470,987</b>
 <b>Payables</b>		
<b>Unsecured:</b>		
Accruals	35,220	24,776
Accrued wages	16,878	14,131
Creditors	16,817	15,436
	68,915	54,343
 <b>Current Tax Liabilities</b>		
GST clearing	10,123	4,159
PAYGO withholding	6,214	3,536
	16,337	7,695
 <b>Provisions</b>		
Provision for annual leave	43,696	27,261
Provision for long service leave	9,813	6,929
	53,509	34,190
 <b>Other</b>		
Grants unexpired	55,075	16,203
Visa	4,436	2,698
Deferred Income - current	(1,097)	20,083
	62,195	41,362
 <b>Total Current Liabilities</b>	<b>200,956</b>	<b>137,590</b>
 <b>Provisions</b>		
Deferred Income - non current	60,249	60,249
	60,249	60,249
 <b>Total Non-Current Liabilities</b>	<b>60,249</b>	<b>60,249</b>

**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	2019	2018
	\$	\$
<hr/>		
<b>Total Liabilities</b>	261,205	197,839
<b>Net Assets</b>	287,644	273,148
<b>Members' Funds</b>		
Accumulated surplus	287,644	273,148
<b>Total Members' Funds</b>	287,644	273,148

**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	2019	2018
	\$	\$
<hr/>		
Operating profit	14,496	(39,862)
<b>Operating profit</b>	<b>14,496</b>	<b>(39,862)</b>
Retained profits at the beginning of the financial year	273,148	313,010
Total available for appropriation	287,644	273,148
<b>Retained profits at the end of the financial year</b>	<b>287,644</b>	<b>273,148</b>

**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

**2019**

**2018**

**\$**

**\$**

**Trading Income**

Sales - Thrifty Shop	195,477	253,227
Sales - Market Stall	41,666	32,856
Newspapers	43,558	41,518
Telstra TV Vouchers Sales	38,642	49,626
<b>Total Trading Income</b>	<b>460,582</b>	<b>544,593</b>

**Add:**

Opening stock on hand	13,153	7,959
Purchases	84,982	102,493
Telstra TV Vouchers	34,825	39,572
Market Stall expenses	11,752	4,363
Newspapers	37,840	37,996
	182,552	192,383

**Less:**

Closing stock on hand	14,187	13,153
	14,187	13,153

<b>Cost of Sales</b>	<b>168,365</b>	<b>179,230</b>
<b>Gross Profit from Trading</b>	<b>292,217</b>	<b>365,363</b>

**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Income</b>		
Interest Received	6,328	6,620
Home Visiting Service (NRC)	114,276	111,014
Vending Machines	67,323	61,511
Fundraising ( net )	35,130	29,506
Community Partnerships	335	35,535
Van Hire	364	729
Donations Received	5,310	4,083
Sundry Income	4,353	16,558
Work for Dole	0	10,636
NRC Admin & Bus Hire	27,300	33,900
Arts & Craft ( WFTD )	0	32,678
Solar rebate	25,176	0
Bi-Cultural Grant	7,197	0
Capital Grant	16,824	0
NALHN Grant	72,727	0
THRF Grant	107,250	0
Total income	782,110	708,133

**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Expenses</b>		
Advertising and promotion	8,882	19,220
Arts & Craft ( WFTD )	0	32,678
Audit fees	3,000	3,000
Bank Fees And Charges	3,921	4,684
Cleaning & linen costs	287	881
Cleaning & rubbish removal	732	4,110
Depreciation plant & equipment	16,054	12,831
Donations - NALHN	850	510
Hire of premises NRC	789	812
Insurance	13,926	12,987
Legal	0	1,605
Light & power	7,494	7,547
Management fees	4,500	4,500
Minor equipment	3,093	1,246
Mens & ladies group	4,843	6,508
M/Vehicle expenses	26,840	35,904
Payroll fees	1,868	2,021
Printing & stationery	7,249	6,405
Program costs	633	409
Provision for annual leave	16,435	12,759
Provision for long service leave	2,884	6,929
Rent	101,090	129,503
Repairs & maintenance	4,630	4,277
Security	2,212	2,472
Staff training	1,818	2,723
Subscriptions & memberships	2,102	1,290
Sundry expenses	4,096	91
Superannuation	42,108	34,953
Telephone	6,604	12,066
Training costs	2,099	775
Travel costs	905	1,870
Wages	443,248	341,092
Workers compensation	11,375	12,110
Volunteer expenses	21,005	26,927
Total expenses	767,614	747,995
<b>Profit from ordinary activities before income tax</b>	<b>14,496</b>	<b>(39,862)</b>
Income tax revenue relating to ordinary activities	0	0

**LYELL McEWIN VOLUNTEER ASSOCIATION INC.**  
**ABN 55 911 334 857**

	2019	2018
	\$	\$
<b>Net profit attributable to the association</b>	<u>14,496</u>	<u>(39,862)</u>
<b>Total changes in equity of the association</b>	<u>14,496</u>	<u>(39,862)</u>
Opening retained profits	273,148	313,010
Net profit attributable to the association	<u>14,496</u>	<u>(39,862)</u>
<b>Closing retained profits</b>	<u>287,644</u>	<u>273,148</u>

## Key Highlights Events & Recognition

- 2018 Volunteer Christmas Party at Lyell McEwin Hospital
- 2018 Playford Christmas Parade
- 30th Annual General Meeting
- Welcome to Modbury Volunteers
- 60<sup>th</sup> Anniversary Lunch
- Parliament House Visit
- Volunteer Week Parade ending with a BBQ at Victoria Square
- Harmony Day
- National Volunteer Week



**Service Awards, Life Memberships and Ann Taylor Award given out in May 2018 was reported in 2017-2018 Annual Report**

# The following Service Awards were presented during the May 2019 Volunteer Week Celebrations

## 5 Years

Anda Cook  
Angie Daniels  
Annmarie Messner  
Anthony Curl  
Benjamin Sauerwald – Desira  
Bronwyn Edwards  
Chanthoeun Chhit-Korb  
Christeen Gavros  
Christina McLauchlan  
Christine Galipo  
Deborah Collins  
Dermot Keegan  
Evan Ludwig  
Frances Tilbury  
Helen Wildbore  
Irene McHale

Jacqui Price  
Janice Quinn  
Jeanette Ostler  
Jill Graham  
Joan Slater  
Joshua Smith  
Kareena Street  
Karon Stephenson  
Kay Smith  
Leigh Martin  
Lori Hoey  
Majdoddin Haghighatjoo  
Margaret Farr  
Michael Whittle  
Michelle Willoughby  
Nanette Donnison

Patricia Day  
Penny McMillan  
Peter Onorato  
Philip Murphy  
Phillip Naylor  
Rachel Oliver  
Rob Edwards  
Robert Campbell  
Rose Stapp  
Sandra Bennett  
Sharon Palmieri  
Sharon Vandermeer  
Sue Partridge  
Susan Huddy  
Van Hien Nguyen  
William Scott

## 10 Years

Anne DeConno  
Cheryl Pascoe  
Chotah Heuer  
Jacquie Spence  
John Simmonds  
Margaret Mowbray  
Valerie Slater  
Yolanda Cannizaro

## 15 Years

Dorothea Henschke  
John Henke  
Maxine Henke  
Pauline Perry

## 20 Years

Adrienne White  
Dianne Whatley

## 25 Years

Margaret Plew

## 30 Years

Ann Taylor

## 35 Years

Barbara Bakkelo

## 60 Years

Dorothy Joel



# Reference and Administrative Details as at 30th June 2019

## Board, Staff, Accountant, Auditor

**Association name:** Lyell McEwin Volunteer Association

### **The Board**

**President** Adrienne White

**Vice President** Maxine Henke

**Treasurer** Peter Panagaris

**Elected Members** Agnes Wong  
Robert Edwards

**LMH Appointed Representative** Deb Muller

**Chief Executive Officer** Peter Laintoll

**Accountant** Toni Mullins, Toni's Business Services

**Auditor** Natale Rungari, Ascensio Accountants

### **Association's Leadership Team**

The Association's Board delegates LMVA's day-to-day management to the Chief Executive Officer and the Association's Leadership Team. The Leadership Team has operational oversight of the LMVA's work. Each team member is responsible for different areas of operations, including finance, human resources, training, fundraising and events, volunteer and community services and organisational development.

Peter Laintoll	Chief Executive Officer
Manju Shelke	Director Volunteer Services
Nigel Callaghan	Finance Manager
Peter Hall	Northern Respite Care Manager
Wendy Kent	Thrifty V Manager
Sue Walsh	Modbury Volunteer Manager (from 23/01/19)
Lesley Arnold	Office Administration & Volunteer Support Officer
Kamal Dahal	Community Engagement Officer
Natalie Gallarello	Playspace Manager (until 30/11/18)
Deb Edson	Playspace Coordinator (from 14/01/19)

