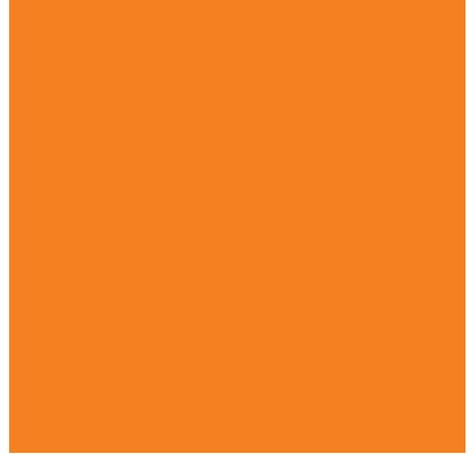


# Annual Report



Healesville  
Interchurch  
Community  
Care Inc



*“Caring  
support  
that  
empowers”*



2018



# Contents

Who we are, our Mission .....	4
Committee of Management and Staff.....	5
Structure .....	8
Our Organisation.....	9
Minutes of the 2017 AGM .....	10
President.....	11
Executive Officer .....	13
Emergency Relief.....	16
Volunteer Transport Social Support Program.....	19
Dinner at Darron's .....	21
Treasurer .....	23
Auditor's Report.....	24
Financial Statements.....	25
Thanks to Donors and Supporters .....	Back Page



# Who we are, our Mission

## **Who we are**

We are the Christian Churches of Healesville reaching out to the community.

HICCI is a Community Care organisation with seven participating churches supported by members from the local community.

The churches participating in the activities of HICCI include, but are not restricted to:

- Healesville and Yarra Glen Anglican Churches
- Healesville and Yarra Glen Catholic Churches
- Healesville and Yarra Glen Uniting Churches
- Healesville Christian Fellowship
- Heartland Church, Yarra Glen
- Liberty Family Church, Healesville
- Salvation Army, Healesville

HICCI, is part of the churches' response to God's love, and is a way of sharing that love with the communities of Healesville and Yarra Glen.

## **Our mission**

- To provide practical care and support to the communities of Healesville and Yarra Glen in times of crisis, emergency or personal need.
- To guide people to resources already available in the community, thereby avoiding duplication of these services.
- To be proactive in cooperation with the communities of Healesville and Yarra Glen in developing new human services initiatives.

# Committee of Management and Staff

## Committee

<b>President</b>	Rod Hysted (St Brigid's)
<b>Vice President</b>	
<b>Secretary</b>	Margaret Blair (Uniting Church)
<b>Treasurer</b>	Geraldine Vanlangenberg
<b>General Committee</b>	Peter Hall (Anglican Church) Len Whalley (Heartland) Margaret Martin (Healesville Christian Fellowship) Joel Hawting (Liberty Family Church) Jennie Gordon (Uniting Church)
<b>Ministers Observer</b>	Robert Verwoert

## Staff

<b>HICCI Executive Officer</b>	Alison Gommers
<b>ER Team Leader</b>	Sheree Laumen
<b>ER Coordinators</b>	Ann Grieve, Evelyn Dennis
<b>Transport Team Leader</b>	Alison Gommers
<b>Transport Coordinators</b>	Evelyn Dennis, Margaret Jones
<b>Book Keeper</b>	Pam Gibbs

*'I love the philosophy of HICCI, which I see put into practice daily, "being the hands and feet of Jesus" in our community.'*  
(HICCI CoM member)

# Committee of Management



*Rod Hysted, President*



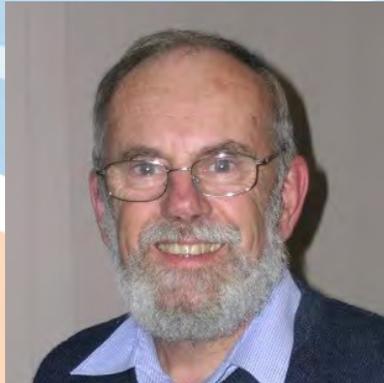
*Margaret Blair, Secretary*



*Geraldine Vanlangenberg,  
Treasurer*



*Jennie Gordon, Member*



*Len Whalley, Member*



*Margaret Martin, Member*



*Peter Hall, Member*



*Joel Hawting, Member*

# HICCI Staff



*Evelyn Dennis,  
ER & Transport Coordinator*



*Sheree Laumen,  
ER Team Leader*



*Alison Gommers,  
Executive Officer*



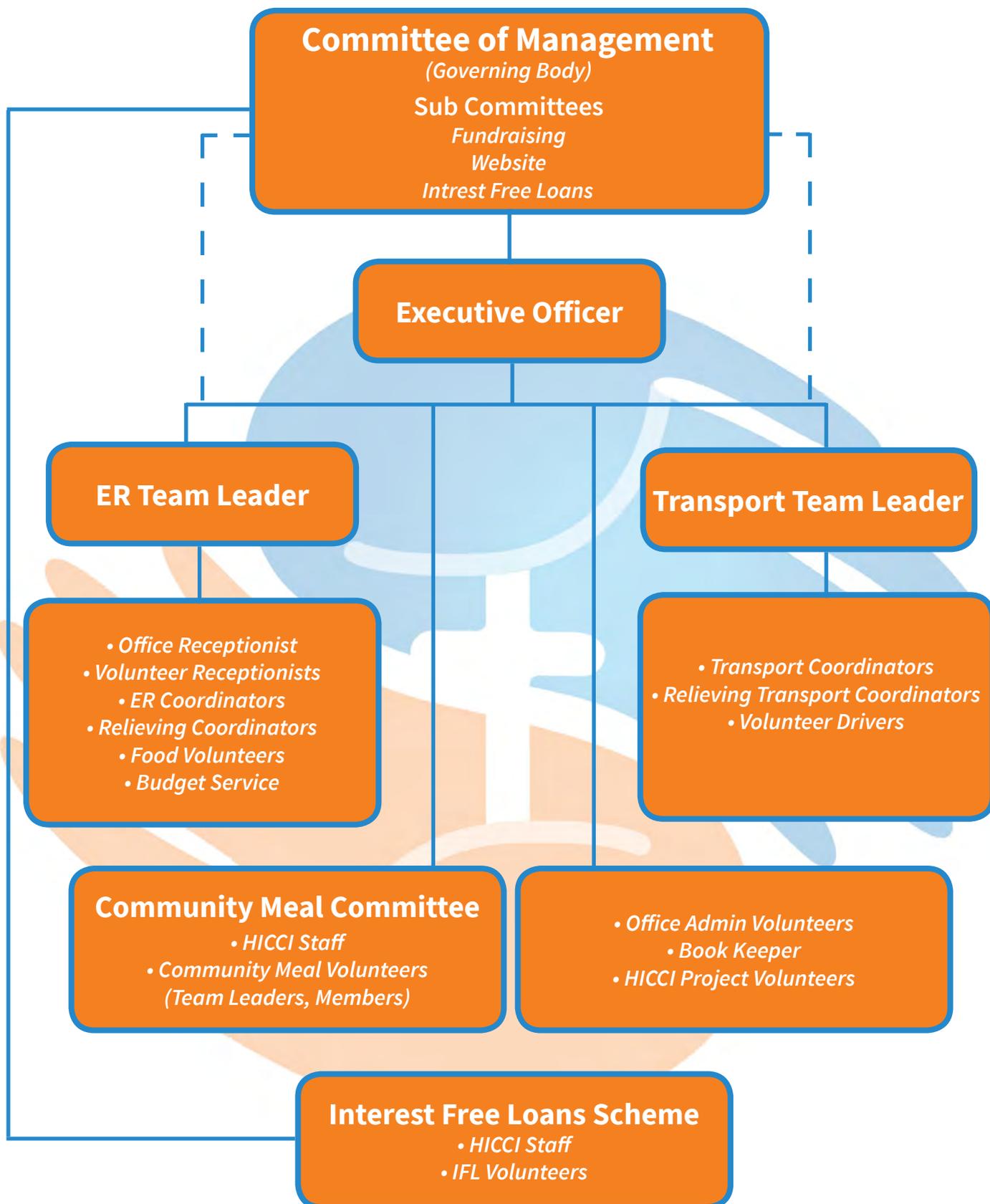
*Margaret Jones,  
Transport Coordinator*



*Ann Grieve,  
ER Coordinator*

*'All the staff are wonderful, and very helpful.'  
(HICCI client)*

# Structure



# Our Organisation

Healesville Interchurch Community Care Inc assists in a caring and non-judgemental way, people who are in need of support. The staff are very discerning and always concerned for the individual. HICCI is often the first contact point in a crisis situation and many referrals are made to other agencies for further assistance.

Over the years, HICCI has developed a strong and mutually beneficial partnership with the Shire of Yarra Ranges. This has enabled us to deliver vital services to our local community. Our work has been greatly enhanced through the re-development of the HICCI offices, and our ability to coordinate additional services for our clients. These services include: financial, housing, gambling, drug and alcohol counselling and disability employment.

Our volunteers have voiced that their own lives were enriched through participation in the HICCI family.

Overall responsibility for the management of HICCI lies with a Committee drawn from the seven churches who participate in HICCI.

Five part-time professional staff run the programs and the day to day operational affairs of the office, the work is coordinated by our Executive Officer, Alison Gommers. Over 120 volunteers are involved with HICCI, often making a contribution to more than one program. In the last financial year, the three programs assisted over 1,065 people providing in excess of 9,074 services.

To enable the work of HICCI to be undertaken, ongoing grants for specific purposes come from Federal, State and Local levels of Government, and some one-off grants are sought and obtained from other sources. In addition, a considerable level of financial support comes from local service clubs, organisations, businesses and also our churches, members and other individuals. As well, donations in kind are substantial from individuals, businesses, and the Shire of Yarra Ranges.

HICCI runs four programs, Emergency Relief, Transport/Social Support, Dinner at Darron's (a weekly community meal) and Interest Free Loans. The work of HICCI, which is enabled through ongoing grants. Government assistance for two of these programs, although gratefully received, does not fully meet the needs of those walking through our doors. Therefore, all our work is heavily dependant on the generous support of the community.

***'I believe that HICCI is extremely well run, and a great asset to our community.'***  
***(HICCI Volunteer)***

# Minutes of the 2017 AGM

## Heartland Church Healesville, Sunday 27th August, 2017

**Welcome:** HICCI president Rod Hysted welcomed all present, in particular Cr Fiona McAlister.

**Present:** There were 30 members and 8 non-members who signed the attendance record.

**Apologies:** Aad van Duin, Ann and Tony Grieve, Wendy and Robert Anderson, Wendy and Doug Fudge, Rev Graham Sells, Delene Hutchins, Iris Sewell, Dale Prentice, Marilyn King, Annette Fromholtz, Mike Bainbridge, Margaret Jones.

**The minutes of the 2016 were accepted on the motion of Veronica Ireland and Flo Flood.**

### Reports as printed were presented:

President: Rod Hysted

Executive Officer: Alison Gommers

Dinner @ Darrons: Alison Gommers

Emergency Relief: Sheree Laumen

Volunteer Transport: Evelyn Dennis

Treasurer: Geraldine Vanlangenberg

The reports highlighted the difference that HICCI makes in so many people's lives. "Caring support that empowers". It was clear from the reports that this is only achieved because of the wonderful work of Alison and the HICCI staff along with the over 100 volunteers who each bringing their individual gifts to the work of HICCI. It was also acknowledged that the work is only possible because of the funding received from Federal and State governments and the Yarra Ranges Shire along with generous support from many donors and supporters. An example of the local community support was last Christmas when at a very late stage it became apparent that the usual toy supply was not available. The community rallied with toys and donations and their generosity was overwhelming.

**All the reports were accepted on the motion of Dale Prentice and Flo Flood**

### Election of Office bearers and Committee members:

The position of committee members from the Anglican Church, Heartland and the Uniting Church were declared vacant.

The following had been nominated and were elected unopposed.

Peter Hall representing the Anglican Church.

Len Whalley representing Heartland Church

Jennie Gordon representing the Uniting Church.

Rod also welcomed Rev Robert Verwoert from the Healesville Christian Fellowship to the committee in his role as observer representing the Ministers Fellowship.

### General Business:

John Robinson requested that if possible that more of the local ministers attend D@D. Rob Verwoert will convey this invitation to the Ministers Fellowship.

Rod closed the AGM.

Pastor Joel Hawting (Liberty Family Church) led a time of prayer and Heartland musicians led us in the singing of two hymns.

Len Whalley (Heartland) introduced the speakers Jenny Willetts and Trevor Ingamells from the local homeless service Stable One. Rev Jennie Gordon also spoke of the work of Stable One and Yarra Glen Uniting Church's role as one of the host churches.

Alison Gommers thanked the speakers.

Rod thanked Len and the team from Heartland for their hospitality.

Rod thanked all those present for their attendance and support of HICCI and the evening concluded with tea/coffee and cakes.

# President

In beginning this year's annual report, I would like to reflect on what makes Healesville Interchurch Community Care Incorporated so special, and it is very special. To put it simply HICCI is special because of its people.

The HICCI family is made up of an incredible Committee of Management. These people give selflessly of their time, expertise, faith and compassion. Nothing is too much trouble for the members of our CoM, many of whom volunteer in other aspects of HICCI's work.

Our staff, who continually give above and beyond the call of duty, are the glue that holds our HICCI family together. The respect they show our volunteers and clients, the care and compassion by which they serve our community is very special.

Our 120 volunteers are the face of HICCI, and serve as the hands and feet of Jesus in our community. They are highlighted in any evaluations that we do as being wonderful, caring and kind. They give because of their passion for serving others.



We constantly see comments such as: 'the staff and volunteers are wonderful', 'the people at HICCI are always very helpful and kind'.

Our HICCI sub committees are vital for the smooth running of programs. Our sub committees are, the Interest Free Loan Scheme Committee, the Fundraising Committee, the Dinner at Darron's Committee and the HICCI website Committee. Their members work very hard to ensure the ongoing success of HICCI.

I have to mention also, our Church communities that support HICCI in prayer, donations and in-kind work.

Our local service clubs, businesses and community members offer substantial support to HICCI. Without their support, HICCI's work would be severely curtailed. We are very grateful for their generosity.

So as we can see, the HICCI Family is made up of so many people who serve our community in so many wonderful ways.

To all of you I say a heartfelt thank you for your service to those marginalised individuals and families that make up the rest of our HICCI family, our clients.

The past year has been a very busy one for HICCI and there have been many highlights. Following are some of them.

We finalised planning for our Interest free Loans program. It was due to begin last month, but illness in our volunteer base has delayed this. We hope to be up and running soon.

We have purchased a twelve seater bus for our transport program. This was made possible through a very generous \$20,000 dollar grant from the RACV Community Foundation. The bus will enable us to further provide clients, especially those who are isolated, with transport in groups to local shopping, shopping excursions to Lilydale and Chirnside Park, transport to our community meal, and regular social outings for our clients. The purchase of a bus will enable us to increase services, to more closely match demand, and increase our flexibility in meeting client needs. Demand has increased over 35% for our transport services this year, and we believe we will come up with further initiatives to assist our valued clients.

We were also successful in obtaining a partnership grant from Yarra Ranges Council of \$160,000 over four years. This partnership with the council will greatly assist in our service provision over that time.

A committee has been established to develop a new HICCI webpage. This is a very exciting venture. He hope the new up-to-date web presence will further increase HICCI's profile in the community, and will cater for an increasing audience of clients, volunteers, donors, and the wider community.

I would like to acknowledge the financial support from all three levels of government, Commonwealth, State and Local. Our Emergency Relief and Volunteer Transport programs would be severely curtailed without support from Commonwealth and State governments. Also, our continuing partnership with the Yarra Ranges Council continues to be vital in our ongoing operations, and we greatly value this relationship and the contact we have with council officers. That said, we enter into a time of uncertainty with our Commonwealth Grant. After a successful application four years ago, we are applying to continue our grant from the beginning of 2019. We place our trust in God for the continuance of this vital funding.

Our Emergency Relief Program Continues to experience high demand. The Christmas Hampers were again very welcome, and due to reductions in toys available to us, the CoM decided to provided funds to assist. We also thank the local community for their wonderful donations. Unfortunately, our pantry commercial freezer and commercial fridge had to be replaced, HICCI's planned reserves were able to cover these expenses.

Our Transport Program has seen a substantial increase in demand, which has been partially offset by an increase in volunteers. As mentioned earlier, we purchased a twelve seater bus to further assist our vulnerable and socially isolated clients.

Dinner at Darrons continues to be a welcoming place providing a healthy two course meal to clients in a family atmosphere. The new kitchen and refurbished hall space at the Darron Honey Centre have made a real difference to the community meal.

HICCI has continued to ensure our accountability to our community. The CoM has undertaken Governance training to ensure that we are aware of our responsibilities, and to manage HICCI effectively. We have also introduced Safe HICCI. This helps to ensure the safety of any children associated with HICCI activities, and also vulnerable adults.

We have been fortunate to have a talented local artist, Christine Cafarella-Pearce, produce a wonderful art piece. This was part of the Community Spirit exhibition, where local artists engaged with the aims and activities of a diverse range of volunteer groups within the 3777 postcode area. Christine's art work focussed on HICCI as the 'hands and feet of Jesus'. Christine has generously donated her work to us. It is currently making the rounds of our member churches and will soon be displayed at our HICCI offices.

In particular, I would like to express my personal gratitude to our two retiring Committee of Management members, Len Whalley and Jennie Gordon. Len has been a member of the CoM for in excess of 15 years. His wisdom, expertise, common sense, experience and passion for the work of HICCI will be greatly missed by me and HICCI in general. Jennie has been a member of the CoM since 2015, and before that was the Minister's Observer. Her people skills, enthusiasm and compassion for the marginalised has added greatly to our deliberations. Jennie has been a great support and she will also be greatly missed.

**Rod Hysted, President**

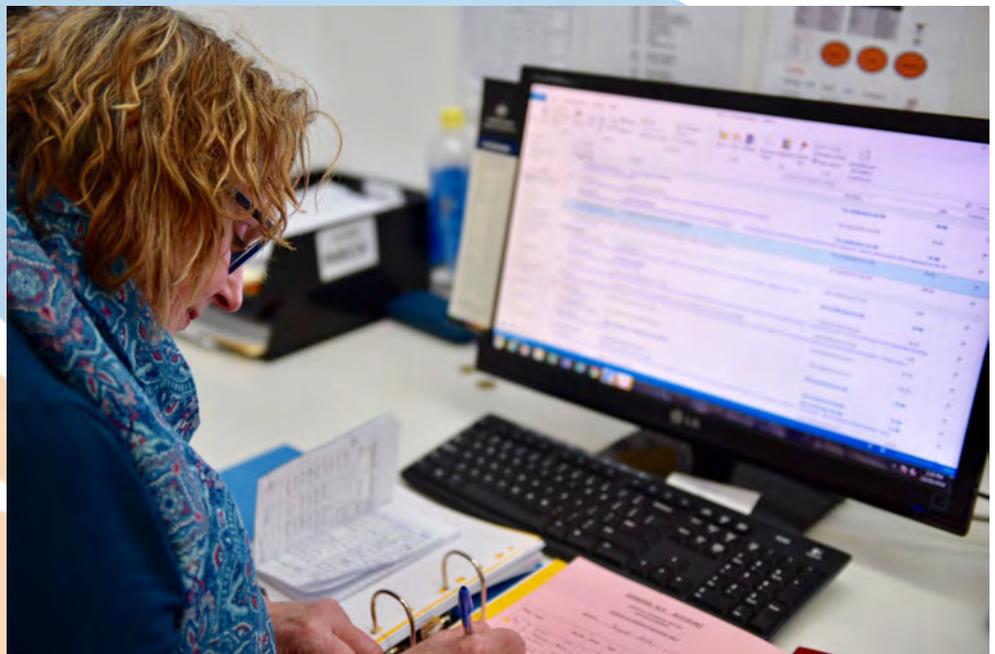
# Executive Officer

We all bring different skills and experience to HICCI. I believe that everyone has a story, all different but equally important. I am grateful to be in a position where I have the opportunity to hear so many stories.

The task of compiling my annual report provides the opportunity to reflect over another busy year at HICCI. This is my third annual report and I continue to be very proud to be a part of this unique organisation, what we do and how we do it. I am also very proud to lead such an exceptional team that goes well and truly beyond the call of duty.

HICCI continues to provide Emergency Relief, Volunteer Social Transport and the Community Dinner Programs and will soon offer an Interest Free Loan Service. The team of five part-time paid staff include Sheree, Evelyn, Anne, Margaret and I. Sheree, Evelyn and I are employed for 22 hours per week, Anne 8.5 and Margaret 5.5 hours per week. Evelyn has also taken on the new role of Culture of Safety Person which oversees compliance with the HICCI Safe Policy as well as being the 'go to person' should any of our volunteers have any concerns regarding matters relating to HICCI.

HICCI has over 120 amazing volunteers who are all highly valued for their skills, experience and dedication. Roles undertaken by volunteers vary considerably. Each of the member churches have a representative on the Committee of Management, we have a Treasurer and Book Keeper, drivers, receptionists, food packers, bread/fresh food collectors as well as Dinner at Darron's Team members. We also have volunteers participate in sub committees such as Dinner at Darron's, Fund Raising and Interest Free Loan Scheme. Many of our volunteers participate in more than one of our programs.



The Committee of Management meets monthly and admirably guides HICCI through times of constant change. The knowledge and experience of these volunteers provides a sound skill base to ensure appropriate and relevant governance.

This year has been one of uncertainty in regards to ongoing funding. We are delighted that our Yarra Ranges Council Partnership Grant Application was successful, and the highest annual amount awarded over the next four years. HICCI will be submitting an application to the Commonwealth in August for key funding for the next four years to maintain our Emergency Relief Program. We have been successful with submissions for grants with Yarra Ranges Council Grants for Community providing training in first aid as well in governance. We were also successful with a funding application with the RACV Foundation.

HICCI also relies on the generosity of local service clubs, businesses, individuals and Foundations. All donations gratefully received be it a large cheque or lemons from someone's tree. All equally welcome and appreciated.

The HICCI office is a hub for services where we can literally walk a client from the ER Office to a specialist service such as financial, gambling, drug and alcohol abuse counselling, emergency housing, mental health, employment agency and we also offer meeting rooms where possible for our clients to meet with other outreach services.

The HICCI Family is made up of many people including, but not limited to, staff, clients and volunteers. People come into our office for different reasons. Some clients come in just the once, some infrequently, some more regularly and some several times a week. People call in to volunteer. Committee members come in for meetings. Workers from other agencies rent rooms to provide outreach. Other agency staff come to

meet with HICCI staff and/or agencies to best support our clients.



I firmly believe that working in partnership with other agencies is essential in the Community Services Sector. Harnessing skills and experiences from relevant sources and areas of expertise greatly benefits the services that HICCI provides. We continue to work in collaboration with other services and our funding bodies, as well as attending relevant network meetings and training sessions to provide best practice.

There are several other groups that work under HICCI banner:

- Working Group developing policies and procedures to offer an Interest Free Loan Scheme to our clients.
- Fundraising Committee.
- Dinner at Darron's Committee.
- Group developing the HICCI website.

I would like to acknowledge the ongoing and very generous support of our associated Churches.

I sincerely wish to express my sincere gratitude to each volunteer who gives so willingly of their time and devotion.

As for my team, I cannot thank them enough for their professionalism, dedication, genuine care, support and friendship they bring to the office.

I am also extremely grateful to the Committee who bring who bring a huge amount of skills, knowledge and devotion in maintaining the high reputation that HICCI has in the Healesville, Yarra Glen and surrounding areas.

***Alison Gommers, Executive Officer***



*"I believe HICCI offers a fantastic service to the community. I am proud to be a small part of such a worthwhile organisation"  
(HICCI volunteer)*

# Emergency Relief

The Winter months are upon us and folk are needing food and help with utility bills to keep warm. The HICCI pantry always has food available and you will see from our Emergency Relief stats that we provide a large number of food parcels over the year and we can also help to pay utility bills or negotiate with a provider on behalf of a client.

Alison and Sheree attended The Lions Club of Healesville Disbursement dinner where we accepted a cheque for monies to be used for our “Keeping Warm in Winter Appeal.” These funds have been used to assist with utility bills, warm bedding and emergency accommodation.

A large part of our work includes referring clients with complex needs for intensive support. We continue to work in partnership with other agencies and in many cases we see some great outcomes for our clients.

We welcomed a new outreach service to our building. Wesley Mission Private Rental Assistance Program has been a great help to several of our clients. This service can assist with rental arrears and other related items.

Staff have attended information sessions hosted by Eastern Community Legal Centre, Salvos Community Connections Program and Wesley Homelessness and Support Service. These info sessions are very useful as they keep staff up-to-date on current services and referral processes.

SecondBite suggested that HICCI may like to pick up rescued food, mainly fresh produce and bread, directly from our local Coles supermarket. A HICCI volunteer picks up these goods twice a week and transports them to the office where they are sorted and packed by our hardworking pantry volunteers. If you visit the office at any time you will more than likely be offered bread to take home with you!

The Department of Social Services advised that our current agreement for funding under the Financial & Wellbeing Capability Program, which was due to end in June 2018, would be extended to December 2018. The Department is redesigning the program to ensure services are appropriately targeted, better integrated, have a strong workforce and focus on strengthening the capability and employment outcomes of clients.

Both our commercial pantry fridge and freezer needed to be replaced this year. As you would appreciate both of these appliances are vital in storing food for our emergency relief program. Thankfully we had the funds available to purchase replacements and two large freezers and one fridge were purchased.

Christmas 2017 - Over 200 hampers were given out this year. We were able to access some toys from The Salvation Army to give out to clients with children. The amount of toys available to agencies has been decreased.



ing over the last five years and this year we had to purchase extra toys out of HICCI funds. Thanks to community donors we were able to purchase the extra toys needed to meet the need. I would also like to thank all the volunteers who assist at Christmas time. We would not be able to provide this much valued program to the community without your help.

January is a busy time in the office as we assist families in the aftermath of Christmas and with back to school costs. This is mainly in the form of school book lists as well as uniforms and school bus passes.

In April, we held an Afternoon Tea for our fabulous hardworking ER volunteers. A pleasant hour or two was spent with volunteers catching up or new volunteers getting to know each other. Scones with jam and cream was a great complement to the afternoon!

HICCI was one of the lucky recipients of a \$500 credit with Foodbank Victoria as a result of participating in a survey. These monies made it possible for us to access lots of food items at no cost. In 2017 the Foodbank distributed the equivalent of 11,240,140 meals in partnership with over 470 charity partners. They served 2 million breakfasts to students at 500 state primary schools.

Staff regularly attend quarterly meetings of the Yarra Ranges Emergency Relief Network. The Network enables workers to keep up-to-date with what is happening in the sector and talk with other workers about any challenges and good news stories.

The OuterEast Foodshare organisation, of which HICCI is a founding member, hosted an event titled “Woking up a Storm.” This event was open to agencies like HICCI to demonstrate what can be cooked using rescued food. We had a merry old time cooking Asian inspired dishes which were very tasty. We were then able to provide our clients with recipes and ideas using the fresh produce we have available.

ER staff have attended training on Mandatory Reporting, Family Violence and Mental Health First Aid over the last year.

The current team in the ER office is myself as Team Leader, Ann Grieve and Evelyn Dennis as ER Coordinators, and at times Alison Gommers just to keep her on her toes!

Thank you to all our volunteers, supporters and donors. Without you we would not be able to do the work we do.

***Sheree Laumen, ER Team Leader***



## Emergency Relief Statistics

	Occurrences 2016/17	Occurrences 2017/18
<b>Total number of clients accessing Emergency Relief</b>	864	815
<b>New clients</b>	263	216
<b>Number of sessions</b>	3531	3335
<b>Referrals</b>	44	46
<b>Christmas Hampers</b>	240	215
<b>Services Provided</b>		
Use of Phone/Phonecard/Photocopying	317	129
Food Parcels	1873	1953
Coles Vouchers	1314	1274
Car Registration/repairs	74	74
Fuel Vouchers	505	520
Petty Cash	60	71
Material Goods	26	8
Chemist/Medical	210	178
Utility Bill Assistance	65	72
Miscellaneous/Other	49	34
Advocacy With Creditors	11	17
Bus Tickets	116	123
Rent/Mortgage Assistance	16	18
Budgeting Assistance	7	6
Centrelink/Centrepay Assistance	1	1
Education Related Costs	32	30
<b>Total</b>	<b>4730</b>	<b>4508</b>

*‘HICCI is a fantastic service. We are lucky here in Healesville for all the help we get’  
(HICCI Client)*

# Volunteer Transport Social Support Program

It's been a very busy year in the Transport Office. Yet again, we've had an increase in trips and best of all, an increase in volunteer drivers. These drivers are the heart and soul of the Transport service and we are so happy to have been able to welcome several new volunteers during the year. We welcomed Clive, Andre', Henry, Kevin, Olga, Maurie and Alex to our team. They've all made a great contribution to our service we really appreciate their help. Sadly, a few of our long term drivers have also retired and moved on to bigger and better things. In particular, we will miss our regular bus driver Peter Cooke who has recently married and started a new chapter in his life. We also said goodbye to Susanne, Adele, Debbie and Roy. We thank them sincerely for all their help and support and miss each of them. We currently have 35 registered drivers (excluding staff). These include three regular bus drivers, Glenn, Graham and Lynda, and five drivers who regularly drive the HICCI car.

During the year, we changed the terms of our contract with Commonwealth Department of Health through the CHSP (Commonwealth Home Support Program). We, along with other community transport organisations, changed from Sector Support and Development to funding under 'Transport'. This change resulted in us incurring some additional costs to update our database. This update was required to enable us to report our statistics directly to the Department via their reporting tool 'The Data Exchange'. This process took a couple of months of updating and testing with the help of our database expert. Thankfully we eventually managed to upload our data accurately and met our reporting commitments in plenty of time.

Our communication with volunteers and clients has been improved with the purchase of a mobile phone for the Transport Office. Previously staff were using their personal mobile phones to text drivers which was not ideal. This phone has also proved to be very useful at times of power outages when the main office number is transferred to the office mobile, so that clients and volunteers can still get through to a staff member.

The HICCI transport service provides a lifeline to many isolated and vulnerable clients. We constantly review our service to ensure all needs are met.

In January 2018, we sent out Client Survey forms to all clients who had used our service within the previous



12 months. Of the 130 plus surveys we sent out, 88 were returned, all with very positive feedback. Some of the comments were:

- ‘very happy and blessed to have the constant care and understanding provided by HICCI’
- ‘have found HICCI services to be invaluable’
- ‘the staff and volunteers are wonderful’
- ‘the people at HICCI are always very helpful and kind’
- ‘HICCI is a fantastic service. We are lucky here in Healesville for all the help we get’
- ‘HICCI has been great for us. Services and staff make my life less stressful’
- ‘HICCI is a great organisation. We would not cope without them’

Our regular bus trips continued to be popular with our clients. The Thursday Town Traveller is particularly busy with up to 15 clients using the service on a regular basis. The coordination of these bus trips became a little easier with the purchase of our own bus in May this year. This was achieved with the help of the RACV Community Foundation Grant. The bus is now parked securely at Maroondah Retirement Village on Don Road which is where the HICCI car is also parked. Several clients from the village use the bus and so this arrangement benefits both parties. Our monthly bus trips include trips to Lilydale Marketplace, Chirnside Park and Eastland. We also run the Mystery Trip on the first Monday of each month. Due to its increasing popularity last year, we organised three additional trips this year, to Portsea, Bendigo and the Lotus Farm in Yarra Junction. Lynda and Pat, our two regular Mystery Trip volunteers, did a great job organising these and the clients loved the opportunity to have another outing.

We continue to provide ongoing training and opportunities for our volunteers to meet and socialise with other volunteers and learn new skills. In August 2017 we had an afternoon tea at the Darron Honey Centre. In September 2017 we held a training session for all of our bus drivers. In December we had our annual Christmas Party for all volunteers. One of our drivers, Lorna Maes, received an award in recognition of her 10 years of service in volunteering for HICCI. In March 2018 we held an information session for our volunteers in relation to My Aged Care. In April 2018 we began the task of providing training to all volunteers on Child Safe Standards and Elder Abuse. In June all volunteers were invited to an afternoon tea at the Senior Citizens Hall to celebrate National Volunteer Week. Entertainment was provided by a couple of local musicians and we all enjoyed a lovely informal afternoon together.

***Evelyn Dennis and Margaret Jones, Coordinators***

### ***Volunteer Transport Statistics***

<b><i>Year</i></b>	<b><i>2016/17</i></b>	<b><i>2017/18</i></b>
<b><i>Number of Individuals</i></b>	184	208
<b><i>Number of Hours</i></b>	5,866	6,172
<b><i>Number of Transports</i></b>	1,947	2,301
<b><i>Number of Volunteers</i></b>	37	47
<b><i>Number of Km's travelled</i></b>	81,389	95,023

***‘HICCI is a great organisation. We would not cope without them’  
(HICCI Client)***

# Dinner at Darron's

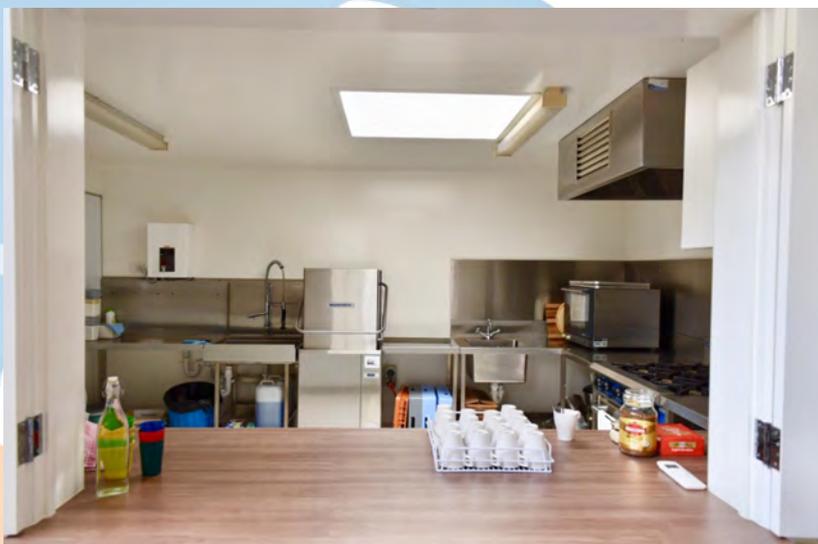
Dinner at Darron's continues in its tradition as a welcoming venue to enjoy a healthy two course meal as well as a safe place where patrons enjoy warm social interaction at the Darron Honey Centre each Tuesday night. On average 42 people have attended the Dinner weekly and there have been 2265 individuals served a meal during the past 12 months.

Marilyn and John continue to extend a warm welcome to everyone and keep things running smoothly. John continues to entertain everyone with his weekly joke and trivia questions.

Christmas was celebrated with the managers and staff from the RACV Country Club Healesville who provided and served a delicious traditional meal. They decorated the hall, Santa came, and it was a truly wonderful celebration.

We now have eight teams of volunteers, approximately 60 people, preparing and serving meals. Not only do these individuals provide the food but also interact with the patrons, which I believe is equally as important. This year we were happy to welcome Saint Brigid's Youth Team who have done an amazing job. Their enthusiasm and empathy for all our patrons is to be commended.

We have continued our partnership with Yarra Ranges Council which allows us to claim funding for the community meal allowance.



Last year's initial refurbishment of the kitchen of the Darron Honey Centre has been ongoing. This year has seen new heating and cooling installed, new floor coverings as well as the interior of the building being repainted. So fresh and inviting! I would like to extend our appreciation to the Uniting Church for their consultation and consideration of HICCI throughout the planning and installation process.

Dinner at Darron's continues to be a highlight for those in community who come to eat and share the experience. We also offer a take-a-way meal for those who cannot attend, and this has proved to be very popular.

Dinner at Darron's is one of our three major programmes and could not exist without the generosity of many volunteers who give their time and expertise. The Dinner is not only an opportunity for a healthy meal but equally a time to share with others in a safe and friendly environment.

I would like to sincerely thank all our volunteers who make this event a highlight in many people's lives and in turn make a difference to many.

***Alison Gommers, Executive Officer***



**CONCEPT 2**



*“Dinner at Darron’s: ‘Great company, sharing time, fellowship and food together.’  
(HICCI Client)”*

# Treasurer

I continue to feel privileged to be a part of HICCI. It has enabled me to use skills gained in my working life to assist HICCI with the wonderful, valuable work that it does and to feel a part of the local community myself.

## **Expenditure**

In this past year funds received were spent on the Emergency Relief program (53%), HACC Transport (30%), Dinner at Darron's (3%) and Administration (14%). This has remained consistent over the previous five years.

## **Grants**

Grants make up 57% of our funding for which we are very grateful to the Federal, State and Local governments who provide these funds.

Some very pleasing news was received in April that our application to the Yarra Ranges Council for \$40,000 a year for four years was successful. This grant makes up part of the funding of the Emergency Relief program.

The current Department of Social Services Grant for ER was extended by six months and will see us through to the end of this year. An application for the period 1st January 2019 to 30 June 2023 has been submitted but the application process for this grant has changed and there is a very real risk that this application may be refused. This would mean the loss of an average of \$73,500 per year which would have a significant impact on the work done by HICCI.

## **Donations**

Donations this last financial year made up 36% of our income, a very significant proportion. We continue to be extremely grateful for all gifts both large and small, to the individuals, businesses and philanthropic organisations who so generously provide this support.

## **Change of bank**

We began the process of changing our bank from the National Australia Bank to the Bendigo Bank in August 2017. We started using the new accounts in February this year and this process has run smoothly. I would like to thank our staff for the willingness they have shown to learn the new procedures required. My thanks also go to Pam Gibbs for whom the transition has meant more work.

## **Interest Free Loan Scheme**

The launch of this scheme has unfortunately been delayed but we hope to have it up and running soon.

The purchase of a bus was partially paid for with an RACV grant of \$20,000. This has enabled us to continue the shopping trips that our clients enjoy and appreciate so much. The purchase of two new freezers and a fridge, essential equipment for the Emergency Relief program, were made possible by our funds which we had in reserve.

HICCI would not be able to do the work they do without the range of financial support that we receive. It enables us to run programs, pay staff, purchase equipment and supplies, and to fulfil our legal and financial obligations. We are very conscious that there are many calls on government, business and personal funds so a very big 'Thank you' to all those who support our work.

**Geraldine Vanlangenberg,**  
*Treasurer*

## **Independent Audit Report to the Committee & Members of Healesville Interchurch Community Care Incorporated**

### **Scope**

I have audited financial information, as a special purpose report comprising of data as to financial performance and the financial position for the year ended **30 June 2018** of **Healesville Interchurch Community Care Incorporated**. The Committee is responsible for the presentation of the financial information and its integrity. I consider that the accounting policies used to produce the financial information are appropriate to meet the requirements of the **Associations Incorporations Reform Act 2012 Victoria** and are appropriate to meet the needs of the members. I have conducted an independent audit of the financial reports in order to express an opinion on it to the members of **Healesville Interchurch Community Care Incorporated**.

The financial information has been prepared for the purpose of fulfilling the requirements of the **Associations Incorporation Reform Act 2012 Victoria**. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

The audit has been conducted in accordance with Australian Auditing Standards. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial information, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial information is presented fairly in accordance with accepted accounting policies, so as to present a view which is consistent with my understanding of the association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

### **Audit opinion**

In my opinion, the financial information presents fairly, in accordance with the accounting policies, the financial position of as at 30 June 2018 and the results of its operations for the year then ended. I do not feel it is necessary to qualify my opinion as is often the case with Not For Profit organisations where there are usually a few people doing the many tasks in relation to the handling of finances where it is possible to fall prey to temptation or make serious errors in recording. At this point there are sufficient checks in place for this not to happen.

Signed on: 20th August 2018

A handwritten signature in black ink, reading "Judi Jones", is written over a horizontal line.

Judi Jones CPA 1625743

452 Little Yarra Road, Gladysdale Vic. 3797

# Financial Statements

## Healesville Interchurch Community Care

### Balance Sheet As at 30 June 2018

	2017 \$	2018 \$
<b>Assets</b>		
Savings	139,767.33	82,926.18
General A/c	37,176.70	68,628.93
Debit Card		22.71
Petty Cash - General	722.25	782.05
Short-Term Investments	37,815.62	38,480.66
Other Debtors	695.70	-400.00
Trade Debtors	4,080.21	732.00
<b>Motor Vehicle</b>		29,081.37
General Small Business Pool	8,771.37	18,405.37
<b>Total Assets</b>	<b>229,029.18</b>	<b>238,659.27</b>
<b>Liabilities</b>		
Current Liabilities	25,708.27	22,040.34
<b>Total Liabilities</b>	<b>25,708.27</b>	<b>22,040.34</b>
<b>Net Assets</b>	<b>203,320.91</b>	<b>216,609.08</b>
<b>Members Funds</b>	<b>203,321.91</b>	<b>216,609.08</b>

*'Dinner at Darron's: You cannot improve something that is already great.'  
(HICCI client)*

# Program Income and Expenditure Statements

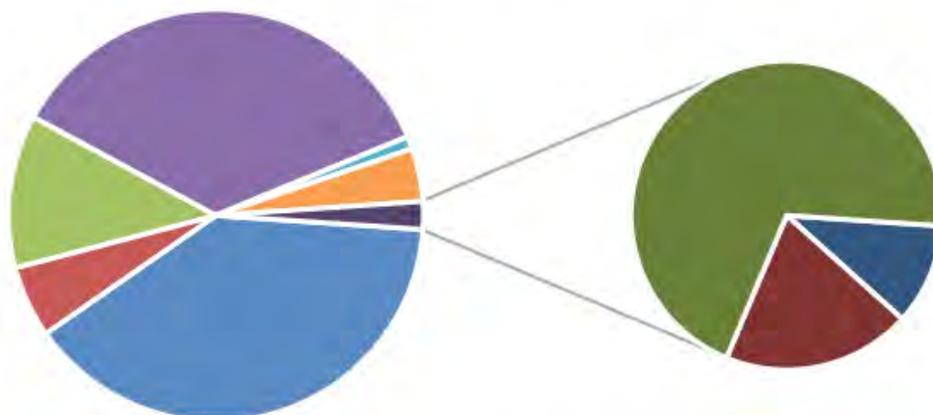
## General Administration

As at 30 June 2018

	<b>2017</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Grants (Local) Op - Recurrent	3,000.00	3,000.00
Donations Received	42,577.00	33,835.00
Fundraising	6,268.37	3,477.00
Contributions (Members)	587.28	
Contributions (Public)	991.14	
Contributions (Traders)	18.01	
Other Fees & Charges	15,800.00	15,800.00
Membership Fees	192.73	243.64
Interest - Unrestricted	2,232.08	1,658.57
Rental Income	6,555.45	5,891.64
Trading/Operating Activities		
Other/Sundry Income	20.00	181.82
<b>Total Income</b>	<b>78,242.00</b>	<b>64,088.00</b>
<b>Expense</b>		
Advertising & Promotion	150.00	889.00
Audit Fees	625.00	591.00
Bank Charges	484.00	173.46
Cleaning	2,501.26	2,826.25
Donations	1439.00	
Food	90.23	273.30
Computer Expenses	1,844.76	198.26
Consultancy Fees		672.73
Depreciation	3,759.00	2,631.00
Equipment/Hall Hire	18.18	63.64
Fundraising Costs	672.14	21.75
Insurance		1,368.00
Meeting Expenses	199.61	48.61
Membership Fees Paid	2,520.01	309.09

MV Expense	90.90	230.33
MV Registration	463.64	416.00
Postage, Freight & Courier	117.27	9.09
Printing & Stationery	2,119.42	1,539.69
Rates & Taxes	446.25	720.94
Repairs & Maintenance	1,052.27	950.00
Salaries & Wages	22,891.00	21,686.78
S & W Superannuation	1,800.02	2,075.44
WorkCover	3,199.38	110.36
Staff Amenities	465.59	907.80
Sundry Expenses	659.69	234.11
Telephone & Internet	2,538.17	4,846.59
Training & Development (Staff)	142.65	286.33
Utilities	2,683.97	1,124.97
Volunteer Costs	5,219.92	6,463.46
<b>Total Expense</b>	<b>58,193.00</b>	<b>51,668.00</b>
<b>Net Profit/(Loss)</b>	<b>27,628.92</b>	<b>12,420.00</b>

### Income



- Federal Grants
- State Gov't Grants
- Local Grants
- Donations
- Fundraising
- Trading
- Other
- Interest
- Rental

## Emergency Relief

As at 30 June 2018

	<b>2017</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Grants	124,060.00	122,395.00
Donations Received	73,660.98	73,088.00
Other/Sundry Income	2,857.56	825.00
<b>Total Income</b>	<b>200,578.00</b>	<b>196,308.00</b>
<b>Expense</b>		
Accommodation	4,464.18	3,289.15
Clothing	569.00	911.00
Donations		400.00
Food	66,705.35	57,649.54
Fuel Cards/Travel	13,980.85	14,462.00
Medical	5,093.78	4,970.00
Other ER Expenditure	30,054.25	32,773.00
Client Utilities	6,795.41	9,086.32
Computer Expenses	954.55	1,000.00
Equipment/Hall Hire	219.90	
Management Fees	6,000.00	6,000.00
MV Expense	136.36	238.02
Printing & Stationery	186.80	
Salaries & Wages	64,084.00	63,738.22
S & W Superannuation	6,164.48	6,684.18
Sundry Expenses	120.34	208.93
Training & Development (Staff)		72.73
Utilities YG Pilot		
<b>Total Expense</b>	<b>205,529.00</b>	<b>201,483.00</b>
<b>Net Profit/(Loss)</b>	<b>(2,711.88)</b>	<b>(5,175.00)</b>

## Transport

As at 30 June 2018

	2017 \$	2018 \$
<b>Income</b>		
Grants	92,886.00	94,316.00
Donations Received	21,854.00	25,081.00
Other/Sundry Income	127.00	-127.00
<b>Transport Costs</b>		197.16
<b>Total Income</b>	<b>114,868.00</b>	<b>119,467.00</b>
<b>Expense</b>		
Fuel Cards/Travel	10.27	
Health and Safety		
Other HACC Expenditure	67.30	904.70
Computer Expenses	1,535.77	1,680.00
Equipment/Hall Hire		27.27
Insurance - Volunteers	1,083.20	
Management Fees	8,950.00	8,950.00
Meeting Expenses	6.38	
Membership Fees Paid	163.64	303.09
MV Expense	5,054.60	3,914.67
MV Repairs & Maintenance	529.36	
MV Insurance	945.38	811.76
MV Travel Reimbursements	25,949.98	27,367.29
Petrol	3,610.09	2,238.60
Salaries & Wages	55,270.00	62,179.47
S & W Superannuation	4,879.04	5,103.23
Sundry Expenses	240.45	67.99
Volunteer Costs	443.64	201.47
<b>Total Expense</b>	<b>108,739.00</b>	<b>113,894.00</b>
<b>Net Profit/(Loss)</b>	<b>6,228.58</b>	<b>5,573.00</b>

## Dinner at Darron's

### As at 30 June 2018

	2017 \$	2018 \$
<b>Income</b>		
Grants (Local) Op - Recurrent	4,169.93	1,760.35
Donations Received	1,741.60	7,658.81
Other/Sundry Income	500.00	
<b>Total Income</b>	<b>6,411.53</b>	<b>9,819.00</b>
<b>Expense</b>		
Food	4,945.76	6,752.96
Donations Paid	7,248.68	
Equipment/Hall Hire	2,900.00	2,175.00
Fundraising Costs	24.09	
Management Fees	850.00	850.00
Printing & Stationery		17.23
Staff Amenities	31.86	
Sundry Expenses	72.16	149.00
<b>Total Expense</b>	<b>16,072.55</b>	<b>9,944.00</b>
<b>Net Profit/(Loss)</b>	<b>(10,065.20)</b>	<b>(125.00)</b>

## Statement of Income and Expenditure

### As at 30 June 2018

	2017 \$	2018 \$
<b>Income</b>		
Grants	224,115.91	221,471.90
Fundraising - Gifts	139,834.12	139,662.90
Fundraising	6,268.37	3,876.55
Trading/Operating Activities	17,589.15	16,225.46
Other Income	12,292.36	8,445.10
<b>Total Income</b>	<b>400,100.00</b>	<b>389,682.00</b>

## Expense

Advertising & Promotion	150.00	889.45
Audit Fees	625.00	590.91
Bank Charges	484.00	173.46
Cleaning	2,501.26	2,826.25
Client Support Services	134,148.08	129,689.12
Computer Expenses	4,335.08	2,875.26
Consultancy Fees		672.73
Depreciation	3,759.00	2,631.00
Donations Paid	7,248.68	
Equipment/Hall Hire	3,138.08	2,265.91
Fundraising Costs	696.23	21.75
Insurance	1,083.20	1,368.00
Management Fees	15,800.00	15,800.00
Meeting Expenses	205.99	48.61
Membership Fees Paid	2,683.65	612.18
MV Expense	36,847.61	37,040.46
Postage, Freight & Courier	117.27	9.09
Printing & Stationery	2,306.22	1,556.92
Rates & Taxes	446.25	720.94
Repairs & Maintenance	1,052.27	950.00
Salaries & Wages	142,246.00	147,604.47
S & W Superannuation	12,843.54	13,862.85
WorkCover	3,199.38	110.36
Staff Amenities	497.45	907.80
Sundry Expenses	1,092.64	620.02
Telephone & Internet	2,538.17	4,991.14
Training & Development (Staff)	142.65	359.06
Utilities	2,683.97	1,124.97
Volunteer Costs	5,663.56	6,664.93
<b>Total Expense</b>	<b>388,535.00</b>	<b>376,988.00</b>
<b>Net Profit/(Loss)</b>	<b>11,565.00</b>	<b>12,694.00</b>

# Thanks to Donors and Supporters

**Healesville Interchurch Community Care Inc. Thanks the following supporters, donors, businesses, funding bodies who without their support we would not be able to provide the level of services we do.**

Breen Printing

Barry Plant, Healesville

Coles, Healesville

Dept Social Services & Dept of Health

Dept of Human Services

Foodbank Victoria

Gerties Group Inc. (Gerties Op. Shop)

Healesville Salvation Army

Healesville Amateur Racing Club

Healesville Rotary Club

Healesville RSL

Healesville Community Market

Healesville Senior Citizens

IGA, Healesville

Healesville Shoe Repairs

Lions Club of Healesville

Main Street Quality Butchers

Our local school communities

RACV Country Club, Healesville

Ricketson Foundation

Rotary Club of Healesville

Sanctuary Stove Bakehouse

Secomm Australia P/L

SecondBite

Sous Vide Australia

Uniting Church Share Community Appeal

Yarra Ranges Council

Yarra Valley Financial Services

YX Ball Financial

The many community and individual donations, as well as all the local businesses that we work with.

HICCI acknowledges the support of the Commonwealth Government and the Victorian Government.

## **And our PARTICIPATING CHURCHES**

Healesville and Yarra Glen Anglican Churches

Healesville and Yarra Glen Catholic Churches

Healesville and Yarra Glen Uniting Churches

Healesville Christian Fellowship

Healesville Salvation Army

Heartland Baptist Church, Yarra Glen

Liberty Family Church, Healesville



Proudly supported by  
Yarra Ranges Council.