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# **SPRINGVALE BENEVOLENT SOCIETY INC.**

**Annual Report 2015 - 2016**

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## President's Report 2015-2016

Dear Fellow Members and Guests.

Again it is my privilege to present this 54th Annual General Meeting.

Although last year the Society lost all Federal Funding, the response and generosity from the community, companies and individuals has been overwhelming and I truly thank everyone for the support given.

The Society still has to cut down on the number of calls to clients, but not much as first thought.

Throughout the year the Society has provided a great deal of food parcels, food vouchers, blankets and clothing. C3 Church and the Springvale Anglican Church have continued to organize a blanket and food drive for the Society.

The Society has always prided itself with providing the most practical and useful information to the clients to the best of the volunteers' ability.

Springvale Benevolent Society distributed approximately 100 Hampers and approximately \$1,700.00 of Food Vouchers for Christmas. The Springvale Anglican Church still continues to be our main provider for groceries. Rev. Marshall's parishioners provide the Society with weekly grocery items, their contribution and generosity is outstanding.

The Society continues to liaise with the City of Greater Dandenong, Centrelink, South East Community Links, Members of Parliament and various organizations in the City of Greater Dandenong.

I sincerely thank Federal MPs - Clare O'Neill, Allan Griffin and Mark Dreyfus for all the help they have given the Society during the year.

We sincerely thank the City of Greater Dandenong and Department of Justice – Magistrates' Court of Victoria (Dandenong) for their continued funding and support towards the important work of the Society.

We believe that it is important to record our deep appreciation for the tremendous contributions to the Society from a range of businesses, organisations and private individuals.

We would like to acknowledge and thank each and every one below for their support, financial and supplies, in 2015-2016:

- ✚ Springvale RSL
- ✚ Bowens Timber – Darren Minto
- ✚ Centrelink Staff
- ✚ Uniting Church Springvale
- ✚ Springvale Anglican Church of the Ascension
- ✚ Momentum Gaming/Greyhound Entertainment
- ✚ Sandown Greyhounds

↳ Ukrainian Catholic Church

- ↳ Club Noble
- ↳ Lions Club of Noble Park/Keysborough
- ↳ Springvale Rise Primary School
- ↳ City of Greater Dandenong - Staff Giving Program
- ↳ Rotary Club of Springvale City
- ↳ C3 Church
- ↳ St. Aidan's church ~~Keysborough~~ Noble Park
- ↳ Bendigo Bank Dingley Branch
- ↳ Country Women's Association
- ↳ St Anthony's Ladies Knitting Group
- ↳ City of Kingston Lord Mayor's Charitable Fund
- ↳ Marion Rollings O.A.M
- ↳ Bunnings (Springvale)
- ↳ St Aidans Op Shop
- ↳ Noble Park/Keysborough Changeover Dinner
- ↳ Cr Sean O'Reilly (Mayor at the time)
- ↳ Dandenong Red Cross
- ↳ Springbacks Trefoild Guild
- ↳ Keysborough Primary School
- ↳ Peter Jabour OAM

No assistance is too small, we highly value each and every donation, whether it is money, food, blankets, bed linen or other household items.

It is because of the generosity of these organizations and individuals that we are able to reach out to help so many.

I hope I have not left out anyone, if I have, I apologise.

We extend our thanks to our honorary Auditor, John Wundersitz for his continued support to the society and his time in examining the Society's financial statements.

Thank you to Priscilla Truong for doing a marvellous job as the Secretary in her first year and hope she will continue to assist me with my duties.

Thank you to Minh Liu for her diligence in the role of the Treasurer.

I would like to thank all the members of the Springvale Benevolent Society for their total support, dedication especially Pat and Paddy Dillon for their commitment and helping me with office duties and organising food parcels and keeping the pantry up to date.

In 2015-2016 the Society started working on the new partnership with Springvale Learning and Activities Centre and I would like to thank their Committee and the Manager, Elena Sheldon for providing much needed admin coordination support and some analytical work on our data. The charts they prepared for this report help visualise and measure the great contribution of our volunteers and better understand our clients and issues.

Thank you all once again!

**Joe Rechichi**

## **Secretary's Report 2015-2016**

Welcome and thank you everyone for attending the Springvale Benevolent Society's 54th Annual General Meeting.

I was very fortunate to be given the opportunity to join the Benevolent Society two years ago, which is an extremely short time compared to our veteran volunteers here today. However I think it is because I have only been here a short time that I am able to see how extraordinary the amount of work achieved by this society is. It is quite amazing the sheer number of cases that our volunteers manage each month and not only that but the quality and standard of care that is given to each case.

As usual, we thank the local and wider community for their ongoing and much appreciated contributions, however your financial/material support is so much more than just that. Not only does it allow our volunteers to provide care and assistance to our clients, but this proves that our community is not one to overlook or ignore the needs of the less fortunate.

I believe this is the reason why the Springvale Benevolent Society continues to exist.

Lastly, a special thank you to Joe and Teresa, we don't express often enough our appreciation for all the hard work and long hours you both put in.

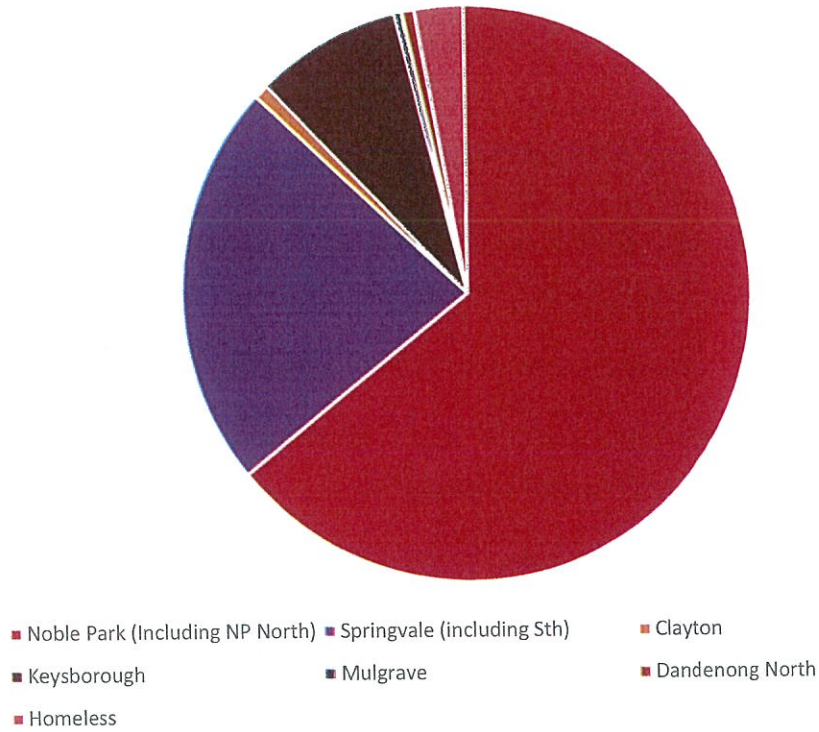
Our guest speaker tonight is Gerard Koe, I hope you all enjoy hearing about the wonderful work he and the Cyrene Centre Noble Park are involved in. Thank you.

***Priscilla Truong***

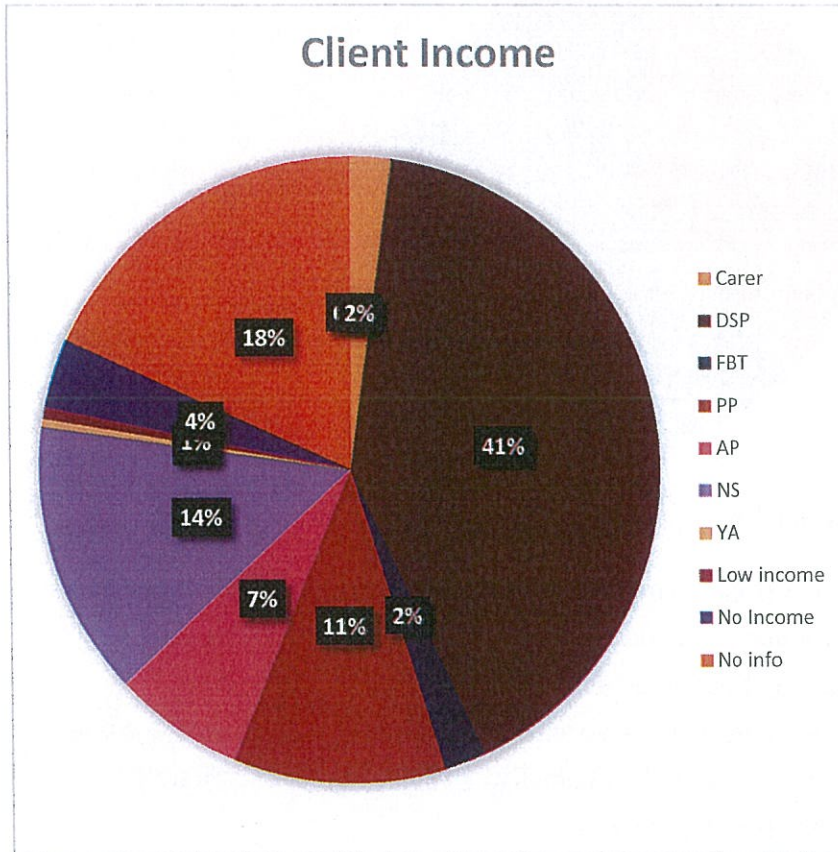
## Our Clients

In 2015-2016, volunteers from the Springvale Benevolent Society made **725 home visits**. These included providing assistance to **683 households**, with **380 children** across the City of Greater Dandenong and surrounding areas and **20 homeless people**.

Where the help was provided



The largest proportion of our clients in acute need of material aid are people on Disability Pension, with unemployed people on New Start Allowance making the second largest group. Significant number of clients reported no income at all, these include families and single persons with Centrelink payment in disarrays or suspended.



### The Value of Our Volunteers' Contribution

Some food for thought about the value of The Springvale Benevolent Society volunteer contribution and the cost of providing emergency relief based on average estimates.

## SBS VOLUNTEER WORK IN HOURS OVER THE YEAR



### Emergency Relief and Material Aid.

70 home visits per month, on average 20 min each makes 23 hours of direct client contact hours per month, or **276 hours per year**. Each visit requires preparation, e.g. putting together a food parcel, processing Food Vouchers, packing blankets, linen or other household items, assigning the address to the volunteer(s), admin records. On average one hour preparation is required for each visit. This comes to 70 hours of preparation work before visiting per month, or **840 hours per year**.

### Companionship and Referral

At least 30% of our clients experience severe social isolation and poverty. Volunteers spend time with them just chatting to let clients relieve some of the stress, identifying additional needs and providing referrals. This makes approximately 21 clients/hours per month, or **252 hours of service per year**.

### Collecting Donations and Fundraising –

At least 6 hours is spent each week collecting donations, coming up to 312 hours per year. Plus the time spent on by-annual appeals – at least 50 hours per year, plus the time attending dinners and other fundraising events – at least 25 hours per year. All this work takes **387 hours per year**.



## **Office and Admin**

Volunteers of the Society take turns to mind the office for at least 20 hours each week to ensure each phone call is answered and/or returned and all records are in order. This work makes **1,000 hours per year**.

**Overall, Springvale Benevolent Society delivers 2,755 volunteer service hours per year.**

**Based on the above, we can say that a 20 minute home visit takes on average 3 hours in preparation, admin and fundraising work.**

**There have been 10 active volunteers working in 2015-2016, meaning that each volunteer on average worked 275.5 hours during the year. This equals to 34.4 full time days of work each volunteer contributes every year.**

To estimate the economic value of our contribution we referred to the Information Sheet" Key facts and statistics about volunteering in Victoria" published by Volunteering Victoria in February 2015 (can be accessed here: <http://volunteeringvictoria.org.au/wp-content/uploads/2016/05/Volunteering-key-statistics-17-Feb-15-1.pdf> ). Volunteering Victoria estimated the hourly rate of volunteer labour at \$34.89 per hour in 2016.

**Based on these estimates, volunteers from Springvale Benevolent Society contribute to the City of Greater Dandenong the value equivalent to \$96,122.**

## **Some of the Stories behind the Numbers.**

The household with a single parent and three teenage children who only had one towel to use. This was identified during the home visit by the volunteer. Towels and some other household items were delivered. These issues can only be identified during home visits and would probably never be identified through any assessment process at any agency.

Significant number of regular clients have their total income going to rent, with the food parcels from the Society being as their source of food.

People on Disability Pensions, particularly those living on their own, often struggle with medical bills, fall behind with gas and electricity payments and often left with nothing in their pantries and fridges.

A single mother with three children was relocated from the country area to a refuge house in Dandenong through one of the agencies. The mother and children were escaping a serious domestic violence situation. While being taken away to a safe area, the house lacked the basic things like beds, mattresses or bed linen. This was happening during winter and the desperate phone call came on a Friday afternoon when it was pouring rain and freezing cold. No other charity was able to help to deliver the goods. Two dedicated volunteers spent a great deal of time and effort to take two mattresses out of the storage, wrap them up in plastic to avoid soaking in the rain, loaded onto the truck, and delivered together with some bed linen, blankets and food. Both of these volunteers got back home that day soaking wet, tired but with big smiles on their faces.

