

Patron: Professor John Macdonald
In remembrance of our past Patron
Barbara Holborrow OAM



LINCS Volunteer Scheme Inc.

Annual General Report

Wednesday, 13th September 2017

Education Centre, St John of God Richmond
Hospital

CONTENTS

1. LINCS Management Committee
2. LINCS Volunteers
3. Agenda
4. Minutes from 2016 Annual General Meeting
5. LINCS Coordinator's Report
6. Treasurer's Report

LINCS Management Committee
September 2016 to September 2017

Chair – Rob Ewin

Deputy Chair – Derek Scott

Secretary/Public Officer – Karen Scherer

Treasurer – Jennifer Platt

Research Advisor – Vacant

Volunteer Representatives – Vacant

Community Representative – Vacant

Client Representative – Vacant

Committee Members – Maxine Anderson, Helen Colaguri, Robyn Douglas, John Godsell & Maggie Kable

SJOG Representative – Cathy Scott

LINCS VOLUNTEERS

September 2016 to September 2017

Current Volunteers

Liz	Debra
Maxine	Maggie
Robin B	Sharon
Jenny	Julie
Helen	Lynne
Robyn D	Jennifer
Rob	Karen
John	Derek
Narelle	Leah

Volunteers who have moved on:-

Carolyn	Trish
Margaret	Kevin
Kylie	Lara
Jacquie	Robyn T
Rhoda	

Life Members

Jacquie Menzies	Maxine Anderson
Kevin Rozzoli AM	Carolyn Byers

LINC's Annual General Meeting – Wednesday 13th September, 2017.

12pm start in the SJOG Education Centre

AGENDA.

1. Welcome / Apologies
2. Acknowledgement of Country
3. Acceptance of last AGM minutes (14th September, 2016)
4. Business Arising
5. Coordinator's Report
6. Treasurer's Report
7. Election of Chairperson and 2017/2018 Management Committee
8. Appointment of Auditor for 2017/2018
9. Vote on Constitution Amendments (See attached proposal)
10. Agree Banking Signatories for 2017/2018
11. Close of AGM

Chairman's Message by Rob Ewin

It has been a challenging, but successful year for LINCS. We lost our 3 year guaranteed funding due to a new funding policy within our primary funder, Department of Social Security, then lost 4 very experienced Volunteers and Management Committee Members. This certainly tested our resilience, however I am pleased to report that we have finished the year in good shape, thanks to the hard work and tireless efforts of our Coordinator, our volunteers and our Management Committee. Securing special funding through to 30th June 2018 from Department of Social Security, (in December 2016) gave us all a boost in spirits and has helped ensure that LINC's remains relevant and responsive in the Hawkesbury Community.

It was sad to say goodbye to 4 of our experienced volunteers and Management Committee Members – Jacquie Menzies, Carolyn Byers, Margaret Fenech and Trish Nicholls. Jacquie was a founding member of LINC's and along with Carolyn is a Life Member of LINCS. Both have been cornerstones of our organization and have put in place many of the successful practices we use today. On behalf of all LINC's members, I thank all 4 ladies for their valued contributions, efforts and friendship, and we wish them well for the future and hope that we continue to catch up with them from time to time.

In January 2017, a sub committee was formed to undertake a strategic review of LINCS. The subcommittee reviewed the Purpose of LINCS, LINCS' Service Offering and LINCS' Operating Model, with a view to ensuring LINC's remains relevant and responsive into the future. The sub committee's findings were approved by our Management Committee and then presented to our Members at a Special General Meeting. Since this review, our referrals and client allocations have continued to grow back to mid-2016 levels and our partnership with the Hawkesbury Hospital Community Nursing team has been refreshed and remains a vital source of client referrals to us.

I thank our volunteers for their support and the invaluable work they do with our clients in our home care and parental support programs. I thank our Coordinator (Juliana Smith) for the wonderful work she does in ensuring LINC's runs like a well-oiled machine and for her persistence and resilience during periods of uncertainty and difficulty. I thank our Management Committee members for their never flagging commitment to ensuring that LINCS operates professionally and effectively. I thank St John of God North Richmond, in particular Cathy Scott and David Burns for their continued support of LINC's and taking care of the day to day administration needs of our Coordinator.

The year is ending on a very positive note, with 9 new volunteers having just graduated from training, now ready to start working with our clients. Welcome, and thank you for joining us and for choosing to be a volunteer for LINCS.

Our primary challenge in the year ahead is for us to secure funding beyond June 2018, to enable us to continue supporting local families and in doing so, ensure the LINCS legacy remains relevant, responsive and resilient.

LINCS ANNUAL GENERAL MEETING

Minutes from Wednesday, 14th September, 2016

Education Centre, St John of God (SJOG) Richmond Hospital

Welcome: -

- Kevin Rozzoli AM – LINCS Chair – welcomed everyone and declared the 17th AGM of the LINCS Volunteer Scheme Incorporated open at 10:15am.

Acknowledgement of Country:-

- Kevin acknowledged that the meeting is held on Dharug land.

Special Welcome to:-

- Rob Ewin – Guest Speaker
- Jean Pasfield – Grant Agreement Manager, Department of Social Services (DSS)
- Maria Field – Acting Director of Mission, SJOG Richmond Hospital
- Stephanie Dechellis – Nursing Unit Manager (NUM), Hawkesbury District Health Services (HDHS)
- Meagan Ang – Acting Manager, Community Services, Hawkesbury City Council (HCC)
- Margaret Ireland – Vice President UHA, Hawkesbury Branch
- Greg Thurling – Manager and CDW, Glossodia Community Information & Neighbourhood Centre Inc.
- Julie-Anne Wood – Program Manager Early Intervention representing Mission Australia
- Debbie Cotter – Family Support Worker representing RCSI
- Michelle Haling on behalf of Maya Drum, Manager SJOG Raphael Centre, Blacktown
- Jill Reardon – former HCC Counsellor

Present:-

In addition to those mentioned above:

- Juliana Smith – LINCS Coordinator
- Carolyn Byers – LINCS Secretary/Public Officer
- Derek Scott
- Maggie Kable
- Jacquie Menzies
- Maxine Anderson
- Margaret Fenech
- Robyn Douglas
- Karen Scherer
- Helen Colaguiri
- Lynne Pfister
- Clare Craven
- Donna Godwin

- Narelle Godsell
- Lara-Meredith Sargent
- Marlee Katoa
- Ann Hair
- Lisa Morrison

30 attendees

Apologies:-

- LINCS Patron – Professor John Macdonald (The Chair read out John's email of apology from Chile)
- David Burns – Director of Finance and Corporate Services NSW SJOG Burwood and Richmond Hospitals
- Janine Madden – Hawkesbury Child & Family Services
- Kim Ford – ex Mayor HCC
- Sonia Teuma – President UHA Hawkesbury Branch

From HDHS:

- Janet Thompson

From LINCS:

- Katrine Cassesse (ex-LINCS Coordinator)
- Leah Shipard
- Jenny Cambourne
- Stephanie Vernon
- Debra Grainger
- Kylie Cran (Treasurer)
- Jennifer Platt
- Trish Nicholls
- Liz Anderson
- Maria Fletcher

Ex-LINCS volunteers:

- Chesne Jones
- Maree Fleetwood

Acceptance of last AGM Minutes (16th September, 2015):-

- Recorded as being a true and accurate representation
- Moved: Jacquie Menzies
- Seconded: Maxine Anderson
- Carried unanimously'

Business Arising:- NIL

LINCS Coordinators' Report:-

- Penned by Katrine Cassesse, read out by Juliana Smith, LINCS Coordinator
- Copy in AGM Booklet

Treasurers' Report:

- Presented by Carolyn Byers – Secretary/Public Officer on behalf of Kylie Cran, LINCS Treasurer (an apology)
- Copy in AGM Booklet
- The **Financial Records**, as tabled here today by Carolyn Byers are accepted as being an accurate and true representation and are available to be viewed on request.
- Moved: Robyn Douglas
- Seconded: Jill Reardon
- Carried unanimously

Acceptance of Reports:-

- The Chair asked that both the LINCS Coordinator's Report and the Treasurer's Report be accepted.
- Moved: Margaret Fenech
- Seconded: Jill Reardon
- Carried unanimously

Presentation of 5, 10 and 15 year Service Certificates:-

- No volunteer was eligible for any of the above Service Certificates.
- A special presentation – Certificate of Appreciation was made to Margaret Fenech, along with flowers

Selection of Returning Officer for Election of New Committee:-

- The Chair advised Expressions of Interest that had been received for positions on the LINCS Management Committee for 2016/2017
- The Chair then suggested that should there be no contest, a resolution from the floor (to nominate and accept all Expressions of Interest from those interested in applicable committee positions), should be accepted.
- Moved: Jill Reardon
- Seconded: Jacquie Menzies
- Carried unanimously
- The Chair (Kevin Rozzoli) expressed his regret at having to resign. Deputy Chair (Derek Scott) presented Kevin with a farewell gift. Jill Reardon spoke about Kevin's length of service with LINCS, and his expertise at being able to 'do such a good job'.

2016/2017 LINCS Management Committee positions:-

- Chairperson: Rob Ewin
- Deputy Chair: Derek Scott
- Secretary/Public Officer: Carolyn Byers
- Treasurer: Kylie Cran
- Research Advisor: Jacquie Menzies
- Volunteer Representatives: Margaret Fenech, Maxine Anderson & Robyn Douglas
- Other EOIs received :John Godsell, Trish Nicholls, Jennifer Platt, Maggie Kable, Karen Scherer, Helen Colaguri & Lara Sargent. Committee positions for these members will be allocated at the October Management Committee meeting.
- SJOG Representative: Maria Field

Welcome to the New Committee:-

- Rob then welcomed the new committee. His will be a 'daunting task' taking over from Kevin, who he thanked most sincerely for all his hard work, his commitment to LINCS and his passion for the program.

Appointment of an Auditor for the forthcoming year:-

- A resolution was passed to appoint Chalker Accountants P/L, Windsor as LINCS' Auditor for the forthcoming year.
- Moved: Derek Scott
- Seconded: Margaret Fenech
- Carried unanimously

Signing of all/any DSS Documentation:

- A resolution was passed that Carolyn Byers (Secretary/Public Officer) and Jacquie Menzies (Research Advisor) be authorized to sign all/any relevant documentation for the Australian Government Department of Social Services (DSS)
- Moved: Rob Ewin
- Seconded: Jill Reardon
- Carried unanimously
- Jean Pasfield (Grant Agreement Manager, DSS) then spoke about the funding uncertainty LINCS had had to work with in the past, and will have to work with in the future. LINCS has been working over and above its capacity. There is to be a new reporting system.
- Stephanie Dechellis spoke on LINCS being a 'fantastic group' and how astounded she is at our statistics.

Guest Speaker:-

- Rob Ewin (newly elected Chair) then spoke on the changing world that LINCS finds itself in. In order that its work in the community is “Relevant and Responsive”, it must be flexible and adaptable to the changes, and must continue to deliver its services in a professional and expert manner.

LINCS must:-

- Fight complacency
- Stay in touch with stakeholders
- Have good regular feedback from clients, volunteers, etc.
- Ensure that all members have clarity and understanding of all applicable roles
- Remember that ‘who has the gold, makes the rules’ and
- Appreciate the unique contribution it makes to the community

Meeting Closed:-

- Rob thanked everyone for attending and for participating in the election of the new committee.
- He declared the LINCS 2016 AGM closed at 11:25am. He invited everyone to stay and join him for morning tea and to participate in the cutting (and eating) of Kevin’s farewell cake.

Coordinators Report by Juliana Smith

‘Strong communities are basically places where the capacities of local residents are identified, valued and used. Weak communities are places that fail, for whatever reason, to mobilize the skills, capacities and talents of their residents or members’ Kretzmann & McKnight (1993).

LINCS recognizes these strengths in our community. We strive to find volunteers who have experience and skills from nurturing their own families. We train them to work with families who are struggling from the stresses of everyday life associated with raising a family. Recently, LINCS trained nine new volunteers, Danielle, Helen, Debra, Maggie, Marlee, Melissa, Margaret & Jessica. We had one dedicated current volunteer, Leah use the training as a refresher. Some of our volunteers have been with the program for many years, others come and go but nevertheless they are all committed to supporting the program in their own way.

Again, this year we were supported in our training by the staff at Hawkesbury District Health Service (HDHS), Janet Thompson, Claire Lockie & Frances Huber. Our volunteers and members of the Management Committee drew on their former professional skills and presented topics. Our Patron, Professor John Macdonald spoke of the importance of self-awareness, values and ethics. St John of God of Hospital Richmond, Nursing Unit Manager (NUM), Sean Fitz-Gerald spoke of the mission of the Brothers and how this partnership aligns with the LINCS program. Thank you to Kerry from Mission Australia and Melissa from The Women’s Cottage delivered important information to the new recruits.

This year LINCS has provided Parental Support volunteers to St John of God (SJOG) Richmond Hospital, Mission Australia, Merana Aboriginal Centre, Hawkesbury District Health Service (HDHS) Speech Therapy and more recently Family and Community Services (FaCS). We have provided much needed support to families with children in out-of-home-care (OOHC), Mums with a new baby plus toddlers with special needs and our volunteers have role-modelled their skills to help others.

It would be untruthful to say that it has been an easy year for LINCS. The resignation of long-standing volunteers due to varying reasons did leave our program vulnerable and a review of our service confirmed we are indeed a relevant service responsive to the needs of the community. There have been other changes such as the introduction of a Client Management System, which moves the program into the current working climate of remote service delivery. Important as many hours are spent out in the field.

The resilience of our Management Committee and volunteers has strengthened the delivery our service and we are now currently supporting an increasing number of local and out of area families. Requests for Parental Support are also steadily increasing.

The Hawkesbury community is strong because of the dedication and generosity of the LINCS volunteers and the tireless work of the Management Committee governing the program.

As the Coordinator, I look forward to marking LINCS’s 20th year in 2017.

All the best and I look forward to LINCS future success as a support service.

Juliana Smith
LINCS Coordinator

Treasurer's Report for AGM 13th September 2017

Thank you to the auditors at "Chalker Accountants P/L" for working on our books for the financial period 1st July 2016 to 30th June 2017.

The Auditor's report will be tabled and will be available for anyone to peruse. I am happy to give explanations. On acceptance, it will be signed by the Chair and the Treasurer.

LINCS has 4 separate bank accounts, one (1) Term Deposit and three (3) Cheque accounts – Funding, General and Gift.

Term Deposit 1

The Balance in this account as at 30th June 2017	<u>\$ 37,772.63</u>
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Funding Account

The Balance in this account as at 30 th June 2017	\$ 23,419.65
Less Audit Cost approx.	\$ 990.00
<u>Total Estimated Balance</u>	<u>\$ 22,429.65</u>

This is the estimated under spend 2016/2017 (To be confirmed on receipt of audit results)

General Account

The Balance in this account as at 30 th June 2017	<u>\$ 11,053.35</u>
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Gift Account

The Balance in this account as at 30 th June 2017	<u>\$ 4,558.50</u>
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The Funding account is money received from agencies that LINCS has been funded by – e.g. DSS (Department of Social Services). It can only be spent as per the funding agreement budget.

The General account is money raised by fundraising, non-tax-deductible donations and grants. This is our emergency fund, which would allow us to slowly wind down our services if we were unable to secure ongoing funding. It can also be used for purposes not included, or over and above our funded budget, at the discretion of the Committee.

The Gift account is for Tax Deductible donations or gifts. Usually given for a specific purpose such as Volunteer expenses i.e. petrol, and recognition.

Income & Expenditure or Profit & Loss is simply a money in and money out statement during a set time period July – June. Not all transactions actually relate to the funding period, so it does not always give a truly accurate picture.

We keep within budget at all times. We know exactly the amount of funding we receive and check our expenditure each month. If at any time we did go over budget due to an unexpected expenditure (such as an award increase), costs would be covered by our General account funds.

The true cost of operating our service is hard to estimate as so much is achieved on a voluntary basis. As you can see by going over the accounts, we are extremely frugal with our funds. Under the current funding regime, we are very limited in the growth of the service as the LINCS Coordinator is already working at, or at times above, capacity.

Thank you to our Federal Funding body – DSS – Department of Social Services. Without it, and the financial support it provides, LINCS would not be able to provide its wonderful service.

A special thank you to St John of God Health Care for its in-kind support and to the Management Committee along with our Coordinator Juliana thank you for your support as I transitioned into the role of Treasurer earlier this year, taking on the responsibilities that Carolyn had looked after so well. I would also like to thank Kylie Cran for the service that she provided to LINCS and wish her all the very best in the future.

Kind regards

Jennifer Platt
LINCS Treasurer