



# Annual Report 2015



# Welcome to VTF

## Our Vision

Communities supporting wellbeing of each other to enhance independence, inclusion and quality of life for all.

## Our Mission

To deliver services that support independence, enhance the safety and amenity of people and build community through volunteering.

## Our Values

- 1. Practical and Professional**
- 2. Influential and Innovative**
- 3. Credible and Responsive**

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# Chair's Report

In my second year as Chair of Volunteer Task Force (VTF), I am very pleased to report upon the financial year 2014/15, a year of growth and change for VTF.

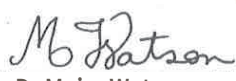
Over this past year the Board has taken steps to ensure VTF is positioned to further innovate and grow. In a range of ways we have begun a positive transformation to equip VTF to continue to deliver high quality services. With a strong focus on the governance of the organisation, the Board has established Board committees in the areas of Strategy, Finance and Risk Management, Governance, and Remuneration and Nomination. These committees have been able to address strategic topics in more depth and identify opportunities for Board consideration. We have reviewed how we provide and develop our services and established new ways of engaging and better servicing our clients. In 2014/15 we achieved outstanding results of 96% of our HACC target, which can be attributed to the direction and dedication of the Board and the management team and the commitment of the VTF workforce as a whole.

We appointed a new CEO, Kath Snell, who has been with VTF since 2006. Kath first began at VTF as a volunteer and then as a staff member who subsequently worked her way through the ranks. She has had a range of firsthand experience of the various departments at VTF and the wonderful work we do on the ground. The CEO appointment is a part of the Board's endeavour to strengthen and grow the organisation

and I take this opportunity to thank Kath for her vision and leadership.

Volunteering is at the heart of all we do at VTF and I thank my fellow Board Directors, who also devote their time as volunteers. In the financial year 2014/15 the Board welcomed two new members, Craig Adam and Michael Ferguson, who have brought valuable skill sets and experience to the Board that complement those of our other Board Directors: Monica Juricev, John Van Dieren, Rose Blight, Martin Michalik, Paul Vivian, Megan Paull and Tony Richards. The commitment of the Board and their expert guidance is assisting VTF to make even greater achievements.

Every day we are working to support independent living in the community. As we embark on a new five-year plan, we enter a new strategic phase of the organisation and the Board looks forward to seeing VTF further grow and flourish. I am honoured to be working with VTF as we move through the next exciting phase of our journey of making a significant difference to the lives of thousands of Western Australians!

  
**Dr Moira Watson**  
Chair



# Chief Executive Officer's Report

Welcome to the 2015 annual report. It is a privilege to present this report as a testimony to all the work done and achievements attained at Volunteer Task Force (VTF), in this, my first official year as CEO. It has been an active and full year for VTF with strategic plans coming to fruition and achieving our biggest target to date in terms of service delivery.

This, my ninth year with the organisation, has echoed my thinking that each year seems to go a little faster than the last, so it's vital to start planning early to make sure we can achieve all we possibly can in each financial year. This has certainly happened for 2014-15 and our results are a testament to an active Board, an engaged and skilled management team and a workforce of paid staff and volunteers whose focus and priority is the provision of quality service.

In this financial year we saw a number of internal promotions in the management team, my own movement from Senior Manager to Acting CEO to CEO being one example and also Donna Di Bartolomeo successfully gaining the position of Senior Manager after previously sitting in the role of Manager Operations and Projects. Internal recognition at VTF is a reflection of our commitment to staff development and opportunities. Staff across the organisation have experienced similar investment with their movement to more senior positions across departments including the creation of Booking Assistants roles to support the administration of service delivery and a new position of Gardening and Special Projects Advisor which was filled by long serving and deserving staff member Andy Harold. This role will further develop our Water Wise and other sustainable gardening projects.

The theme this year has very much been one of growth and forward planning. We stand solidly on a firm and robust framework. The spirit of VTF still runs through the purpose, ethics and culture of the organisation and with this strength beneath our feet, we can focus on the future development of the organisation.

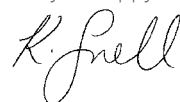
We have concentrated on the geographical growth of VTF in order to better service clients in an area of need in the East. In doing this we have developed a relationship with not-for-profit Police Communities Youth Centres (PCYC) and early in the new financial year will be opening a depot in Midland, which is a shared facility with PCYC. We very much look forward to furthering our links next year and growing our organisations' synergies.

Our teams have delivered more services working with more clients, staff and volunteers this year than ever before. VTF continues to be a place of pride in our work, devotion to our cause and welcome to new members of the workforce, clients, partners and ideas.

As the sector embarks on a future of uncertainty in terms of reforms, funding and administration, VTF remains strong, optimistic and enthusiastic. Before us lie opportunities for continued high quality service, additional openings for volunteers and growth in new areas.

As I reflect on the year, I do so with warmth, pride and gratitude to be working with a team of skilled, devoted and earnest colleagues. My thanks for the enormous effort and well deserved success goes to the diligent staff, the selfless volunteers and the professional Board that continues to direct and support VTF. Thanks too to the Management Team who not only manage each of the valued departments and committed teams, but also support me in the charge and growth of VTF.

I bid you happy reading of the accomplishments of VTF 2014/2015.



**Kath Snell**  
Chief Executive Officer

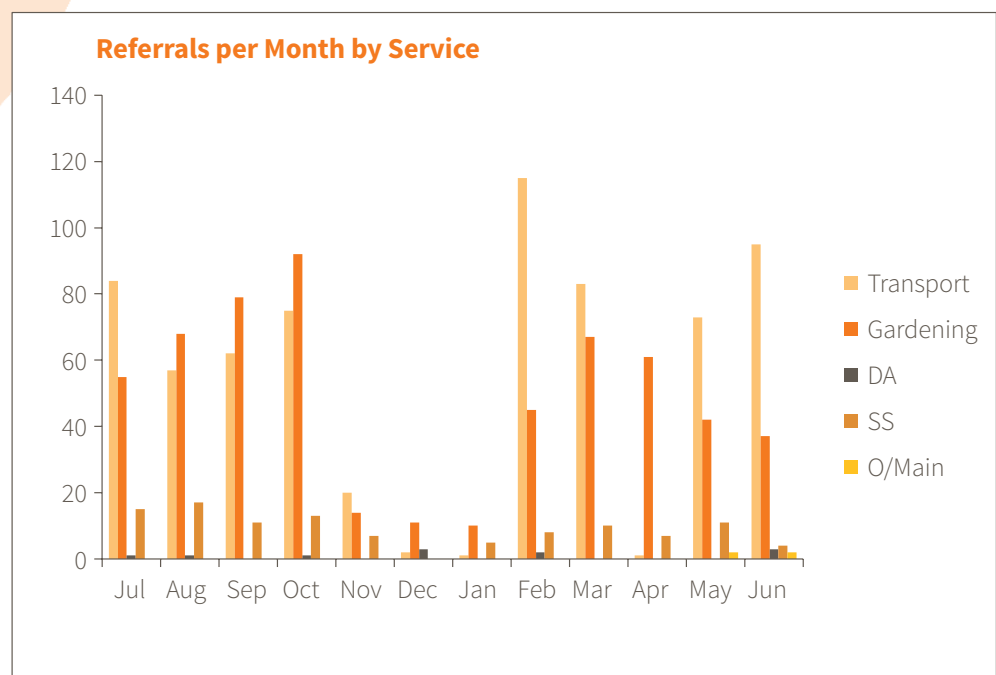


## KRA 1 Maintain high quality service delivery

### Client Services

VTF works within the WA Assessment Framework to deliver client-centred services across the greater Perth metropolitan area. Referrals are made to VTF through the Regional Assessment Services (RAS). In 2014/15 VTF received more than 1372 new referrals for services and more than 4,000 reviews. The increase in referrals, in particular for transport in the second half of the year, was made possible with welcomed growth funding from the Department of Health in January (see figure 1). This made for a busy and interesting year for the Client Services team who work closely with RAS across the four Department of Health metropolitan regions.

The RAS/VTF relationship is a valued and important one that ensures a seamless and positive client experience and journey through the care continuum. Communication is integral to the success of this partnership. While the communication is largely electronic and over the phone, the Community West RAS and Service Provider workshops held across the regions in June provided the opportunity for informal networking and put faces to names. VTF would like to acknowledge and thank the RAS with whom we work across the Perth metropolitan area.



**Figure 1** New client referrals by service and by month 2014/15

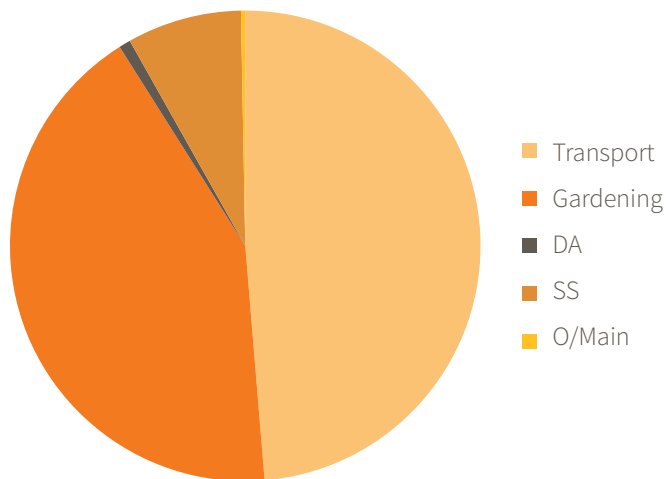
### Domestic Assistance

Supporting people in the home with everyday household tasks that they have difficulty managing themselves, while comprising a small part of VTF's overall endeavour, is nevertheless an important strategy in supporting a person's independence and their ability to remain living at home.

Over the past year an emphasis has been on building the VTF Support worker team and structuring staff and reporting lines to maximise the resources available and to

gain greater synergy between our Domestic Assistance and Social Support programs. A key task of the newly created Domestic Assistance Social Support Supervisor role was the recruitment of new staff and the development of the existing work force. In 2014/15 four support workers were welcomed to VTF, bringing the team to 14, many of whom also now provide social support to their clients. In 2014/15 this dedicated team assisted more than 243 clients across the metropolitan area providing 7299.27 hours of Domestic Assistance support.

## Referrals per Month by Service



**Figure 2** Referrals by service type 2014/15

**VTF also acknowledges the support of Tilly's Home Helpers who have assisted in ensuring service reach and continuity through the year.**

## Social Support

In response to the prevalence and risk of social isolation among older people and the detrimental impact this can have on their health and well-being, VTF Social Support programs are designed to build friendships and to encourage social and physical participation in the community. Activities include home visiting, support with shopping or attending appointments, group outings to events or attractions in the community and Supporting Togetherness and Encouraging Participation (STEPS), the eight-weekly exercise and wellbeing programs. Volunteers are an integral part of these programs providing 25% of the total service hours.

Changes were made to our outings activities this year with a move to a more local focus to reduce the amount of travelling and to increase participation and connection with the local community. Some of the places visited included the Botanical Gardens, Leapfrogs café, Fremantle prison, Kings Park and Sculpture by the Sea.



Clients and Social Support Supervisor enjoy an Outing

The STEPs program (previously known as Step Into Life) was held in six locations across the metro area including Padbury, Balga, Forrestfield, Rivervale, Piney Lakes and Safety Bay. Activities such as Tai Chi, Yoga, Qigong and Line dancing are adapted to consider individual capabilities so that everyone is able to participate and progress in their own way. Attendance is particularly strong in the north and eastern areas with positive feedback on the difference that participation in these activities has made on clients' lives.

*"I joined the STEP program at Forrestfield late last year after attending the falls clinic at Midland hospital. I find the exercises very beneficial to my shakiness and balance and it is most enjoyable to be doing them with such a lovely group of people"* (STEPS participant)

Our aim for the next 12 months will be to build similar positive experiences and outcomes in the metro south west where participation has not been as high.



STEPS Qigong class

## Client Focus groups

Client focus groups are held each year to gain input and feedback from people who receive VTF services. The client focus groups, together with our other avenues for feedback, assist us in understanding what works well, what the gaps may be and where improvements could be made.

Over all, participants from this year's focus groups in Safety Bay and Padbury were very happy with services provided by staff and volunteers and were very appreciative of the help that they received. They felt that they had choice about their services and valued having their opinions heard. Affordability was a common reason given for the value of the service, as was the friendliness and helpfulness of staff and volunteers.

Suggestions for improvement that were found, particularly around communication and the way in which information is disseminated, will be considered in the planning for 2015/16. Participants enjoyed the social aspect of the day and said that they would like to meet more often. Options for doing so will be further explored within our Social Support program.



Client Outing to Hillarys Boat Harbour

# Achieving our Goals

## Curtin Evaluation of Transport and Home Maintenance

Last year it was reported that VTF had partnered with Curtin University on a project to research the enablers and barriers to the Transport and Home Maintenance services for VTF clients. Pre- and post- test interviews were conducted in 2013/14 with clients who were accessing VTF services for the first time. The key findings of this research, released in November 2014, provided evidence that VTF services were successful in helping people to remain independent at home. While both services were found to have a positive impact on safety and social interaction, they also had a significant impact on emotional wellbeing. The gardening service was found to be very important to some participants as they considered their garden to be a reflection of who they are, while transport clients reported that their emotional wellbeing was profoundly impacted by the loss of a client's driver's licence, loss of private transport, or being unable to physically access public transport. These and other findings of this research highlight the value of having and developing ongoing evaluation systems to build services that are truly person-centred and VTF would like to thank the research team at Curtin University for their caring and professional approach.

## Gardening and Home Maintenance

VTF continues to expand and review the Gardening and Home Maintenance service to ensure we are meeting the changing needs of people referred to VTF for this service. This year as part of VTF's growth funding, we are offering an Outdoor Maintenance service to those people with smaller dwellings who required small tasks inside and outside the home to assist them to live in a safe environment. We have also partnered with PCYC to establish a new depot in Midland which will open in August 2015.

This year the Health Department contracted us to deliver more than 72,932 hours of Gardening services and almost 3703 hours of Home Maintenance services across the Perth metropolitan area. VTF was able to deliver 97% of contract providing services to more than 4141 clients.

Our Water Wise program continues to grow and achieve great outcomes. In April 2015 VTF appointed a Gardening and Special Projects Advisor, Andy Harold. Andy provides support and mentoring to the Water Wise Champions to build on our Water Wise program using sustainability principles.

VTF has recently gained certification for the Water Wise program with the Landscape Industries Association of WA (LIAWA). Two of our Gardening depots have already completed this training and gained certification with LIAWA, and our other two depots are scheduled to complete the training in September this year.

Water Wise gardens consider people's needs in a holistic way. Through consultation, Water Wise champions work with clients involving them in all aspects of the Water Wise remodel. This ensures that the support delivered is in partnership with the client and enables clients to achieve wellbeing and quality of life to the fullest extent. Clients gain many benefits from Water Wise gardens such as increased self-esteem, pride and dignity, less reliance on family, eliminating potential safety risks, reducing garden space so that clients can often hand water, reducing water bills and reducing the need to have a regular Gardening service.

We continually receive feedback from clients informing us that their Water Wise garden has made such a difference to their lives.

*"I had a water wise remodel to the front of my garden last year and I am now doing the back area. The Safety Bay Gardening Team are amazing. I have received so many comments about my garden and the birds are now coming in abundance. I tell everyone about the wonderful work that VTF do. I could start a small business charging an entry fee as so many people comment on my beautiful garden".*

*"We recently had our front garden remodelled, the soil improved and was mulched by a team of very dedicated volunteers - and I just wanted to write and let Volunteer Task Force know how much we appreciated their efforts. I had to go out to an eye clinic appointment before they had completed the garden, and when I came home I actually cried - it looked so beautiful! I still keep going out to admire their work. Before Volunteer Task Force started doing our garden it was a mess with weeds and overgrown shrubs, and made us feel quite depressed to look at it. My husband and I both have chronic illnesses that restrict us from doing the things we love - like gardening, so having Task Force come and help us has been fabulous. Please give our heartfelt thanks to all those involved."*

This year VTF completed 400 Water Wise assessments and 285 Water Wise remodels; 196 clients received a follow-up Water Wise check.



*A VTF Water Wise Garden*

VTF has built strong partnerships with local councils, nurseries, businesses and organisations specialising in sustainability principles. We would like to thank all of our existing partners for their ongoing contribution and commitment to this program: Carramar Nursery; Lulfwits; City of Kwinana; Carlisle Soil World; the Forever Project- Chris Ferreira; the City of Joondalup; the City of Wanneroo; City of South Perth; and VTF also welcome a new partner, the Landscape Industries Association of WA.

As evidenced by the Curtin University research findings, VTF has successfully delivered services that have successfully delivered services that had assisted clients to remain independent and living in their own home. There was also a positive impact on clients' emotional wellbeing, safety and social interaction.

Commendations from the research:

- The majority of participants felt happier, relieved, comfortable, less anxious, less embarrassed, and did not have to worry about their garden being untidy and out of control after using the Gardening service.
- The Gardening service was very important to some participants as they considered their garden a reflection of who they are. Compliments from neighbours had increased their self-esteem, pride and dignity.

In some cases the service reduced the need to rely on family and identified and eliminated potential safety risks. The Gardening and Home Maintenance Service did not seem to have a major impact on the participants' physical health but they were relieved there was a backup. Falls risks were reduced with clients being provided with safer and more secure homes and with a clear view inside and out.

Our Home Maintenance service continues to grow. We have four Home Maintenance Coordinators, who, with support from volunteers, cover the metropolitan region fixing taps and tiles, changing light globes, putting up pictures, turning mattresses, cleaning ceiling fans and a whole realm of other jobs that support the client to live safely and happily at home.

As part of the growth funding VTF has introduced a Gardening and Home Maintenance service in the South Metro region for those people living in smaller dwellings such as villas, units and duplexes who do not require a regular ongoing service. This service is provided by one staff member and a volunteer who support by assisting with minor home repairs and yard work with a focus on safety and access in and around the home.

Volunteering in Gardening and Home Maintenance is again very popular with corporate groups, school groups and individual volunteers across all of the depots. During the past 12 months we have had a number of enthusiastic school groups join us in the Gardening program, assisting also with the Water Wise Gardening program. Morley Senior High School, Scotch College, Warnbro Community High School, Como Secondary College, Emmanuel Catholic College, Tranby College, St Stephens, Central TAFE and Cannington Community Education Support Centre are just a few of the schools that have helped our staff to maintain clients' gardens and yards. We have enjoyed having all the students participate in our teams.

We have again this year welcomed back many corporate groups and also new companies to volunteering. We value the enthusiasm, eagerness and professionalism of our corporate teams who are always keen to make a difference. Some of the groups we have worked with are: Ajilon Australia; Assetivity; Cummins; Galvin Engineering; and Mirvac. Many new individual volunteers have joined VTF this year and continue to work with our large number of regular volunteers who have been coming for many years. All of our volunteers have helped by providing many hours of volunteering to the Gardening and Home Maintenance service. We value the loyalty and commitment of all of our volunteers.



*Home Maintenance service*

# Achieving our Goals

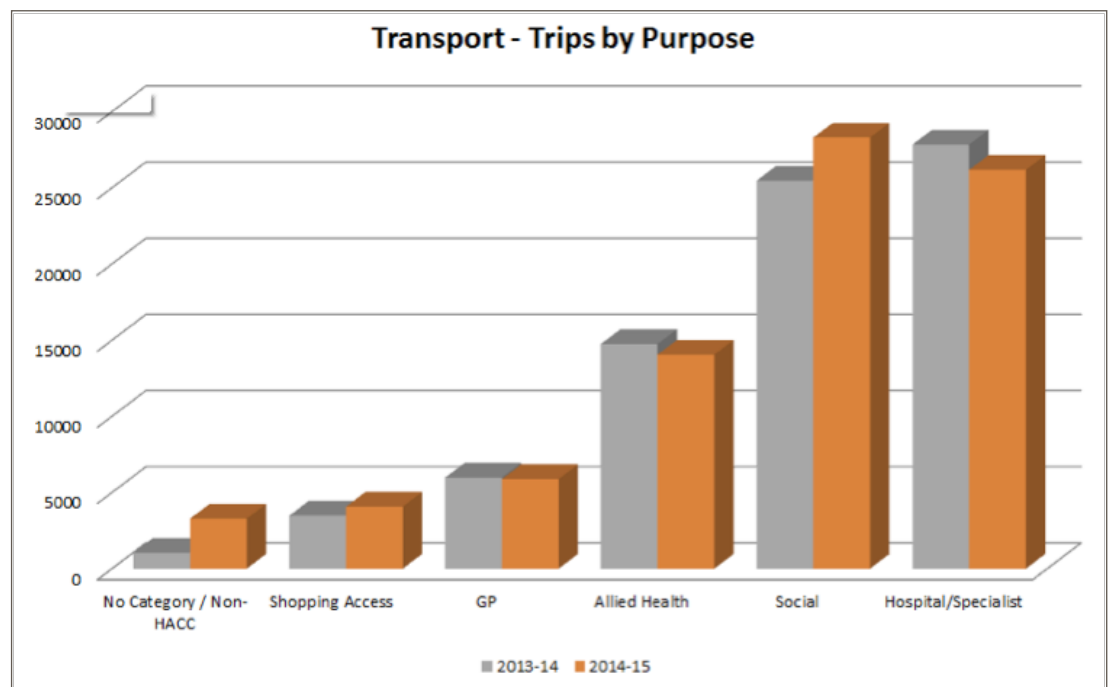
## Transport

Transport continues to be an area of significant service growth for VTF.

In 2014-15 the Transport Service has continued to assist an increasing number of clients to travel to and from specialist, hospital and allied health appointments, and for shopping, social activities and community events. The Transport Service makes possible crucial health care appointments and social activities that enable clients to retain their independence for longer and to stay connected to their community.

In 2014-15 VTF was able to deliver 3,200 additional trips across the Metropolitan Area which was assisted by HACC funding. These trips resulted in the delivery of more than 81,700 Transport Services across 2014-15, meeting 100% of our HACC Service. This performance highlights the essential service that Transport provides to HACC clients, with more than 2600 clients receiving services in 2014-15.

The graph below gives an overview of the types of Transport trips provided by VTF across 2014-15 and a comparison to 2013-14 results.



During 2014-15, VTF's Transport scheduling service improved the overall efficiency of its Transport batching capability whereby multiple clients were able to be transported on a single vehicle 'hire'. By far the largest volume of transport journeys are provided by taxi services. VTF's Transport Service is coordinated by VTF staff and volunteers,

and through valued arrangements with taxi companies.

By utilising taxis VTF is able to provide transport 24 hours a day, 7 days a week (including public holidays) and offers a flexible and responsive service to clients.

A strong and valued partnership is maintained with Swan Taxis, Black & White Cabs and Mandurah Taxis. Their services and ongoing support are greatly appreciated in providing this essential community service.

Volunteer drivers continue to complement our service, along with our paid drivers who utilise VTF 'people mover' vehicles. This allows VTF to provide transport services to clients who may require individual assistance such as providing a little extra time to get in and out of the vehicle or to their homes, in addition to assisting our Social Support team with their transport needs.

Many VTF clients have medical appointments at hospitals and large medical campuses can be a daunting experience for them.

During the year VTF participated in the new Fiona Stanley Hospital services induction process to become familiar with transport

access requirements to this large state of the art medical facility.

Teams supporting the Transport coordination service underwent a significant organisation restructure in 2013-14, and this year made an exceptional effort to bed in the changes in a way that was seamless to clients. Their adaptability, problems solving ability and

initiative are applauded. We also welcomed a number of new volunteer drivers who gave generously of their time to assist our Transport Service.

To accommodate changes in the Aged Care sector and increased demand for transport, VTF continually monitors and reviews the model for delivery of Transport Services. This ensures that VTF is able to continue to meet the needs of clients.

VTF acknowledges the incredible effort and dedication of our staff and volunteers, who continue to support HACC clients by contributing their time, skills and enthusiasm to support delivery of the Transport Service.



#### **FACT BOX:**

**In 2014/15 VTF welcomed 62 new individual volunteers and 215 group volunteers**



*Marketing for the EveryWoman Expo*



*One of VTF's volunteer Drivers*

## KRA 2 Maintain and enhance a positive VTF culture to deliver our services

VTF is committed to achieving the highest possible standard of workplace health and safety in all areas including for its clients, volunteers, contractors and visitors.

As part of this ongoing commitment the OSH Manager attended intensive training through the Chamber of Commerce and Industries to gain Certification in Workplace Health and Safety.

This training assisted in the review and update of OSH policies and procedures and the introduction of new safety strategies such as "Spill Kits" containing Personal Protective Equipment which were placed in all vehicles transporting clients. These kits were supplied so that staff and volunteers were able to safely and quickly deal with any accidents or

included Flu Vaccinations and Molescan consultations, and presentations by the Health Foundation and the Asbestos Society of WA.

We continued to provide ergonomic workstation assessments for new staff through which specific needs were identified and supported in the office environment. Field based employees continued to gain a better understanding of risk through the compulsory completion of Risk Assessments for all Gardening and Home Maintenance jobs.

Monthly OSH updates continue to provide staff and volunteers with information on relevant safety issues in the workplace, safety and wellbeing tips, resources and, most



*Volunteers and staff tool training*

incidents that may pose a health risk if they are exposed to body products such as blood or vomit.

All first aid kits in vehicles, in the depots and offices have also been upgraded. VTF's ongoing commitment to Safety ensures teams are motivated, energised, fit and healthy by providing a workplace that supports a healthy lifestyle and safe work practices.

Healthy workplace strategies this year

importantly, awareness of identified risks and hazards.

In October VTF participated in Safe Work Australia week activities with each Gardening depot choosing their own topic to present. Themes included First Aid in the Workplace, Hand and Power Tool Safety and Fire Safety.

This year several activities were held promoting health and wellbeing in the workplace. Odd Socks Day on 3 October 2014 raised awareness of the stigma associated



*Odd Socks Day in the Carlisle Office*

with mental illness. Attitudes can cause people to disengage and deny symptoms or illness which then impacts on their decisions to seek help.

This event was a light-hearted approach to remind people that anyone can have an odd day. The key message is 'The way you treat a person does make a difference.'

Stress Down Day on 1 August 2014 highlighted stress as being a major factor affecting the physical and mental health of Australians. The goals of the day were to have fun, stress less and feel better. It was a great way to raise awareness to staff and volunteers of the Employment Assistance Counselling Program and to provide information and resources to assist people to better manage their stress.

VTF supported R U Okay Day on 11 September an event that encouraged all staff and volunteers to look out for one another and ask "are you ok?" to create a culture and environment where people feel confident asking and answering this most important question.

VTF strongly believes in the importance of the role of our Safety and Health Reps (SHRep). SHReps have an integral role representing staff and volunteers in their area, informing them on work health and safety issues and providing a means for those staff and volunteers to raise safety issues within their areas. During the year

SHReps meet quarterly and play an active role in OSH communications. VTF would like to thank all the Safety and Health Representatives for their commitment and hard work during the year.

### ***Safety is everyone's responsibility***



*Training with Canning College*



*Volunteer Gardener*

## KRA 3 Build partnerships and profile

2014/15 was another very active year for Volunteer Task Force across partnerships and engaging with the broader community. Across the year staff attended a range of sector specific events involving conferences, networking meetings and support for our fellow HACC providers, such as attendances at:

- HACC regional network meetings and consultations across the four metropolitan HACC regions
- ACSWA State Conference and ACSWA forums
- Alzheimer's Disease International, 30th International Conference
- Opening of Umbrella Multicultural Services office refurbishment
- City Of Subiaco Community organisation network meeting
- South West Metro network meeting
- Local briefings held by the Department of Social Services advising on the New directions for the Commonwealth Home Support program
- Community West Forums

VTF was also proactive in engaging with our friends at RAS across Perth and we were invited on occasions to present to RAS teams on our Water Wise Gardening and Outdoor Maintenance services.

This year, VTF Management team represented VTF and the sector locally through membership to the ACSWA Community Care Committee. At a national level VTF continued to build key relationships across a range of activities including:

- Membership to the Australian Community Transport Association (ACTA) national committee and attendance at meetings and conferences
- Attendance at the Council of the Ageing (COTA) conference on Transition to Commonwealth Home Support Program (CHSP) in Sydney
- Continued engagement with Transport Planning Australia (TPA) and David Denmark

Our Volunteering Team were highly active across the year, attending more than 40 separate community expos, events and fairs. Presence at a range of events continues to be a key component of the VTF partnership provides the opportunity to connect with

new volunteers, have conversations with clients and form partnerships with new organisations. You may have seen VTF teams at the following events in 2014/15:

- Murray Seniors Health and Lifestyle Expo
- Wembley Seniors Expo
- Kwinana Festival Fair Day
- Secret Harbour Festival
- Angove Streets Festival
- Active Ageing Expo
- Perth Chinese New Year Fair
- Have a Go Day – Bayswater and Rockingham
- Caravan and Camping Show
- Careers Expo
- EveryWoman Expo
- Perth Garden Festival

VTF also maintained a presence across University Orientation days, with stalls at

- Edith Cowan University Open Day – Joondalup and Mt Lawley
- Curtin University
- Murdoch University

VTF was successful in receiving a community grant from the Council of the Ageing (COTA WA) to hold a Seniors' Event in October in Pinjarra. The *VTF Exercise, Socialise and Revitalise* event featured an exciting day of activity sessions from our successful STEPs program. A range of our class facilitators and instructors came along for the day to provide information on our STEP classes. The Volunteer Services team were also present to explain about the range of services that VTF provides as well as volunteering opportunities that were available. Although the wet weather may have kept a few people away there was nevertheless a lot of interest in our services, in particular our Water Wise program.



### FACT BOX:

**In 2014/15 VTF received over 38,100 hours of gardening services from our volunteers. That equates to more than \$1.48 million dollars in labour. We are very grateful to all of our volunteers for their generous support.**

It was also a great opportunity to meet and introduce VTF to the people of the area.

Group Volunteering experienced another year of strong participation and we are extremely grateful to our corporate friends who gave up their time to assist us in the delivery of services. Our Groups often undertake the hard work of large jobs that we would otherwise not be able to attend to. The impact of their efforts to the gardens and lives of clients is truly remarkable.

We would like to acknowledge the following corporate groups for their support and commitment of time to assist VTF:

- Ajilon Australia
- Assetivity
- Aurecon
- Big Help Mob
- Covidien
- Cummins
- Galvin Engineering
- MIRVAC
- RAC
- Skilled Engineering
- Swift Worldwide Resources
- Toro Australia
- Water Corporation



*Corporate Groups helping with Gardening Services*

Our partnership with a range of school and church groups also grew across 2014/15 as we welcomed a number of new participants and students into our Gardening teams. Across the year we were supported by:

- Brighton CPS
- Cannington Community Education Support Centre
- Christian City Church
- Como Secondary College
- Emmanuel Catholic College
- Mater Dei College
- Mercedes College
- Morley SHS
- Perth Waldorf School
- Quinns Baptist College
- Scotch College
- St Stephen's School of Carramar
- Tranby College
- Ursula Frayne
- Warnbro Community High
- Wesley College

2014/15 was also a very important year for partnerships for VTF, as we worked with Police and Community Youth Centres (PCYC) in Midland to identify suitable opportunities for sharing of space. Negotiations are continuing and we are looking forward to working closely with PCYC in the future.

We were also fortunate to be selected by Perth Nomads Golf Club to be the recipient of their 2014 Charity Golf Day and through their generous support, we now own a Water Wise car to assist our Water Wise Champions in visiting clients without disruption to normal Gardening services. VTF is extremely grateful to the Perth Nomads Golf Club and looks

forward to our continuing relationship.

This year also marked a very important achievement for VTF, when we became the first ever not-for-profit organisation to be accepted as members of the Landscape Industry Association of Western Australia (LIAWA). Through the LIAWA program, VTF is now certified Water Wise specialists in both Garden Design and Landscaping, an achievement of which we are very proud. In late April we partnered with LIAWA at Perth Garden Week, where our Water Wise Champions provided assistance and advice to visitors on a range of Water Wise topics.



This year we assisted MediBank Private in providing service assistance to participants in the CarePoint Project. VTF is looking forward to continuing to work with MediBank Private in this important initiative which aligns closely with the VTF commitment to wellness and reablement.

Another valuable partnership project this year was with the City of Joondalup and Joondalup Volunteer Resource Centre, where we worked to establish and run the very first Volunteer Expo event to be held in the Perth metro area. In June 2015 more than 20 community groups were visited by more than 250 people who were interested in volunteering, building some great relationships and showcasing a vast range of volunteering opportunities. VTF is committed to building community through volunteering and is very proud to be a driving force in delivering ongoing Volunteer Expos across Perth.

# Achieving our Goals



*Joondalup Volunteer Expo*

VTF experienced support from a range of Local Government Authorities which assisted us to deliver services, provide Water Wise Gardens and take away green waste. We would like to acknowledge the following LGAs for their continued support through donations, MOUs and grants:

- City of Belmont
- Town of Cambridge
- City of Cockburn
- City of Joondalup
- City of Rockingham
- City of Stirling
- City of Wanneroo
- Town of Victoria Park

We would also like to acknowledge the continued support of the following business partners in assisting us in our operations and service delivery:

## **Water Wise Services**

- Carramar Coastal Nurseries - supply of mulch, plants and advice
- Lullfitz Nursery - supply of plants and advice
- Greenway Enterprises - supply of bentonite clay
- Replants - supply of grass trees
- Western Australia Road Transport Association - trailer parking for the Carlisle Team

## **Transport Services**

- Swan Taxis (a member of Comfort Delgro)
- Black & White Taxis
- Mandurah Taxis
- John Hughes Motors
- Magic Nissan
- Bull Motor Bodies
- Signarama Burswood

## **Domestic Assistance Services**

- Tilly's Home Helpers

## **Operational Support**

- iQuest
- Configurable Software Solutions
- Command-A-Com
- Clayton Utz
- Allens
- StepBeyond Consulting
- QDI Printing
- Advance Visual
- Hancock Creative

We extend our thanks to the many people who so generously donate to our Christmas Party gifts each year, including:

- Jim and Wanda Bennett
- Brenda Blair
- Stihl Shop Greenwood
- Preston Street Pharmacy
- McDonald's Australia
- Shelley Davies – Avon

We would also like to acknowledge the Australian Scholarships Foundation who in partnership with the Bankwest Foundation awarded a substantial business grant to VTF to support training Social Media. Already, through the knowledge gained from the social media training and mentoring sessions, VTF now has been able to build a vibrant presence on Facebook and is gaining profile and 'likes' with every post. Our 'Find us on Facebook' logo message is now a regular part of our communication activity and we have very much enjoyed sharing our good news and stories with the Facebook community to further grow our profile.



*Volunteer and staff celebrate International Volunteer Day at Government House*

# Volunteers

## Board Volunteers

Moirá Watson, Chair  
Monica Juricev, Vice Chair  
John Van Dieren, Treasurer  
Rose Blight Secretary  
Craig Adam, Director  
Martin Michalik, Director  
Megan Paull, Director  
Michael Ferguson, Director  
Paul Vivien, Director  
Stephen French, Director  
Tony Richards, Director

## Gardening and Home Maintenance Volunteers

Aaron Brixton  
Aaron Callahan  
Abdullah Ahmed  
Adam Tranter  
Adam Davini  
Adrian Qiao  
Aiden Clyde  
Aimee Clarke  
Ainsley Chivers  
Alan Thomson  
Alan Colley  
Alex Copeland  
Alexander Dunn  
Ali Jafar  
Alison Fu  
Amanda Pryce  
Amanda Montagnon  
Amanda Croxall  
Amber Main  
Amy Sample  
Amy Rogers  
Anahera Grant  
Andrea Parker  
Andrew Duca  
Andrew Green  
Andrew Penca  
Andrew Bryant  
Andrew Briggs  
Andy Creighan  
Andy Darvill  
Angela Tanham  
Angus Bruce  
Anna Boddy  
Anna Ng  
Anne Rae  
Anouka Hoppmann-Smith  
Ansar Hassani  
Archie Spittle  
Arnaud Denjean  
Ashleigh Wharfe  
Ashley Nemeth  
Atem Dau  
Baldish Singh  
Becky Liu  
Bede Hunt  
Benjamin  
Christianopoulos  
Bickley Nicola  
Bill Wallbank  
Billy Crowley  
Blake Tranter  
Blake Winspear  
Bob Collier  
Bob Ridley  
Bonita Wykes  
Brad Kelly  
Brayden Dewar  
Brendan Curtis  
Brendan Miro  
Brendon Walker

Brendon Wilson  
Brendon Jones  
Brett Gielens  
Brett Potter  
Brian Henry  
Brian Park  
Brian Weir  
Brian Smith  
Bronwyn Dodan  
Bruce Leyland  
Calli Peek  
Callum Colgan  
Calvin Tran  
Cameron Green  
Carene Burton  
Caris Duncan  
Caris Midolo  
Carla Duncan  
Carlie Jones  
Catriona Wearn  
Ceili Mitton  
Anderson Chong  
Chanise Tonkin  
Chris Porter  
Chris Reedman  
Chris Howard  
Christine King  
Christine Nicholson  
Claire Treeby  
Clarissa Kusnanto  
Clinton Bracken  
Colin Smiley  
Colin Cooper  
Daniel Kuzminski  
Daniel Schlegel-Golding  
David Andersen  
David Hebb  
David Smith  
David Mills  
David McNally  
David Smith  
David Hawson  
David Oliver  
David Barclay  
David Wallace  
Debra Webb  
Dempster Russell  
Denise White  
Denise Kirwan  
Di Ciantar  
Diana Le  
Dianne Battersby  
Dianne Murray  
Don Allanach  
Don Richards  
Dylan Fawcett  
Dylan McKell  
Eddie Richardson  
Eddie Sims  
Edmond Chan  
Edward Anthony  
Elaine Forrester  
Eleanor Wilkins  
Eleanor  
Malinavitilevu  
Elyse Rumble  
Emilie Baille  
Emilie Coniglio  
Emily Manchester  
Emmilie Glorie  
Enzheng Lin  
Ernest Welsby  
Esther Cuesta  
Esther Kow  
Ethan Marin  
Fiona Young  
Fiona Gardener  
Fiona Morley  
Francisca Nela  
Fred Van Baren  
Gaganrai Bhullar

Garth Lynch  
Gary Brooker  
Gemma McGuane  
Genevieve Bastian  
Genevieve Introna  
Geoff Stephens  
Geoff Fairchild  
Geoffrey Shapland  
George Urquhart  
Gillian McLelland  
Glenn Matthews  
Glenys Forbes  
Glyn Davis  
Gordon Miller  
Graeme Wilkinson  
Graham Stove  
Graham Kramel  
Graham White  
Hannah McCarthy  
Haris Pajic  
Harrison Drew  
Heather Kuhl  
Hel The Zu Te Maung  
Helen Abate  
Hoani Pene  
Hoi Lee  
Hugh Milloy  
Ian MacNicol  
Ian Seppings  
Ian Hamilton  
Ida Turiyah  
Isaac Persak  
Iziah Davis  
Jack Riley  
Jackie Leed  
Jackson Rigaldi  
Jacob Winter-Brock  
Jacqui Taylor  
Jakob Verhoef  
James Woodcock  
James Pashorima  
James Rushton  
Jan-Pieter Vermeulen  
Jared Nagg  
Jarryd Huynh  
Jasmine Yau  
Javad Yaghoubi  
Jayden Evans  
Jenna van de Leur  
Jennifer Gauder  
Jenny Farmer  
Jenny Anderson  
Jerome Francis  
Jessa Briones  
Jessica Gardner  
Jill Green  
Jim Bennett  
Jo Haythornthwaite  
Jody Pederson  
John Downing  
John Beaton  
John Smith  
Josh Conduit  
Josh Barnett  
Julian Wright  
Julie Kenworthy  
Justin McAuliffe  
Kareena Tirodkar  
Karen O'Brien  
Kat Carthew  
Kate Yeoh  
Kate Adams  
Katherine Simon  
Katie Winfield  
Kaylene Nichols  
Keith Glance  
Keith Berry  
Kenneth Wallace  
Kenneth Opoku  
Kerry-Jayne Reynolds  
Keval Patel  
Kevin Collins

Kevin Forbes  
Kimberly Evans  
Kionie Majan  
Kiros Semere  
Kody Christophers  
Konrad Pradzynski  
Kristy Green  
Kyle Walley  
Kylie Cooper  
Laughlin Mayne  
Lauro Pinca  
Laury Thompson  
Lee Delaney  
Leith Barr  
Len Pearce  
Leo Di Gregorio  
Leon Poon  
Leroy Barraza  
Liam Knight  
Liam Nilan  
Lindsay Wright  
Lisa Friend  
Lorelei Torpy  
Louis Wyke  
Luke Derrick  
Luke Fordham  
Macey Grover  
Marco Del Borello  
Maree Hartley  
Maree Cowley  
Mark Langford  
Mark Galloway  
Mark Howard  
Marten Wiggerman  
Martin Berry  
Marty Leed  
Mase Perkins  
Matias Silva  
Matt Kirby  
Matthew Paraskevas  
Matthew Wilton  
Matthew Foot  
Matthew Calkin  
Maureen Lynch  
Melissa Rossi  
Michael Pearce  
Michael Hughes  
Michael Smith  
Michael Laughlin  
Millar Cox  
Mim Yappo  
Mitchell Plozza  
Mitchell Shand  
Mitchell Moriconi  
Mohamad Avnaout  
Mohanad Hasan  
Mollie Attwood  
Morris Ebsworth  
Nancy Forbes  
Natasha Bennett  
Nathalie Sion  
Nathan Searle  
Neil Hooda  
Neole Manning  
Nicholas Jackson  
Nicholas Low  
Nicola Kenyon  
Nicola Johns  
Nicolaas Botha  
Nicole Locke  
Nicole McNeil  
Ninette Lorenzen  
Nyrelle Hawkins  
Oumar Sow  
Pam Ritchings  
Pat Tappenden  
Paul Carthew  
Perrin Smith  
Peter Laundry  
Peter Adam  
Peter Legg  
Philip Oakley

Randall Atkinson  
Rebecca Dix  
Rebecca Manley  
Rebecca Moriconi  
Rebecca Redshaw  
Rene Batchelor  
Rhys Young  
Richard Brooke-Smith  
Richard Cade  
Richard Penny  
Richard Wilkinson  
Richard Wood  
Rickie Lincoln  
Rob Green  
Robert Paterson  
Robert Shore  
Robert Tudor  
Robert Weaver  
Ron Hayden  
Rou Joey Wong  
Roxanne Basto  
Ryan Warner  
Saffron Waugh  
Saiyed Rizvi  
Sam Lintern  
Sam Taylor  
Sara Munagorri  
Sarah Tsakalos  
Scott Thompson  
Scott Toner  
Serire Livuzimana  
Shane Durluk  
Shane Vasich  
Sheree Morrison  
Shirley Morrison  
Simon Pannell  
Sonny Devine  
Stefan Cvetkoski  
Stephen Nicolai  
Sudarshan Mandloi  
Sultana Shamshi  
Susan Coppock  
Susan Markovic  
Suzanne Baker  
Tanya Ashby  
Tayla Benton  
Ted O'Rourke  
Teeko Htoo  
Terrence Lattimore  
Terry McKinley  
Terry Manov  
Tessa Whiting  
Theon Yates  
Theresa Phillips  
Thomas McGrath  
Thomas Hollis  
Timothy Gilbertson  
Timothy Karajas  
Timothy Coombs  
Tinus De Beer  
Tom Bainbridge  
Tom Kinder  
Tony Haynes  
Trevor Hardwick  
Troy Hosking  
Truin Ellison  
Tyla Davis  
Vera Edwards  
Veronica Devine  
Veronica Hodgson  
Veronica McConachy  
Wanda Bennett  
Warren Dawson  
Warren Lam  
Wayne McFarland  
Whaan Tawha  
Will Mathers  
William Parker  
Yates Scott  
Zac Innes  
Zigmund Balloch  
ZuQuan Wang

## Social Support

Alan Clark  
Anne Mack  
Anne Rae  
Bernadette Aylward  
Brenda Chitty  
Brenda Robinson  
Brenda Blair  
Charlotte Britton  
Declan Evans  
Donna Davey  
Eilysh Evans  
Elizabeth Rutley  
Fay Pittard  
Garth Lynch  
Helen Kirby  
Irene Jenner  
Janet Lane  
Jean Schwebel  
Jim Donnelly  
Judy Mascarenhas  
Julie Wade-Graham  
Julie Briggs  
Kaye Smith  
Kelsey Bartlett  
Ladawan Lane  
Leandri Van den Berg  
Lesley Harmsen  
Lewis Cann  
Lois Murray  
Lorraine Brookes  
Lorraine Tilker  
Lynda Perling  
Maree Hartley  
Maree Cowley  
Masayo Ingram  
Maureen Lynch  
Monique Cole  
Norma Weaver  
Peter Cheng  
Peter Scott  
Phoebe Dreyer  
Phyllis Banks  
Richard Lidstone  
Robyn Every  
Roseanne Quinn  
Sarah Brickwood  
Sarah Woodward  
Tracey Smith  
Trish Lucas  
Zelie Farmer

## Transport Volunteers

Colin Collard  
Darren Ward  
Jane Busch  
Phillip Rae

## Promotional

Danny Ma  
Garth Lynch  
Maureen Lynch  
Paul Carthew

## Office Volunteering

Alan Thomson  
Beauty Mufunda  
Danny Ma  
Darren Ward  
Faye Salfinger  
Hoi Lee  
Lola Barron  
Marie Togba  
Marites Ybanez  
Patten Pang  
Sadia Islam  
Tinus De Beer  
Wendy Wheildon

## KRA 4 Maintain financial independence and healthy governance

Healthy Governance for VTF has been a focus since its inception. With the growth of the organisation about to tip it over to a \$10million plus entity, the emphasis on strong, transparent, robust governance measures has never been more important. As always the Board, staff and management were involved in planning days which reinforced Volunteer Task Force's commitment to each and every staff member being engaged in our vision of excellence in enhancing independence, inclusion and quality of life for people and their communities.

The VTF Board has shown signs of strength and character this year with self-analysis leading to a change in meeting structure and the further development of the Board Subcommittees has led to greater depth of understanding, efficiencies and clarity of governance processes and responsibility. The addition of two new Directors with skill sets in law and finance has given the Board increased expertise and has insured further succession planning.

We have assessed our position and reviewed our strategic planning. With the reforms in the sector and changes afoot in the short term, the Board and Management Team decided to work on a new strategic plan with a five year horizon and this was supported with the skills and knowledge of Step Beyond consultancy.

During the year changes to the management team has seen the successful recruitment of Kath Snell (previously Senior Manager) to the role of CEO. This triggered an internal change to ensure the skills of the team complimented those of the new CEO and created the opportunity for our Manager of Operations and Projects to move into the Senior Manager role with the role now encompassing IT, business development, Volunteering and workforce operations. This team is supported by four further management positions which focus on Client Services, Support Services and Finance Management. The new team is now well balanced with each position motivated to ensure the organisation is ready for the future.

With a skilled, professional management team firmly in place, a devoted and committed workforce and a forward-looking Board the organisation finished the year on a flourishing 96% achievement of HACC target and an optimistic growth funding application submitted to the Department of Health for 2015/2016.

In our ongoing endeavours to maintain financial independence we have commenced conversations with partners that will allow VTF services to be utilised by a broader section of the community, whilst ensuring that our focus still remains on our core target group. Initial work with Carepoint and the National Disability Insurance Scheme (NDIS) has allowed us the privilege to provide some of our services to disadvantaged groups outside of HACC.

Conversations with agencies and organisations have set us in good stead for future collaborations, for potential geographical spread through the metropolitan area and beyond and for partnering for mutual benefit. The relationship with PCYC as an introduction from Town Of Victoria Park has proved to be a successful one. We very much look forward to the shared facility in Midland, allowing us greater and more efficient coverage of the



Team work at the depot

East and giving both organisations a more cost effective base in Midland.

As an organisation committed to quality services and continuous improvement we are always flattered when we get feedback that endorses our progress. For VTF this meant a visit this year by the Quality Review team from Community West as part of our HACC contractual obligations.

The reviewers found that VTF met 18 out of 18 expected outcomes of the Community Care Common Standards. The findings were that compliance processes and VTF-specific training and information requirements were set in place and that staff, including volunteers, benefited from a system of appropriate induction, training and performance appraisal to promote the safe delivery of services. An external program of research and evaluation by Curtin University indicated a commitment to continuous improvement. The successful Quality Review result, supported by successful HACC Growth Funding applications, has enabled VTF to expand and enhance services, and is an endorsement of the work VTF does to ensure that policies are live, active documents that enable staff to be continuously updated on new initiatives and our quality expectations.



*The Water Corporation team help at the Safety Bay depot*



*A happy client drops in to say thank you*



*VTF Founders Sandra and John Penrose visit the Carlisle depot*

## Volunteer Task Force Board

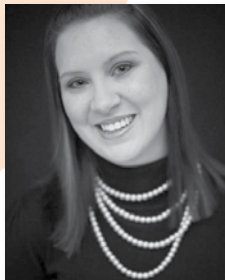


### **Moira Watson: joined the Board in November 2013 as Chair**

Moira is the Managing Director of Chutzpa, a company concentrated on constructing corporate capability through a focus on determining factors for purpose, practice and performance. Moira is an experienced company Chair and Director with a background as a senior leader in ASX listed companies and as an executive director in government.

A graduate of the Australian Institute of Company Directors and a Fellow of the Australian Institute of Management, Moira holds a PhD in business management. Moira is also Chair of Diabetes WA, a Councillor with HBF, a Director with Diabetes Australia, a Director with Diabetes Australia Research Limited and is an appointed member on a range of government advisory groups.

Moira is committed to volunteering and sees the work of VTF as “a way to enable volunteers to make a difference in their neighbourhoods. By working in partnerships with local bodies, government agencies and corporates VTF can weave volunteering into the fabric of the community.”



### **Monica Juricev: Joined the Board in October 2008; Elected Vice Chair Oct 2011**

Monica has extensive experience in organisational development and change management, gained from a wide range of industries including government, mining and mutual/member based organisations. Currently Monica provides consulting services supporting organisations through system and cultural changes. Monica holds a Bachelor of Business and Masters of Business Administration

Monica is passionate about helping others achieve their potential and believes that where we can we should give back to the community in a meaningful way.

“I have a strong belief that we should leave the world better than how we find it. Being a member of Volunteer Task Force gives me the opportunity to work with a great organisation that is committed to giving back and making a positive connection with those in real need”.



### **John van Dieren. Joined Board in June 1997; holds position of Treasurer**

John is a Fellow of the Institute of Chartered Accountants, Australia and a member of the Institute of Internal Auditors (Australia).

He has more than 36 years experience as a chartered accountant and specialises in two areas: external audit for listed and unlisted public companies and corporate services (valuations, capital raisings, expert reports, due diligence). He is a Director with Stantons International, an authorised audit company, and is in charge of audits and corporate services particularly for ASX listed companies. John also has experience on other not-for-profit Boards and is familiar with the charity sector through the audits of a number of charity and service organisations.

“I am interested in developing corporate partnerships by involving VTF with the Perth corporate sector to ensure long term funding for VTF and also getting the corporate sector involved in charity work.”

**Rose Blight: Joined Board in June 2010**

Rose worked in the Royal Australian Navy for nine years ashore and at sea in logistics and management capacities. After working almost 10 years in the Federal Health Department in policy formulation and program management, she returned to study to gain her Masters in Occupational Therapy. Rose currently works as a hospital-based Occupational Therapist in the rehabilitation field.

Rose is delighted to be involved with such an unique and highly effective organisation. By working with an experienced team of Directors, she hopes to not only develop professionally and personally, but also to be able to share her experiences for the benefit of VTF.

“I have always been impressed with the work and ethos of VTF and I am privileged to be involved with such a fantastic organisation. I hope to contribute whatever I can to ensure that our team and the vision at VTF are both well guided and supported, which in turn, enables our clients to live well and independently.”

**Martin Michalik: Joined the Board in May 2009**

Martin is a Chartered Accountant with more than 11 years of experience. His career to date has seen him work in Bermuda as well as throughout Eastern Europe for two of the “Big Four” accounting firms. Martin is currently a director of Stantons International an authorised audit company in West Perth and specialises in the area of audit and corporate services for listed and unlisted companies. He is also involved in international consulting work.

Through his association at VTF, Martin hopes to make at least a small, but tangible difference in improving the lives of those who most need assistance in the community.

**Stephen French: Joined Board in June 2011**

Stephen retired from the Australian Public Service in 2010 having worked in several departments in Canberra and Perth. Most recently he was the Assistant State Manager in the Department of Health and Ageing with responsibility for the Commonwealth’s aged care program in Western Australia.

His previous work experience includes delivering Meals on Wheels in the City of Westminster, working for a computer software company in London and lecturing at Curtin University. By joining the VTF Board Stephen hopes to share the benefit of his knowledge of funding programs and wide contacts within the aged and community care sector.

“I have really enjoyed learning from the different perspectives brought to the table by such a diverse and capable group of fellow members”.

Stephen is also on the board of a residential aged care provider. Stephen retired from the VTF Board in October 2014.

**Tony Richards: Joined Board in June 2012**

Tony is a corporate lawyer who has practised in the financial services and trustee industries for more than 30 years. During that time, he held a variety of senior positions with industry participants and undertook a range of corporate, commercial and trustee work.

Tony has previously acted in a voluntary capacity for other not-for-profit organisations and has always been happy to contribute his time and energy to community groups. He sees his involvement with VTF as a natural extension of those activities and as an ideal opportunity to make a further contribution to the community. He would like to see VTF continue to grow and provide quality services to even more clients.”

**Megan Paull: Joined the board in July 2014.**

Megan is Director of Postgraduate Research and a Co-Director of the Centre for Responsible Citizenship and Sustainability in the School of Management and Governance at Murdoch University. Having been a researcher in the volunteering area for more than twenty years, Megan chairs the Research Committee at Volunteering Western Australia and has had a long term affiliation with Volunteering Australia. Megan teaches and researches in the areas of non-profit management, governance, and organisational behaviour, including when behaviour is not so “good”.

“Volunteer Task Force is a valuable community organisation providing important services to its clients, and I hope to contribute in some small way to its continued success.”



## **Paul Vivian: Joined the board in 2014**

Paul is General Manager, Products and Pricing at Bankwest having previously led the Marketing team for more than five years. Paul joined Bankwest in 2006 where he held senior marketing and commercial positions in both the UK and Ireland.

Paul has a Bachelor of Arts and post-graduate qualifications in Management and Marketing. He is a graduate of Leadership WA, a Member of the Australian Institute of Company Directors and is a board director and Vice President of Diabetes WA.

Paul chairs the VTF Strategy Committee and is committed to help VTF grow through continuing to provide a high quality service proposition and helping those in need.



## **Michael Ferguson: Joined the board in 2015.**

Michael is a partner of Squire Patton Boggs, an international law firm with Australian offices in Perth, Sydney and Darwin. He has been a partner with Squire Patton Boggs and its predecessors since 1986. He is currently Chair of Partners and chairs the firm's management committee.

Michael has previously been President of and held various roles in state sporting associations.

For family reasons, Michael has a longstanding interest in volunteer work and not-for-profit organisations. By becoming a member of the board of VTF Michael sees an opportunity to actively contribute to the continued growth and success of VTF in an increasingly important area for our society.



## **Craig Adam: Joined the board in 2015**

Craig is a finance executive with more than 20 years of experience leading finance teams through strategic change, international expansion and corporate re-structuring from a broad range of finance executive roles in both Australia and UK. A fellow of the Association of Chartered Certified Accountants, Craig is experienced in the media, banking, retail and production sectors and has had extensive involvement with sales, brand and marketing, product development, operations and IT in addition to core financial disciplines. Craig is currently Finance Director of News Corp Australia and is also on the board of directors of the Community New Group.

## **Resigned Board Members**

The following table sets out the number of meetings attended by each board member and the number of meetings held while each member was eligible during 2014/15. A total of eight board meetings were held during the year.

Board Member	Number Meetings Available	Number Meetings Attended
Moir Watson	8	8
Monica Juricev	8	6
John Van Dieren	8	8
Rose Blight	8	8
Martin Michalik	8	7
Stephen French	3	3
Tony Richards	8	7
Paul Vivian	7	7
Megan Paull	7	6
Craig Adam	2	2
Michael Ferguson	2	1



## Anderson Munro & Wyllie

CHARTERED ACCOUNTANTS

**Street Address:**

Unit 8  
210 Winton Road  
JOONDALUP WA 6027

**Postal Address:**

PO Box 229  
JOONDALUP DC WA 6919

**By Appointment:**

Level 28, AMP Tower  
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### **Independent Audit Report to the members of VOLUNTEER TASK FORCE INC**

We have audited the accompanying financial report, being a special purpose financial report, of Volunteer Task Force Inc ("the entity"), which comprises statement of financial position as at 30 June 2015, statement of comprehensive income for the year then ended, statement of changes in equity, statement of cash flows and notes comprising a summary of significant accounting policies and other explanatory information, and the statement by board .

#### ***Board's Responsibility for the Financial Report***

The board of Volunteer Task Force Inc is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the needs of the members. The board's responsibility also includes such internal control as the board determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

#### ***Auditor's Responsibility***

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the board's financial reporting obligations. We 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.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



### ***Independence***

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

### ***Opinion***

In our opinion, the financial report presents fairly, in all material respects, the financial position of Volunteer Task Force Inc. as at 30 June 2015 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

### ***Basis of Accounting***

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Boards' financial reporting responsibilities. As a result, the financial report may not be suitable for another purpose.

Dated the 14<sup>th</sup> day of October 2015 in Perth, Western Australia

**AMW (AUDIT) PTY LTD**

*Anderson Munro & Wyllie*

**ANDERSON MUNRO & WYLLIE**  
Chartered Accountants

*Martin Shone*

**MARTIN SHONE**  
Principal

## STATEMENT BY MEMBERS OF THE COMMITTEE

The committee have determined that the organisation is not a reporting entity.

The committee have determined that this special purpose financial report should be prepared in accordance with accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 22:

1. Presents fairly the financial position of Volunteer Task Force Inc as at 30 June 2015 and its performance for the period ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Volunteer Task Force Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Dated this 12 day of October 2015



Moira Therese Watson  
Chairperson



Martin Michalik  
Treasurer

**VOLUNTEER TASK FORCE INC**  
**FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015**

	<b>Note</b>	<b>2015</b>	<b>2014</b>
<b>Revenue from continuing operations</b>		<b>\$</b>	<b>\$</b>
Operating revenue	2	9,207,453	8,357,497
Other revenue	2	473,066	542,888
Employee provisions expense		(153,100)	(13,618)
Depreciation and amortisation expense		(273,130)	(284,094)
Operating expenditure	3a	(8,642,298)	(8,388,584)
Rental expense		(119,795)	(124,953)
Other expenses	3b	(74,304)	(74,304)
<b>Current year surplus before income tax</b>		<b>417,892</b>	<b>14,832</b>
Income tax expense		-	-
<b>Net current year surplus</b>		<b>417,892</b>	<b>14,832</b>
<b>Total other comprehensive income for the year</b>		<b>-</b>	<b>-</b>
<b>- Items that may reclassified to profit or loss</b>		<b>-</b>	<b>-</b>
<b>-Items that will not be reclassified to profit or loss</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive income for the year, net of tax</b>		<b>417,892</b>	<b>14,832</b>
<b>Total comprehensive income attributable to Members of the entity</b>		<b>417,892</b>	<b>14,832</b>

**VOLUNTEER TASK FORCE INC**  
**FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015**

	<b>Note</b>	<b>2015</b> <b>\$</b>	<b>2014</b> <b>\$</b>
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	3,779,315	3,502,575
Accounts receivable and other debtors	5	13,381	20,109
Other current assets	6	182,026	185,715
<b>TOTAL CURRENT ASSETS</b>		<b>3,974,722</b>	<b>3,708,399</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	2,798,056	2,722,704
<b>TOTAL NON-CURRENT ASSETS</b>		<b>2,798,056</b>	<b>2,722,704</b>
<b>TOTAL ASSETS</b>		<b>6,772,778</b>	<b>6,431,103</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and other payables	8	1,300,741	1,512,345
Employee provisions	10	459,271	357,146
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,760,012</b>	<b>1,869,491</b>
<b>NON-CURRENT LIABILITIES</b>			
Accounts payable and other payables	8	1,731,714	1,749,427
Employee provisions	10	204,941	153,966
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>1,936,655</b>	<b>1,903,393</b>
<b>TOTAL LIABILITIES</b>		<b>3,696,667</b>	<b>3,772,884</b>
<b>NET ASSETS</b>		<b>3,076,111</b>	<b>2,658,219</b>
<b>EQUITY</b>			
Reserves	12	1,306,485	1,336,880
Retained surplus		1,769,626	1,321,339
<b>TOTAL EQUITY</b>		<b>3,076,111</b>	<b>2,658,219</b>

**VOLUNTEER TASK FORCE INC**  
**FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015**

Note	Retained Surplus	Asset replacement reserve	Special project reserve	Total
	\$			\$
<b>Balance at 1 July 2013</b>	<b>1,464,420</b>	<b>925,656</b>	<b>253,310</b>	<b>2,643,386</b>
<b>Comprehensive income</b>				
Transfer (from)/to HACC Asset Replacement Reserve	(238,749)	238,749		-
Transfer to/(from) Special Projects Reserve	80,835		(80,835)	-
Net surplus for the year	14,833			14,833
Other comprehensive income for the year	-	-		-
<b>Total comprehensive income attributable to members of the entity</b>	<b>(143,081)</b>	<b>238,749</b>	<b>(80,835)</b>	<b>14,833</b>
<b>Balance at 30 June 2014</b>	<b>1,321,339</b>	<b>1,164,405</b>	<b>172,475</b>	<b>2,658,219</b>
<b>Balance at 1 July 2014</b>	<b>1,321,339</b>	<b>1,164,405</b>	<b>172,475</b>	<b>2,658,219</b>
<b>Comprehensive income</b>				
Transfer (from)/to HACC Asset Replacement Reserve	(71,308)	71,308		-
Transfer to/(from) Special Projects Reserve	101,703		(101,703)	-
Net surplus for the year	417,892			417,892
Other comprehensive income for the year	-	-		-
<b>Total comprehensive income attributable to members of the entity</b>	<b>448,287</b>	<b>71,308</b>	<b>(101,703)</b>	<b>417,892</b>
<b>Balance at 30 June 2015</b>	<b>1,769,626</b>	<b>1,235,713</b>	<b>70,772</b>	<b>3,076,111</b>

**VOLUNTEER TASK FORCE INC**  
**FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015**

	<b>Note</b>	<b>2015</b> <b>\$</b>	<b>2014</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipt from service revenue		9,085,409	8,272,287
Receipts from other revenue		340,202	378,059
Payments to suppliers and employees		(8,956,301)	(8,450,380)
Interest received		149,780	138,877
Net cash provided by operating activities	16	<u>619,090</u>	<u>338,843</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment		36,610	36,417
Purchase of property, plant and equipment		(378,960)	(102,671)
Net cash used in investing activities		<u>(342,350)</u>	<u>(66,254)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Payment of borrowings		-	-
Net cash used in financing activities		<u>-</u>	<u>-</u>
Net increase in cash held		276,740	272,589
Cash on hand at beginning of financial year		<u>3,502,575</u>	<u>3,229,986</u>
Cash on hand at end of financial year	4	<u><u>3,779,315</u></u>	<u><u>3,502,575</u></u>

# Leadership Team



**Kath Snell  
CEO**

Kath originates from Wales where she has spent much of her life. After completing a degree in Recreation and Tourism Management in Sheffield, England, Kath embarked on a career in tourism, sports management, and later media marketing in the UK, whilst taking time out to travel and work around the globe, primarily Australia and New Zealand. She eventually chose Perth as her home and has been with VTF since 2006, firstly as a volunteer before making her interest in the community sector, specifically VTF, into a career when she joined the management team later that year. Kath is passionate about opportunities for clients, volunteers and staff to interact and contribute meaningfully for a more engaged and fulfilling daily life and positive wellbeing. Kath uses her experience in marketing, operations and strategy to lift and grow the organisation. Outside of her daily contribution to VTF Kath likes to stay fit and healthy through physical exercise and maintain strong social connections with friends and family. Kath happily shares her positive outlook with all at VTF.



**Donna Di  
Bartolomeo,  
Senior Manager**

Originally from Tasmania, Donna moved to Perth in 1998 and began working in the not-for-profit sector, as the Marketing and Communications Manager for a community development organisation. A shift in career direction saw Donna move into Information Technology Consulting and she spent the next 10 years working across a range of State Government and Resource Industry clients in project management, business analysis and strategic development roles.

Since joining VTF, Donna has progressed from the role of Manager, Operations and Projects to be appointed Senior Manager of VTF in December 2014. In her new role Donna oversees IT, Volunteering, Marketing / Business Development and Service Delivery. Donna enjoys working every day knowing that lives are being impacted in a positive way by the work that Volunteer Task Force does. She is also very pleased to be able to utilise her skills and experience in information technology to develop ideas and deliver efficiency improvements for the organisation.

When not at work, Donna enjoys spending time with family, keeping fit, and is a keen AFL fan.



**Judy Waymouth,  
Client Services  
Manager**

Prior to joining Volunteer Task Force in 2012 Judy worked with the Red Cross in the Commonwealth Respite and Carelink program and in a variety of aged care settings both as a volunteer and as a staff member. A career highlight was two years as a member on the Carers Advisory Council which has responsibility for administering the Carers Recognition Act 2004. Judy majored in human services and aged studies as part of her Social Science degree and welcomes the opportunity to be part of Volunteer Task Force's work in making a difference to the lives of older people, people with disabilities and those who care for them.

Judy's core interest is in the clients - which comes across via her warmth and respect in the work place. We are delighted that New Zealand born Judy has chosen Perth as her home and VTF as her workplace. Judy loves to keep fit and healthy and balances her dedication to her work with her family life. VTF clients and staff have warmed to Judy's sense of fair play and willingness to support.



**Tina Newman,  
Client Services  
Manager**

Tina has worked in a diversity of roles across health, aged care and disability including advocacy, Dementia programs, Veterans Home Care, packaged care and employment. Tina joined Volunteer Task Force in 2014. She has worked in management roles for the past 10 years with her most recent position working in primary health managing an Aboriginal Health Team.



**Cliff Bache,  
Support Services  
Manager**

Tina's understanding and appreciation of volunteering comes from her experiences volunteering with the Cancer Council of WA, Palliative Unit at St John God Hospital, Bunbury and with Camp Quality. She is both passionate and committed to volunteering roles that provide the opportunity to support people affected by cancer.

Tina enjoys spending time with family and friends, loves dancing, and is enjoying the rich tapestry of cultural experiences on offer since she has moved from the country to the city. Tina looks forward to the next stage of her career in the not-for-profit sector with Volunteer Task Force.

Cliff joined VTF in May 2015 in the new role of Support Services Manager. Prior to that, his career spanned 40 years with the Water Corporation. His diverse experience commenced in the mid 1970s as a civil engineering designer and later as an Engineering Associate in field operations.

Cliff has managed a number of 24 x 7 field operations, maintenance, and emergency portfolios. He was a principal member of the management teams which conceptually designed, built and operated the Water Corporation's award winning, world class Call, and Operations Centres. During this busy period he also volunteered to coordinate a large junior sporting club and reside on State committees. Cliff rounded off his career at the Water Corporation with five years of managing a number of state-wide regulatory compliance, OSH and business process and technology improvement portfolios.

VTF's motto "Time to make a Difference" resonates strongly with Cliff. Outside work Cliff likes nothing more than catching up with some mates for a surf on the South Coast; to recluse to his recently re-established art studio; or to attend to social outings with his family and friends.



**Theresa Ng,  
Finance Manager**

Originally from Singapore, Theresa Ng came to Perth in 2001 to undertake a Bachelor of Commerce and Masters in Accounting and has since chosen Perth as her home. Prior to joining Volunteer Task Force in 2013, Theresa has worked in the commercial and not-for-profit sectors for the last 10 years. Within her role she provides support to the management team and ensures the provision of high quality service, timely and accurate information and reports for the board of directors. Her professional background in accounting and finance coupled with an enthusiastic and positive attitude has contributed to her logical and passionate approach to VTF's development.

Outside work, Theresa is a great supporter of her community by volunteering her time for the church. She enjoys spending time with her young family. In her spare time, she loves to cook and share recipes with friends and family.



**Serene Chan,  
Acting Finance  
Manager**

Serene joined VTF in late December 2014 in the role of Finance manager as a maternity cover for Theresa. Originally from Malaysia, Serene came to Perth in 2007 to undertake a Bachelor of Commerce at the University of Western Australia and eventually chose Perth as her home. Prior to joining VTF, Serene worked as an auditor and had the opportunity to work with various organisations ranging from the not-for-profit sector to listed companies. Within her role, she provides support to the management team and is also pleased to be able to utilise her skills and experience from her auditing background to VTF's development.

When not at work, Serene enjoys exploring the Perth outdoors, is passionate about rehoming abandoned dogs with SAFE and spending time with her family.

# VTF Staff

## Leadership Team

Kath Snell – CEO  
 Donna Di Bartolomeo – Manager, Operations and Projects/  
 Senior Manager  
 Judy Waymouth – Acting Senior Manager/Client Services  
 Manager  
 Tina Newman – Client Services Manager  
 Theresa Ng – Finance Manager  
 Serene Chan – Acting Finance Manager  
 Cliff Bache – Support Services Manager  
 Gina Cumberland – Executive Assistant  
 Michael Dwyer – Support Services Manager (resigned)

## Gardening and Home Maintenance Staff

### Safety Bay:

Andy Harold – Gardening and Special Projects Advisor  
 Monika Kegel – Assistant Supervisor  
 Aleisha Blake  
 Brendan Carlin  
 Craig Barton  
 Ian Gillett  
 John Sharpe  
 Malcolm Cumberland  
 Martin Spears  
 Richard Bailey  
 Vincent Busher  
 Stephen Hill – Home Maintenance



Safety Bay

### North Perth:

Frank Jennings - Supervisor  
 Chris Boyd - Assistant Supervisor  
 Lee Vaughan - Assistant Supervisor  
 Ben Dawson  
 Brad Melling  
 Brett Potter  
 Craig Barton  
 Greg Gittos  
 John De Rubeis  
 John Ingram  
 Maurice Murphy  
 Michelle Nixon  
 Pauline McGregor  
 Sarah Wittingham  
 Ian Beaton – Home Maintenance



North Perth

### Carlisle:

Rod Moncrieff - Supervisor  
 Jules Pettit - Assistant Supervisor  
 Eugene Browne  
 John Hatton  
 Mark Van Vlijmen  
 Paul Foster  
 Rachel Levell  
 Roland Rogowsky  
 Graeme Mills – Home Maintenance



Carlisle

### Wanneroo:

Wayne Edwards - Supervisor  
 Alex Slade - Assistant Supervisor  
 Steven Locke - Assistant Supervisor  
 Abbie Holland (resigned)  
 Bill Scanlon (retired)  
 Chris Rowley  
 Daniel Parnell (resigned)  
 David Pearce  
 Emma Raine  
 Kyle Tyack  
 Lindy Connor  
 Luke Finnie  
 Mark Saville  
 Rodney Coombs  
 Sharyn Slade-Hopkins  
 Thomas Saunders – Home Maintenance



Wanneroo

## Client Services Coordinators

Caron Meuwese  
 Jeanette Olsen  
 Kylie Feleppa  
 Yvonne Wilkinson

## Volunteer Support

Michelle Williams – Volunteer Services Supervisor  
 Adrian Griffith  
 Lis Bremmer  
 Cheri Gristwood

# VTF Staff

## Finance

Katie Bennett  
Lucinda Bradbury  
Robyn Coles  
Vilencia Palmer

## Scheduling Team

Louise Chalmers - Supervisor  
Mandy Saville - Assistant Supervisor  
Glenda Cunningham  
Kristie Davey  
Inca Ix  
Liz Connor  
Lurleen Van Vlijmen  
Martin Duff  
Melanie Rypstra (resigned)  
Wendy Pinto  
Yvonne Power (resigned)  
Ray Margaria - Driver



*The team from Finance*

## Booking Assistant Team

Christie Cline  
Marija Babic  
Susie Dumitro

## Administration Team

Frances Judges - Assistant Supervisor  
Cheri Gristwood  
Lurleen Van Vlijmen  
Maria Andronis  
Veena Panicker (resigned)



*Carlisle office team celebrate Melbourne Cup 2014*

## Communications/Marketing

Judith Hatton

## Data/IT

Karen McCulloch

## Human Resources

Sue Humphries - HR Advisor  
Shafa Siddiqui



*DAs and office staff at Christmas party*

## Social Support & Domestic Assistance

Kaye Grandin - Domestic Assistance & Social Support Supervisor (resigned)  
Lis Bremmer - Domestic Assistance & Social Support Supervisor  
Abby Leonard  
Ann Lenton  
Bev McConnell  
Deborah Biddle  
Inca Ix  
Jayne Sheely  
Jennifer Mason  
Jessica English  
Josephine Williams  
Leanne Edwards  
Maida Kumbara  
Mandy Fisher  
Mandy Sung  
Mary Hitchcock  
Maureen McAteer  
Sandra Byrde  
Shelley Davies  
Tara Kay  
Wendy Cooper



*Harmony Day*

# And Finally...

The VTF Gardening Team are amazing. I have received so many comments about my garden and the birds are now coming in abundance. I tell everyone about the wonderful work that VTF do. I could start a small business charging an entry fee as so many people comment on my beautiful garden.



Peter has been helping us for so long that he remembers working in the Carlisle office when we first introduced our transport services - a service he now uses! Peter was once a paramedic and painter/decorator and now enjoys keeping active by helping out with our STEP classes.



Once a week one of our amazing VTF volunteers visits Ruth and brings with her travel stories and photos from around the world. By sharing her travel stories, the volunteer takes Ruth on a journey to places Ruth has always wanted to visit. She has "put the life back" in Ruth. Ruth and her dog Missy also volunteer at a nursing home and Ruth shares some of the "life" that she is so grateful to receive.



Judy worked in childcare for many years and now calls Volunteer Task Force home. She loves volunteering and describes it as "gratifying" and "satisfying". Judy provides wonderful help on outings and other events.



Marie studied Business Administration at Curtin and is gaining great practical work experience by helping in the VTF office. Marie has been volunteering with VTF for a year and says it is a "great opportunity to network and get to know people".



Keith not only promotes volunteering, but also provides an education to the community about dementia. Keith was nominated by VTF for Volunteer of the Year 2015.



*"I call it a transformation because that is literally what the Water wise Team have accomplished. My garden has gone from a virtual desert to arguably the best garden in the entire housing complex. I couldn't be happier with it, nor with the friendliness and efficiency of the Water wise Team themselves in the short time they managed to accomplish the work. It has only been 2 weeks since my garden was created, and already there are signs of growth in quite a lot of the plants. My family and friends are extremely impressed (and I think, not a little envious) Thanks again for beautifying my life for me".*

*"Thank you for all the help and kindness over the years. VTF has really worked hard in the rain and shine and the staff are so friendly".*

*"The VTF gardening team did a brilliant job. I am so grateful. They did jobs I can no longer do safely like pruning large shrubs. Thank you for a wonderful job. I really appreciate it!"*

*"VTF has provided me with transport to visit my sick daughter in hospital. It is so great to know VTF is there and I don't have to worry about driving at night. It is a great service. I have to look after myself and to look after my daughter. Thank you to VTF for helping me to look after myself".*

*"You are always polite, courteous and well mannered. You work very hard and are most trustworthy. You are a credit to the Volunteer Task Force. Many thanks".*



Postal Address  
PO Box 2114, Carlisle North WA 6101

Carlisle  
43 Planet St, Carlisle WA 6101

North Perth  
194 Loftus Street, North Perth, WA 6006

Wanneroo  
9 Leach Road, Wanneroo, WA 6065

Safety Bay  
14 Watts Road, Safety Bay, WA 6169

Midland  
11 Byers Road, Midland WA 6056

Office Tel: 9318 5700  
Transport Tel: 9318 5777

[info@volunteertaskforce.org.au](mailto:info@volunteertaskforce.org.au)

ABN: 88 414 853 924

**[www.volunteertaskforce.org.au](http://www.volunteertaskforce.org.au)**



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