

2022

Annual Report

—
*Volunteer Service for
Flinders Medical Centre Inc.*

*Supporting Noarlunga Hospital
and the Repat Health Precinct*

3 FLINDERS DRIVE
BEDFORD PARK, SA 5042
ABN 30 707 697 705

Ngadlu tampinhi, Kaurna Miyurna yaitya yarta-mathanya Wama Tarntanyaku.

Ngadlu tampinhi purkarna pukinangku, yalaka, tarrkarritya. Parnaku yailtya, parnaku tapa purruna, parnaku yarta ngadlu tampinhi.

Yalaka Kaurna Miyurna itu yailtya, tapa purruna, yarta kuma puru martinhi, puru warri-apinhi, puru tangka martulayinhi



We acknowledge the Kaurna people are the traditional custodians of the Adelaide Plains and pay respects to Elders past, present, and future.

We recognise and respect their cultural heritage, beliefs, and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today.

We also pay respects to the cultural authority of Aboriginal and Torres Strait people visiting and attending from areas of South Australia and Australia.

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VOLUNTEER SERVICE OBJECTIVES

Our creative start from passion and hardwork

To assist and support the Flinders Medical Centre in its objectives regarding the extended care and support of patients, their relatives, and friends.

To support research into the cause, effect, and alleviation of diseases.

To promote the professional development of staff at the Flinders Medical Centre by offering educational opportunities.

To achieve a link whereby the Community, as prospective patients, or family of patients, can become familiar with, and understand the functions and practices of the Centre.

To provide a channel through which members of the Community who desire to help, can contribute their resources, energy, and ideas for the benefit of the Community.



MILESTONE VOLUNTEERS 25+ YEARS

ADMINISTRATION OFFICE

Executive Director	Justin Wharton
Director of Operations	Megan Hirst
Retail Services Co-ordinator	Stella Lawn
Noarlunga Hospital Co-ordinator	Estelle Twigden
Retail Support Officer	Debbie Coleman
Reception	Deb Curth

THE BOARD 2021/2022

Karen King	President
George Robertson	Vice President
George Apostolou	Treasurer
Sylvia Wolverson	
Lyn Gerblich	
Gary Hamdorf	
Chris Kennedy	
Barbara Howard	Resigned in July
Justin Prendergast	SALHN
	Representative
Darren Renshaw	Co-opted Member
David Robert	Co-opted Member
Bev James	Minute Secretary

Jill Aikin	46
Barbara Clayton	45
Fay Matthew	45
Myra Waddell	39
Rodney Senior	32
Shirley Plaice	31
David Ennis	30
Anne Treacy	29
Melva McEwen	28
Barbara Hayden	27
Jan Lecky	25

PRESIDENTS REPORT



The beginning of 2022 we had another major Covid closure which unfortunately affected many of the areas that we work in. However due to the persistent communication and teamwork of our Administration office and SALHN, the volunteers slowly returned to work, albeit with additional rules applying particularly around wearing of PPE. We did lose some volunteers due to these regulations, however gradually we have increased our numbers and areas that we work within.

This year we had a special celebration during Volunteer Week to thank our volunteers who had reached 5,10,15 and 20 years during the year. We also acknowledged our Milestone Volunteers who achieved over 25 years of Volunteering. Together our Milestone volunteers have totaled over 377 years which is truly amazing.



Whether it be for a specialised chair or material for the making of drainage bags for breast cancer patients, we are very proud of all our achievements.

“What is in a name?” A monumental quote from Shakespeare. Essentially it means that even though moving forward we will have a new name we will still maintain the wonderful characteristics and qualities we have always had and will continue to have with volunteering. Our name will encapsulate the true meaning of Volunteering! We are volunteers and we care.

I have the greatest admiration for our Administration Team, led by our Executive Director Justin Wharton Each and every one of the team have worked hard, sometimes under adverse conditions and have still maintained that caring and understanding quality. Justin and his team have had to deal with new systems, changes to ways of working, new developments, loss of space and much more. He has led his team through thick and thin and we congratulate him for his amazing leadership. Thank you to the Administration Team and well done.

I wish to thank the Volunteer Executive and Board for their valued input during another challenging year. Thank you to the SALHN Executive particularly Justin Prendergast for their continued support.

The total number of hours worked by Volunteers throughout the past 12 month is over 60,000. We continue to give care and support for patients through our Ward Services, Critical Care Areas, Retail outlets, Veterans and Spiritual Care.

Most of all, thank you to all our valued Volunteers who give generously of their time. There is no such thing as a small act of kindness. Every act creates a ripple with no logical end”

KAREN KING

PRESIDENT

The volunteer service continued to provide financial Grants for purchase of equipment to SALHN. Even though our income stream has been adversely affected due to Covid shutdowns the Volunteer Service still gave out Grants of nearly \$116,000.

“There is no such thing as a small act of kindness. Every act creates a ripple with no logical end.”

EXECUTIVE DIRECTOR'S REPORT



JUSTIN WHARTON

EXECUTIVE DIRECTOR

“ ADAPT AND EVOLVE – an important core value ”

Upon reflecting on the year so far, and the fact that we continue to face uncertainty due to pressure being placed on Health, I felt it appropriate to title my Report - Adapt and Evolve. I want to highlight the stark reality of the world we currently live in and the hope for a bright and prosperous future as we move forward TOGETHER.

In the context of our organisation, what does it mean to Adapt and Evolve?

- It means that we are aware of changes and respond thoughtfully and professionally.
- It involves learning and adapting to the needs of SALHN and the community we serve.
- It means being nimble and responsive when changes directly impact us.
- It means working together to strengthen our cause and focusing on the reason why we are here, which is to offer modern volunteer programs and services to meet the changing needs of health.

Life is not static and if we don't pay attention to and support change, then our Service may no longer be relevant or viable.

The aim of my report is to communicate two important messages to our volunteer members and the community. The first is to discuss the refresh of our mission, vision, values and aims statement.

The second is to discuss the necessary and exciting projects that are occurring to provide a bright and sustainable future for generations to come.

In addition, our annual report showcases some inspiring volunteer stories, events, and insights from the year, which is a wonderful encouragement and, in my opinion, the best part.

'Two are better than one, because they have a good return for their labour' A cord of three strands is not quickly broken.'

EXECUTIVE DIRECTOR'S REPORT

TO OUR VOLUNTEERS

An "altruist" is a person who cares about others and helps them despite not getting anything in return for doing this. Being altruistic is a very good trait or value to have as it motivates or allows people to volunteer in their spare time.

It helps them to create bonds with people who might need something to help better their lives, including their fellow volunteers. It is a win-win value that has so many positive benefits and outcomes for people, enriching lives in ways that only a volunteer can understand.

To our altruistic volunteers, thank you for providing a human touch and valuable support which undoubtedly goes a long way to providing a more welcoming and caring environment for consumers and staff across SALHN. Whether you are volunteering in the Coffee Shop, Courtyard Grill, in ICU or 4C, your support and hard work provides a meaningful contribution to the hospital staff and the community you serve.

ACKNOWLEDGING OUR MILESTONE VOLUNTEERS

Every year in May, Volunteer organisations say thank you to their volunteers in various ways as a part of Volunteer Week. This year we held a Volunteer Ceremony where we not only acknowledged those Volunteers that have given twenty-five (25) years plus but also those Volunteers that have celebrated their five (5), ten (10), fifteen (15) and twenty (20) year anniversaries.

It was a wonderful morning in which the Volunteer Service Executive, Board, Administration Team and special invited guests were able to express their appreciation for the hard work and dedication to our volunteers.

THE VOLUNTEER BOARD

This year the Volunteer Service Board has focused strategic planning and resolution of key issues. I am proud of the way the Board has embraced change and collaboratively are working towards effective and sustainable business decisions to future proof our organisation.



Sometimes very tough business decisions need to be made but as I mentioned in last year's report, these decisions will ensure we successfully navigate through constantly changing health models and adverse conditions.

THE VOLUNTEER EXECUTIVE

Karen King (President), George Robertson (Vice President) and George Apostolou (Treasurer) have been exceptional in their key roles as the Volunteer Executive.

We can't underestimate the importance of having an Executive team that is highly skilled in business and finance which the Executive team brings collectively.

Without these highly skilled individuals and the vision they have, the Volunteer Service may not be in such a strong and exciting position.

EXECUTIVE DIRECTOR'S REPORT

THE VOLUNTEER ADMINISTRATION TEAM

The Administration Team have responded brilliantly to the value of adapt and evolve. I deeply appreciate every member of my team for their relentless effort in not only maintaining services and business operations during this very unstable year but going above and beyond.

They are learning new skills, developing new ideas and building professional relationships which is promoting our brand, developing more meaningful and beneficial patient services and rebuilding revenue.

It gives me a great sense of pride to be the leader of this team as their hard work, empathy, and desire to succeed continues to inspire me. Please thank them for their hard work when you see them in the corridor.

OUR CULTURE

Culture requires a continuous and consistent focus to ensure the lived experience of our people aligns with our purpose and direction. We need our culture to instil the right behaviours and actions and encourage constructive opinions and feedback to change. A strong culture will mean that we all share the same values, mindset and behaviours regardless of the role we play, our background, experience or ability.

The Volunteer Service Executive, Board and Administration Team play a critical role in setting the culture tone of the organisation. We will do this by developing a cultural road map that looks at implementing cultural change initiatives such as surveys, team meetings, training and updating our values. We are focused on energising the whole organisation with processes to drive continuous improvement and support through strong role-modelling, effective communication, consultation and rolling out exciting projects to enhance experiences.

OTHER ACKNOWLEDGMENTS

Justin Prendergast	Executive Director of Nursing and Midwifery SALHN (SALHN representative on the Volunteer Service Board)
Darren Renshaw	Veterans Mental Health Advocate SALHN (Co-opted Board member representing the Repat Heath Precinct)
Cath Steenwyk	A/Manager I Media and Communications Branch SALHN
Kate Swann	
Janell Behrndt	Site Operations & Admin Manager Repat Health Precinct SALHN
Raj Shastri	Manager Corporate Services SALHN
Matt Rooney	Acting Chief Financial Officer SALHN
Anna Golab	Volunteer - Production of Annual Report and Volunteer Newsletters
Southern Volunteering	
Volunteering SA/NT	
Flinders Foundation	

I am sure there are many more that I have not included but I assure you all that your help and support has been invaluable and much appreciated.

EXECUTIVE DIRECTOR'S REPORT

OUR MISSION, VISION AND CORE VALUES

Mission, vision and values statements are critical components that successful organisations use to support the culture, align operational efforts and appeal to existing and potential stakeholders. As we evolve, experience growth or expand services across multiple health sites, it is essential that the Volunteer Service Board revisits and re-calibrates our organisations statements to accurately reflect our identity and future direction.

This is especially important when we look to capture the attention of volunteer seekers, consumers, corporate sponsors and other stakeholders who want to be associated with a like-minded organisation.

The Volunteer Service Board are currently reevaluating and updating the statements to ensure our purpose and primary objectives and direction are captured within the statements. The statements will be built upon the key elements on which our organisation was founded as well as identifying our current purpose and primary objectives.

Creating strong mission, vision and core values statements will hopefully lead us to unleash the power of purpose. What do I mean when I say this? Imagine putting on your blue volunteer top and heading out the door full of purpose and conviction because you strongly believe in the Volunteer Services values and are passionately committed to its mission.

You love what you do, you love the culture, and you put your heart and soul into your volunteering because you understand the quality services provided and the good that the volunteer service does to support the Southern Health community.

Core Values are critically important - The main reason why organisations develop a poor culture is due to a misalignment of values or no values at all. We need to understand what behaviours will develop the desired culture which leads to success. I have listed below some of the core values that I think are important to our organisation:

- Doing the very best job possible and holding ourselves accountable for results
- Creating a culture of togetherness, warmth and belonging
- Offering the human touch to the community we support
- Having a positive outlook and be willing to adapt and evolve for the good of the organisation and the people we serve

NAVIGATING ADVERSITY AND BUILDING RESILIENCE TOGETHER

Perhaps when we think about resilience, we might think about an individual overcoming adversity and their resilience as they push through their struggles.

This is a very lonely place for an individual, but as the world deals with many afflictions at once we find ourselves all facing adversity together. In the spirit of togetherness, we can develop a resilience that will overcome and flourish.

We need to step out of our comfort zones to help each other out for a greater cause. We are much more resilient as a community as opposed to trying to deal with things on our own.

SALHN and the Volunteer Service are absolutely interconnected and the deep importance to serve our community and take care of each other highlights the importance of working together if we want the Volunteer Service to adapt and evolve.

EXECUTIVE DIRECTOR'S REPORT

47 YEARS OF PROFESSIONALISM AND OUR CULTURE ENABLES US TO SUCCEED

As I have said many times in the past, we have been able overcome adversity partly due to the foundation that has been built over the past 47 years which has allowed us to thrive.

The dynamic and diverse business model, professionalism to service delivery and a can-do culture is the foundation that I am referring to but is only part of the success.

The Volunteer Executive, Board and administration teams have been purposely building an innovative culture that supports continuous improvement planning, so we are seen as a reliable partner in a transforming health system.

Placing trust in people/leaders in such a turbulent time can be difficult along with being asked to let go of old ways of working. However, I ask that you trust in the Executive team to drive big picture change that is both exciting and important for our organisation.

STRATEGIC PRIORITIES

2022 marked a continued focus on building a strong strategic partnership with our collaborators, the Southern Adelaide Local Health Network (SALHN). The strategy aims to support and strengthen the relationship between the two organisations in a commitment to provide meaningful and appropriate volunteer engagement and support in a transforming Health Network.

In support of this we have worked with SALHN to meet critical demand needs for clinical space as COVID-19 and other issues that place our Local Health Networks under constant pressure. The support is as follows:

- Playroom space has been used for a RA testing clinic by pre-admissions and most recently the space was used as a COVID Care Clinic. As the demand for the Care Clinic grew in patient numbers, we gave up our Volunteer Administration office meeting room (linked to the Playroom) for a short period of time to meet the needs of the Clinic.
- Volunteer Executive Office, Level 2 was handed back to SALHN to meet the needs of the Neurology Department. The Executive team have temporarily relocated to the Volunteer administration meeting room until alternative space can be found. When the administration meeting room was taken over by the COVID Care Clinic, the Executive team was relocated to a space being used by medical records.
- Flower room, Level 1 was used as a shared space by us and the staff of the COVID Care Clinic. This space has now been handed back to us. As we no longer have a flower service the space is being used by volunteers to create gift baskets and forever flowers which are sold in the Volunteer Gift Shop.
- Tea Bar - "When the hospital opened on the 5th of April 1976, volunteers were rostered to serve light refreshments from the Tea Bar in the consulting clinic area, which proved to be an uncomplicated and much appreciated service. This was the first food area set up by the Volunteer Service and in the initial trading year it contributed approximately \$240".

Over the years profits slowly grew as the Tea Bar offered a wider range of food and drinks for sale. This was always very well supported by visitors to the consulting clinics and staff working near the Tea Bar.

EXECUTIVE DIRECTOR'S REPORT

Unfortunately, COVID-19 has dramatically affected our service and the businesses we operate within Flinders Medical Centre from a dramatic decline in our volunteer cohort to shutdowns, restrictions to visitor numbers, the cancellation of clinic appointments and so much more.

All these impacts as well as the heavy demand on space across health has led to the decision to shut the Tea Bar down and hand it back to SALHN to use for desperately needed clinical space.

On the bright side we have shifted the resources from the Tea Bar into supporting the other cafes that we operate. Although the loss of space and constant moving has been quite disruptive and difficult to deal with at times, SALHN has appreciated our willingness to compromise as well as being nimble and flexible in responding quickly to requests for space.

A NEW BRAND THAT IS INCLUSIVE AND RAISES OUR ORGANISATIONS PROFILE

The initial work completed so far on the rebrand has been extensive, including consultation with volunteers, a corporate marketing firm, other not-for-profit Executives, Media and Communications Branch, SALHN staff and consumer groups. A volunteer focus group is currently working on branded apparel and other marketing ideas.

Support from Media and Comms in the design, development, and implementation of a new and inclusive brand for our service has been amazing. This is an extremely exciting project to be involved in because if launched and marketed properly could launch our organisation as a household name in the southern community, which

could have far-reaching benefits that we haven't even considered yet. Although we are recognised for the important work that we do and for the millions of dollars that we have given back to SALHN for patient care, study grants and so much more we do need a stronger brand profile.

A strong brand will clearly communicate our mission, vision and values, creating a clear perception to the community.

- It will create an emotional connection with our target audience and highly influences their decision to support our organisation.
- Makes us memorable
- Conveys stability in uncertain times
- Shows a commitment to the Southern community and a pride in what we do
- Creates loyalty and trust

With a lot of planning still required, the official launch of our new image will more than likely take place in early 2023.

STRATEGICALLY MANAGE, EVOLVE, AND EVALUATE VOLUNTEER SERVICES

The Volunteer Service Director of Operations, Megan Hirst has been developing many new and innovative volunteer programs to support necessary change as well as reviewing current services.

All volunteer programs are being assessed in both retail and patient services to determine if we can better support volunteers, patients, visitors, and staff.

This includes updating volunteer role descriptions, sending surveys out to volunteers and consumers and meeting with Clinical and Corporate Service managers to assess programs and services.

EXECUTIVE DIRECTOR'S REPORT

Services that are no longer supported by volunteers or the needs of the hospital or consumers are being shut down and we are developing new, relevant services to support as a part of the adapt and evolve value.

FINANCIAL MANAGEMENT AND RESILIENCE

Not for Profit organisations more than ever before must work towards building financial resilience to stay viable and accomplish their mission and vision. The Volunteer Service Executive and Board have put in place or are working on alternative revenue stream development and financial resilience plans as a part of our working strategic document.

There have been many important learnings that have come from COVID-19, and one is to ensure that our organisation is financially resilient by diversifying revenue. Our goal with this work is to balance our current financial streams with other revenue opportunities such as an online shop, corporate giving, and sponsorship to ensure financial resilience.

In saying this, I am happy to report that due to the disciplined management of our finances and steadily increasing retail sales over the past twelve (12) months, we have a strong balance sheet and are well positioned to meet our financial responsibilities and requirements in 2023 and beyond.

OUTLOOK

The Volunteer Service remains focused on playing our part to support SALHN and its consumers in a constantly changing and sometimes uncertain environment. With a push to promote our brand and implement a website, the Volunteer Service Executive are optimistic and excited about the potential that lies ahead.

You have all demonstrated a commitment to serve and I thank you once again for your dedication and commitment. I look forward to continuing working with you all to build a brighter and sustainable future. The Volunteer Service is such a wonderful organisation with a proud and long history, and this is due to the continuing support of our volunteers. You make such a difference, and I thank you!



COORDINATOR'S REPORTS

RETAIL COORDINATOR

We are very fortunate to have wonderful volunteers willing to continue working during these crazy times, so a big Thank You to everyone it is much appreciated.

It has been a very challenging year with plenty of changes in the retail areas as we have had to change shifts, change opening times, move volunteers around to different areas and even have had volunteers from other areas who do not work in retail come and help. As you all know sometimes it can be difficult when doing the rosters and thinking "what am I going to do to fill in gaps", well this is when I get my magic phone and call every retail person to see if they are free to come in and help and when I hear the word YES,

I am so very grateful that we have volunteers who will drop everything to come in and help, you are all amazing people. Sadly, some of our volunteers have left but then with open arms we have welcomed new volunteers and they are doing very well.

Retail areas have been hit hard in the decrease of customer flow due to the situation, but going forward, we are looking forward to them all coming through with a smile. The Gift Shop has had lots of new yummy food items and new stock come through in which have sold well.

We also introduced a new category for the Gift Shop in making Baby Gift Baskets/ Nibble Basket and Flower arrangements. Thanks to Lorraine, Desley, Leann, Fay, and Dorothy for helping to make these baskets. We have received so many compliments on how nice they look and have sold many. I would also like to thank Lyn in ordering the stock to come in to make this happen.

Fresh flower arrangements are back in and are selling very well all at reasonable prices. Moving forward and on the brighter side,

the Gift Shop will have a big shuffle around, moving departments around and making a fresh look, so watch this space, coming soon. No matter what kind of a day our volunteers are having they always have a smile. I would like to thank all Team Leaders and volunteers for all their support and Lyn in the Gift Shop who helps me when needed.



STELLA LAWN
Retail Coordinator

RETAIL SUPPORT OFFICER

As I start writing this report, I reflect on how my job, the way we are now running the Volunteer Service and how much our lives have changed over the last 2 ½ years.

This year's report is for 2021/2022 and has had its ebbs and flows – starting with our business steadily building in the late part of 2021 to just about normal levels or what we call covid normal levels, only to have it fall into a heap again during December, January and February due to the Omicron variant to virtually nothing.

We have slowly come back from the brink as covid restrictions have eased, we are going out more, traveling more and we have accepted the fact that we now have to live with this virus.

I would once again like to thank all our Volunteers who work tirelessly in the retail areas, ward services areas etc. for their

COORDINATOR'S REPORTS

patience and understanding as we have slowly rebuilt the service. As our Retail areas are starting to come back to life, I would like to acknowledge the areas by saying a few words about them:

COFFEE SHOP

As our sales have increased, so has our need to increase the level of volunteers on any given shift. All our new Vollie's have fitted in well and I'd like to welcome them aboard and thank them in advance for their time. Centralising the sandwich making has been a great success, as we are now only carrying salad ingredients, deli meats, paper goods etc. in one area rather than 3-4, this has helped to reduce stock in each areas and also our bottom line.

CAFÉ BAR

Is the king of the hotdogs/super dogs, some days making up to 18 or more, which is fantastic for a small area, the sales have increased over the months which is a real credit to all that work there. We have installed a new Coffee Machine up there so now they can froth their own milk, which is great for our customers who wants other varieties of milk etc.

POPPIES CAFÉ

Is still a favourite place for staff and patients over at the Rap building, they all love to meet at the Café for their morning Coffee and a chat with Michael, unfortunately during the covid period we had to let our other much loved staff member Jess go. Poppies doesn't generate much income but it certainly gives back to the hospital as a great place to meet, many groups whether staff or patients go there regularly.

TEA BAR

After many years' serving Coffee, Cake and Sandwiches etc. to the Outpatients and staff at the Clinic's on Level 2, we have had to unfortunately close down the Tea Bar for a number of reasons. It was a sad day, as the Tea Bar was the original food service kiosk in the hospital run by volunteers.

COURTYARD GRILL

Is getting busier and busier as the weeks go by. We are still only doing a limited menu out there, but I'm hoping to bring some of our favourite specials back in the New Year. We are still looking for Volunteers on a Monday to work so that we can open back up all 5 days.

VENDING

Is going very well, we now have Benleigh Combo's machines at Jamie Larcombe x1, Tonsley x 1, Repat x 4, ED Staff Room x 1 and Coca Cola Combo & Drinks machines x 27 throughout the FMC Hospital & Repat. I can say with pride that we have received another 5 Star Food Safety rating from Mitcham Council for all our retail food outlets, thanks everyone, it's a credit to you all, the pride you take in keeping the standards up in each area and hard work you give to the service.



DEBBIE COLEMAN
Retail Support Officer

PATIENT SERVICES

It has been another crazy and eventful year for the Volunteer Service. There have been a lot of changes but also a lot to look forward to, so I will get straight into it. This year has seen me take on an additional role and title as Director of Operations and this even came with my own office. This has allowed me the opportunity and time to focus on some of our patient services areas and work on how to get the most out of these services not only for the patients, but also for the department and volunteers.

After attending a training workshop in July on – Effective Recruitment & Selection one of the things we discussed was “Volunteer Roles – volunteers are engaged in meaningful roles which contribute to the organisation’s purpose, goals, and objectives.” I think this is extremely important to any volunteer organisation.

This is what led me to look into certain areas and in particular, the volunteer role in Paediatrics. I felt the volunteers were lacking in volunteer satisfaction and weren’t engaged in a meaningful role due to the lack of training and not having a point of contact on the ward which left the volunteers just sanitising toys.

I got in touch with Maggie (Diversional Nurse) who has been on the ward for 30 years and who I have worked with in the past and asked if we could have a meeting to discuss volunteers returning to the ward and getting the most out of it.

Maggie agreed that making the volunteers feel part of a team, using their skills and getting them involved in activities with the children whilst also allowing parents to have a break would be the best way forward.

So far, all the new volunteers who have started in Paediatrics have been very happy and the feedback has been great.

The other area I looked at was Ward Service. As we have lost the ability to take the trollies around the wards with knitted goods, I wanted to create something that would benefit the patients whilst also giving the

volunteers in Ward Service, something to be proud of and feel as if they are helping in some way or another. This is where the “comfort” boxes came in. They are mainly for long stay patients, patients from the country or those that could really do with a pick me up. The contents include:

- Wordsearch puzzles, crossword puzzles and sudoku
- Mindful colouring booklet
- Colouring in pencils
- Positive affirmation card
- Pocket tissues
- Volunteer Service notebook with pen (in case they need pen and paper to write something down)
- Green Tea and English breakfast tea sachet
- Volunteers needed “flyer”
- Ward Service Flyer (Informing patients what services our volunteers provide)

I look forward to going to Paediatrics each week and Maggie has some great plans for the volunteers to be more involved with the patients and parents in the ward. She wants to have coffee mornings where we catch up and discuss ideas with each other whilst getting to know each other so we feel more like a team. “It’s a very positive place to be volunteering”. Sharon (volunteer in Paediatrics)

PATIENT SERVICES



It also gives us an outlet to advertise and get feedback on what services we could provide that would benefit the hospital. The boxes have sparked some interest from other areas of the hospital, so there is obviously a need for them which is great.

REVIEW OF VOLUNTEER POSITION DESCRIPTIONS

Another topic we discussed in the workshop was volunteers position descriptions and how they should be defined, documented, detail the purpose, goals, and objectives, and reviewed with input from volunteers and staff. This was a good time for us to look at our current position descriptions and review all aspects of them and see where we can improve which is what we are doing now. We have included the volunteers and staff on the wards during this process and feel the new look and direction is much more professional.

SAYING GOODBYE TO SOME SERVICES

Sadly, this year we have also had to say goodbye to some areas, one of them being our Library Service trolley and the other, our Flower Service. Due to infection control, many areas within the hospital no longer have magazines for patients to read whilst waiting for their appointments and most of the time they were being thrown in the bin. Due to this and the fact that the hospital is



trying to reduce the number of trollies on the ward, we made the decision to have this service on a request basis only through our Ward Service volunteers.

The other service, being the flower service, was discontinued due to the lack of space on wards for volunteers to fulfill their role in a safe manner. On the plus side we have thought of other ways of how we can retain volunteers from these areas, some of our flower service volunteers are now helping to put together our forever flower arrangements which we sell in our Gift Shop, and they are doing a fantastic job.



PATIENT SERVICES

ICU (INTENSIVE CARE UNIT)

The volunteers in ICU continue to provide an excellent service to patients, their families and the staff. This year the volunteers have been involved with the SALHN "Staying in Touch Program". This program was developed to help patients connect with their family and friends virtually via Telehealth.

The Volunteer Service also received a kind donation of \$1,000 from the family and friends of a patient that sadly passed away in ICU. The family said how wonderful the volunteers were during this time and this was their way of saying "Thank You". We also received some lovely feedback from a patient about Joan, a volunteer in ICU.

Thank you, Christine (Patient and Family Representative), for sharing this feedback. I would like to take this opportunity to thank Maureen Carman who will be stepping down from the Team Leader role from the 1st January 2023, to hand over the reigns to another member of the ICU Team. She has done an amazing job at leading, training and getting things done and has made my job that much easier.

EMERGENCY DEPARTMENT (ED)

Volunteers in the Emergency Department provide assistance to the Emergency Department staff by supporting patients and their families in times of distress. This position requires volunteers to be highly sensitive to relatives needs and be able to communicate in times of emotional stress, and as part of the emergency department, have the ability to support and comfort relatives and families of patients, especially when there has been a bereavement or acute illness diagnosed.

After working closely with the ED Social Worker and staff, it was agreed that it was safe for volunteers to return to duties from mid-August.

GUIDE SERVICE

All Guides continue to provide an essential service to the public and staff in a professional and friendly manner. I would like to thank all the Guides for their continued good humor and patience as they carry out their duties throughout Flinders Medical Centre.

Statistics compiled over the past twelve months show that the Guide Service dealt with 31,402 enquiries over that time. This is a magnificent effort bearing in mind that last year has seen unforeseen and continued disruptions to the Service and the reduced number of people attending the hospital.

I would like to thank Barbara Howard (Volunteer Co-Ordinator for the Guides) for going above and beyond to make sure that all information and paperwork is up to date which is no easy task and for working closely with all Team Leaders and myself to make sure the smooth running of the Guide Service.

To all the Team Leaders, Tony Davis, Barry Winstanley, Brian Robinson, Pamela Honeysett and Peter Jones on behalf of myself and Barbara, thank you for your continued leadership and to Geoff Chatfield for compiling the Guide statistics.

"I noticed the lovely Volunteer, (Joan), all decked out in her smart uniform, working away helping everyone. It brought tears to my eyes to think of all the Volunteers unselfishly giving up their time to support the hospital".

PATIENT SERVICES

COLLATING AND STAFF RAPID ANTIGEN PACKS

No task is too small for our wonderful team of collators and Rapid Antigen Packers. We currently have 7 volunteers who help out over 3 days per week putting together around 700 packs of Rapid Antigen Tests for staff.

We have about 14 volunteers who give their time to helping out with collating for various departments from folding of appointment letters, putting together information packs for Birthing and Assessment, the Eye Clinic, Risk Assessment and many more. Michelle, the Senior Administration Manager, Outpatients Support Services had the following to say about our collators

The FMC Volunteers fold the Outpatient Clinic letters on a daily basis. These letters are for patient appointments and to advise patients and referrers of their specialist referral acknowledgment. The volunteers fold approximately 500 – 700 letters daily. Their assistance with this task is greatly appreciated as staff wouldn't have the capacity to fold these letters daily. The volunteers are an absolute asset to FMC. We thank them for all of their valuable assistance.

DAY SUPERVISORS

The Day Supervisors continue to provide the day-to-day co-ordination of Volunteers across each of the services. An important part of the Day Supervisor's role is to greet and acknowledge Volunteers on arrival and they do this with ease. They also like to throw in a bit of cheekiness from time to time. No names mentioned... Inara.



PET THERAPY

Our Pet Therapy dogs and their volunteer owners continue to play an integral part to not only the patients but also the staff. Malcolm and his golden retriever Elton had the following to say "Every week when I walk into a room, I see the eyes and face of a patient light up and hear exclamations of joy. So many people have dogs at home, or the family has a dog that is missed. Generally, there are big smiles, and sometimes there are tears. I am on a high after I've worked with Elton for the afternoon. It is certainly highly satisfying."

Cathie shared the following story with me which just shows the difference a visit from a furry friend can make. Last Monday we arrived at the paediatric ward and the ward coordinator mentioned there was a young lad, teenager, who was having a bad day and he and his mum had been in tears. Well, we knew we had to pop our heads in and see what we could do. We made our way over to their bed and knocked on the door. "Can we come in?" we asked as mum and son glanced over. Both looking sad and deflated they said "of course."

We entered the room where both were quiet and solemn. I said would you like a visit from Winnie, she's a therapy dog.

PATIENT SERVICES

Both nodded and said yes. I asked if I could put Winnie on his bed. He said yes. Well really who could resist a dog that looks like a teddy bear!

Well Winnie moved up closer and everyone had a pat, there were smiles, there was chatter and there was a huge sense of calm. I chatted with mum while the son patted Winnie and took a few photos of Winnie on his phone. I was about to head off to our next room when I looked down and Winnie was fast asleep on his bed, on his legs, snoozing away.

Mum asked, wow, is she always like this. "No," I said, she doesn't even do this for me!

Winnie knew instinctively that this young man needed an extra bit of love and cuddles that morning. She knew that this would be a calming, soothing feeling having her cuddled up on his lap. The reaction and happiness from mum and son were priceless.

Mum took some more photos before we headed off to our next patient. We left that room with a wave and a smile from two people who were so sad just ten minutes before.



CANCER SERVICES

After 5/6 months of not being able to return to Cancer Services which also includes Wards 5F and 5G as well as the Infusion Suite, the volunteers were welcomed back in June. The volunteers in these areas assist the nursing staff to enrich the quality of care to patients, offer comfort and company to those who need it.

This year we farewelled the Cancer Services and the Cancer Wellness Centre Portfolio Holder, David Roberts who did an outstanding job at leading the team. I would like to thank him for all he has done over the years and wish him all the best.

We welcomed 4 new volunteers to the area and hope that they enjoy their time with us. To the remainder of our Patient Service areas (there are too many to mention) we thank you, we appreciate you, you do not go unnoticed, and we could not do this without you.

REHABILITATION AND PALLIATIVE CARE

Our volunteers in the Rehabilitation and Palliative Care Building (RAP) work over 2 wards, Tobruk Rehab Ward and Kokoda Ward, doing a variety of roles ranging from administration, reception, helping patients with their discharge surveys and amenities trolley.

Unfortunately, due to Covid on the ward, it has often put things on hold when it comes to volunteering. We continue to work closely with the Nurse Unit Managers to make sure it is safe to return to the wards.

PATIENT SERVICES CURRENT & FUTURE PROJECTS

We also have volunteers who are part of the Stroke Lived Experience program who regularly speak one on one with patients at Flinders Medical Centre who have experienced a stroke and are participating in intensive inpatient rehabilitation. Volunteers also participate in the Talk Back Group which is a program designed to assist people living with Aphasia.

BUDDY PILLOWS (CURRENT)

I would like to thank those volunteers, together with those outside of our organisation who have been involved in making Buddy Pillows for patients in ICU. Uses include: Cuddling and supporting their chest when performing deep breathing and coughing exercises, they are tactile so can calm an upset or confused or irritable patient, adds comfort to a long term or palliative patient

MASTECTOMY DRAIN BAGS (CURRENT)

The drain bags are worn over the shoulder to carry surgical drains following a mastectomy. The bags can be worn under clothes meaning patients can still go out without carrying uncomfortable drains.

SENSORY BLANKETS (CURRENT)

Fidget blankets or quilts offer comfort for patients living with dementia and are laptop-sized, providing sensory and tactile stimulation for an individual.

ADVERTISING

Justin and I have been working on new ways of advertising and recruitment. I have approached Job Providers, Schools and Media outlets such as Mix 102.3 as ways of getting the word out on what the Volunteer Service does, the services we provide and how to become a volunteer. Once our rebrand is complete, we will look into this a bit further.

We were lucky enough to have a lovely gentleman pop into our Office and offer to interview someone from the volunteer service on the community radio station where he volunteers. Our lovely President, Karen, did a fantastic job at promoting the volunteers and all our wonderful services.

I would like to finish off by saying "In a day and age where time is a precious commodity, we say thank you. Thank you for choosing us to volunteer with and for taking time out of your busy lives to help out.



Megan Hirst
Director of Operations (Patient Services)

VETERAN SERVICES

REPAT VETERAN WELLBEING CENTRE

At the 2018 state election, the Australian Government committed \$30 million to develop a network of six Veteran Wellbeing Centres across Australia in partnership with ex-service organisations and state and territory governments. The centres are located in Townsville, Darwin, Perth, Adelaide, Wodonga and Nowra, with \$5 million allocated to each of these locations.

The centres deliver integrated support to veterans and their families from government, business, and community partnerships. The centres help connect veterans and their families to a range of core services including support for transition, employment, health and social connection and advocacy.

The Repat Veteran Wellbeing Centre, in the Repatriation Health Precinct, opened on 1 June 2021 and already, in its first year, has quickly become a thriving and active space that is delivering better outcomes for the veteran community.

An important focus has been on younger veterans - an important area of current need. The FMC Volunteer Service works collaboratively with the centre to help and support our veteran community and their families.

REPAT MUSEUM

Located on the sprawling Repat Health Precinct, the museum is entirely volunteer-run and contains a wealth of memorabilia relating to the hospital's history, as well as both world wars and other major conflicts. There is a display of heritage medical equipment relating to the hospital's history, as well as items used and made by returned soldiers undergoing occupational therapy.

The collection also includes memorabilia from various theatres of war such as uniforms, medals, documentation, photographs, souvenirs, and trench art. There are several pieces connected to Prisoners of War including from the Thailand Burma Railway and Changi Prison.

The museum is not just important to Repat, it is important to the veterans as well as the wider community. It is not just a Repat Museum - it is community heritage. It lets the generation of today learn and be educated on our important history.

SALUTING THEIR SERVICE

The Repat Health Precinct has undertaken to honour and recognise the service of our veterans through commemorative naming and recognition across the site, reflected through the:

- Nurses Honour Boards that have been relocated into the SPF Hall from Keswick Barracks,
- wonderful graphics of the HMAS Adelaide Three in the meeting room in the north-east wing of the SPF Hall
- poppy canopy linking the Veteran Centre and SPF Hall
- permanent storyboards across the site honouring individuals and events in our proud military history
- planting of a Lone Pine in the Town Square that is a direct descendant of the present tree in the cemetery at Lone Pine.

To further compliment this the precinct and in conjunction with the FMC Volunteer Service, we plan to develop a commemorative trail for our veteran community and the community at large to reflect on the people and events that helped shape Repat and our veteran community.

Veterans are privileged to have partnered with the FMC Volunteer Service in

VETERAN SERVICES

supporting our commitment to meeting the needs of veterans and the veteran community at the Repat Veteran Wellbeing Centre, Repat Museum and The Jamie Larcombe Centre.

We look forward to further strengthening this partnership with the volunteer service as these important areas continue to develop.



DAREN RENSHAW
Veterans' Health Advocate

NOARLUNGA HOSPITAL

It seems like we were just here celebrating our last AGM, so I guess that also means its nearly Christmas! This year we have had more stops and starts but I would like to say that it's been wonderful to see the volunteer team at Noarlunga still coming in as much as possible. I really appreciate the support I get from all the volunteers at Noarlunga when I am there, and I know how much the service means to you so thank you to everyone for all that you do.

Welcome back to Jason Cloonan the Director of Nursing at Noarlunga Hospital. Theresa and Jeanette help look after the day to day running of things in the office have both had the opportunity to go overseas Jeanette got to meet her granddaughter in Germany and Theresa had trip through South Africa, well done ladies. The Pop-Up Shop has been a great addition to the hospital providing easy access

to toiletries for patients and gift ideas for visitors and staff. In the last year the volunteers raised almost \$6,000 and the money raised from this goes towards funding grants for the hospital including a recent purchase of a new oven for Morier Ward.

We have been lucky enough to have been given some "fiddle blankets" for the wards to give to patients who may be feeling anxious, some of the blankets have beads, buttons, zips, keys, and interesting fabrics which can be great conversation starters for our patient service volunteers visiting the wards. It is great to see that our Pet Therapy team are back on board as they have been really missed.

The Noarlunga team got together for a lovely lunch to celebrate the end of year it was nice to see everyone "out of uniform". We finally got to return the second week of March and fingers crossed will be here until mid-December.

During Volunteer Week in May we celebrated with our milestone volunteers at the Repat Hospital and had a lovely morning tea. Recently a focus group was set up to provide feedback on the rebranding of the volunteer service, thanks to Peggy & Lyn for taking part. Hopefully we will all see the benefits of this in the New Year.

Thanks again to you all.



ESTELLE TWIGDEN

TREASURER'S REPORT

ANNUAL REPORT FOR YEAR ENDED 30 JUNE-2022

I am pleased to present to you the accompanying forty seventh (47th) Financial Report of our Service for the year ended 30 June 2022.

I would like to offer my sincere congratulations to all committee members and volunteers as it has been a trying twelve months with the uncertainty that COVID-19 has thrown at us.

Without your efforts, commitment, and dedication, our financial position would have been worse than as it stands today. Due to trading restrictions on our operating outlets, our main source of income has been affected by more than sixty percent, in the last 12 months.

It is pleasing to see that we were still able to meet \$115,905 of Funding Requests, bringing the total accumulated sum of Fifteen Million plus (\$15.8M) over the forty-seven-year period of our existence.

We, as the Board, are continuing to review our strategic plans, as there are still plenty of challenges and transitions to be applied in order to assure our future.

In conclusion, I would like to take this opportunity to thank the Board, fellow Executive members and our advisors namely, DFK Gray Perry; CDA Audit & Advisory; NAB bank; Business S. A.; FMC Business managers and our administration personnel for assuring that we operate within the legal requirements of the law.

Last but not least, our thanks to the State Government for a Grant of(\$9,000.



George Apostolou
Treasurer

SCHEDULE OF DONATIONS 2022

DEPARTMENT	ITEM	NET DONATION
RAP Kokoda	Weigh Scales to suit wheelchair for patients	\$3,000.00
Allied health/Gem/Ward 5A	2 x OMI Vista Mobility Sensory Systems) 50% donation with Foundation	\$14,725.00
Rehab Ward Tobruk	Toiletries Packs for Patients	\$600.00
Office of Research	PHD Enterprise Scholarship over 3 years	\$57,000.00
ICU	5 Apple I Pads to assist patients	\$2,500.00
DM ICU	Bladder Scanner	\$16,219.50
Repat. Neurobehavioural Unit	Speciality items for patients (toiletries)	\$522.00
Arts in Health	Trolley for Harp transportation	\$646.05
Ward 5B	Carescape V100 Vital Signs Monitors (3)	\$10,090.14
Paediatric Unit	Variety of Childrens Toys	\$5,000.00
RAP-Tobruk Rehab	Toiletries Bags (5)	\$282.00
RAP	Sara Steady Standing Chair	\$1,650.00
Occupational Therapy	Sensory Foam Jenga	\$442.20
Margaret Tobin Centre	Womens and Mens underwear for patients	\$800.00
Ward 18V	Toiletries Packs for patients	\$500.00
Breast Unit	Material for Drainage Bags for patients	\$600.00
NHS Morier Ward	Free Standing Electric Cooker with Conventional oven	\$828.00
Birthing & Assessment Unit	Cardboard Memory Boxes & Ink Pads	\$500.00
	Total of Grants Authorised	\$115,904.83

FINACIAL REPORTS

The Volunteer Services for the Flinders Medical Centre Inc.

30 707 697 705

Financial Statements

For the Year Ended 30 June 2022

Contents

For the Year Ended 30 June 2022

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AUDITOR'S INDEPENDENCE DECLARATION

Auditors Independence Declaration

To the Responsible Persons of The Volunteer Services for the Flinders Medical Centre Incorporated

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-For-Profits Commission Act 2012*, as auditor of The Volunteer Services for the Flinders Medical Centre Incorporated financial statements for the year ended 30 June 2022, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and:
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

CDA Audit & Advisory Pty Ltd

A handwritten signature in black ink, appearing to read 'Chris Dickinson', is written over a light blue horizontal line.

Chris Dickinson

Registered Company Auditor 513851

Signed in Adelaide on the 17th Day of October 2022



**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
THE VOLUNTEER SERVICES FOR THE FLINDERS MEDICAL CENTRE INCORPORATED**

Qualified Opinion

I have audited the accompanying financial statements, being special purpose financial statements, of The Volunteer Services for the Flinders Medical Centre Incorporated (the Association), which comprises the balance sheet as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and the statement of cash flows for the year then ended, and notes comprising a summary of significant accounting policies and the responsible persons' declaration.

In my opinion, except for the matters discussed in the basis for qualified opinion section of my report, the accompanying financial statements of the Association are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- i) Giving a true and fair view of its financial position as at 30 June 2022 and of its performance for the financial year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- ii) Complying with applicable Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-Profits Commission Regulations 2013*.

Basis for Qualified Audit Opinion

The Association has encountered information technology issues in relation to inventory in the last month of the year. As a result the inventory value has been calculated in ratio to revenue and cost of sales, in line with previous year ratios. As a result I have not been able to perform suitable audit procedures to ensure the value of inventory is materially accurate. I therefore do not take responsibility for the value of inventory as at 30 June 2022.

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of my report. I am independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethics Standards Board's *APES 110: Code of Ethics of Professional Accountants (Including Independence Standards)* (the Code) that are relevant to my audit of the financial statements in Australia, and I have fulfilled my other ethical responsibilities in accordance with the Code.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of Management and Responsible Persons for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the *Associations Incorporation Act (SA) 1985* and the *Australian Charities and Not-for-Profits Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial statements that is free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

The Responsible Persons are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibility for the Audit of the Financial Statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's statements that includes my opinion.



Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial statements.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgment and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

A handwritten signature in black ink, appearing to read 'Chris Dickinson', is written over a light blue background.

Chris Dickinson

Registered Company Auditor 513851

Signed in Adelaide on the 17th day of October 2022

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2022

Revenue - trading	1,509,993	1,761,987
Other income	57,360	326,008
Raw materials and consumables used	(780,423)	(937,099)
Employee benefits expense	(644,338)	(666,449)
Depreciation and amortisation expense	(7,689)	(81,246)
Other Operating Expenses	(137,243)	(262,763)
Income tax expense	-	-
Profit from continuing operations	(2,340)	140,438
Profit/(loss) for the year	(2,340)	140,438

The accompanying notes form part of these financial statements.

Statement of Financial Position

30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	853,238	810,907
Trade and other receivables	5	2,749	44,415
Inventories	6	32,660	35,892
TOTAL CURRENT ASSETS		<u>888,647</u>	<u>891,214</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	76,229	83,917
TOTAL NON-CURRENT ASSETS		<u>76,229</u>	<u>83,917</u>
TOTAL ASSETS		<u>964,876</u>	<u>975,131</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	162,969	52,144
Employee benefits	10	37,838	44,904
Other financial liabilities	9	70,951	181,748
TOTAL CURRENT LIABILITIES		<u>271,758</u>	<u>278,796</u>
NON-CURRENT LIABILITIES			
Employee benefits	10	20,104	19,953
TOTAL NON-CURRENT LIABILITIES		<u>20,104</u>	<u>19,953</u>
TOTAL LIABILITIES		<u>291,862</u>	<u>298,749</u>
NET ASSETS		<u>673,014</u>	<u>676,382</u>
EQUITY			
Retained earnings		<u>673,014</u>	<u>676,382</u>
TOTAL EQUITY		<u>673,014</u>	<u>676,382</u>

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For the Year Ended 30 June 2022

2022

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2021	675,354	675,354
Profit attributable to members of the parent entity	(2,340)	(2,340)
Transactions with owners in their capacity as owners		
Balance at 30 June 2022	673,014	673,014

2021

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	535,944	535,944
Profit attributable to members of the parent entity	140,438	140,438
Transactions with owners in their capacity as owners		
Balance at 30 June 2021	676,382	676,382

Statement of Cash Flows

For the Year Ended 30 June 2022

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	1,501,311	2,064,773
Payments to suppliers and employees	(1,459,123)	(1,820,011)
Interest received	143	168
Net cash provided by/(used in) operating activities	13 42,331	244,930
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	-	(73,182)
Net cash provided by/(used in) investing activities	-	(73,182)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase/(decrease) in cash and cash equivalents held	42,331	171,748
Cash and cash equivalents at beginning of year	810,907	639,159
Cash and cash equivalents at end of financial year	4 853,238	810,907

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2022

The financial report covers The Volunteer Services for the Flinders Medical Centre Inc. as an individual entity. The Volunteer Services for the Flinders Medical Centre Inc. is a not-for-profit Association, registered and domiciled in Australia.

The principal activities of the Association for the year ended 30 June 2022 were to raise funds through the operation of food and beverage services and also through the operation of a gift shop/newsagency to contribute to medical research and equipment for the Flinders Medical Centre and help improve the quality of care for the community. This assistance now extends to the Noarlunga Hospital and the Repat Health Precinct.

The functional and presentation currency of The Volunteer Services for the Flinders Medical Centre Inc. is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those charged with Governance the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The Association is preparing special purpose financial statements since [enter details here].

The financial statements and material accounting policies all comply with the recognition and measurement requirements in Australian Accounting Standards.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

(b) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies continued

(c) Goods and services tax (GST) continued

Receivables and payable are stated inclusive of GST.

(d) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a reducing balance basis over the asset's useful life to the Association, commencing when the asset is ready for use.

(e) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(f) Employee benefits

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

(g) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(h) Adoption of new and revised accounting standards

The Association has adopted all standards which became effective for the first time at 30 June 2022, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Association or refer to Note for details of the changes due to standards adopted.

(i) New Accounting Standards and Interpretations

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods.

Notes to the Financial Statements

For the Year Ended 30 June 2022

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

4 Cash and Cash Equivalents

	2022	2021
	\$	\$
Cash at bank and in hand	853,238	810,907
	<u>853,238</u>	<u>810,907</u>

5 Trade and Other Receivables

	2022	2021
	\$	\$
CURRENT		
Trade receivables	2,749	44,415
	<u>2,749</u>	<u>44,415</u>
Total current trade and other receivables	<u>2,749</u>	<u>44,415</u>

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

6 Inventories

	2022	2021
	\$	\$
CURRENT		

Notes to the Financial Statements

For the Year Ended 30 June 2022

6 Inventories continued

	2022	2021
	\$	\$
At cost:		
Inventories	32,660	35,892
	<u>32,660</u>	<u>35,892</u>
	<u>32,660</u>	<u>35,892</u>

Write downs of inventories to net realisable value during the year were \$ NIL (2021: \$ NIL).

7 Property, plant and equipment

PLANT AND EQUIPMENT

Motor vehicles

At cost	123,061	123,060
Accumulated depreciation	(84,432)	(78,238)
Total motor vehicles	<u>38,629</u>	<u>44,822</u>

Computer equipment

At cost	56,953	56,953
Accumulated depreciation	(56,953)	(56,422)
Total computer equipment	<u>-</u>	<u>531</u>

Leasehold Improvements

Improvements	42,870	42,870
Improvements	(5,270)	(4,306)
Total leasehold improvements	<u>37,600</u>	<u>38,564</u>
Total plant and equipment	<u>76,229</u>	<u>83,917</u>

Total property, plant and equipment

<u>76,229</u>	<u>83,917</u>
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8 Trade and Other Payables

	2022	2021
	\$	\$
CURRENT		
Trade payables	158,993	47,937
Lotteries	2,146	4,207
Other payables	1,830	-
	<u>162,969</u>	<u>52,144</u>

Notes to the Financial Statements

For the Year Ended 30 June 2022

8 Trade and Other Payables continued

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

9 Other Financial Liabilities

	2022	2021
	\$	\$
CURRENT		
Grants	70,260	181,748
Deferred income	691	-
Total	70,951	181,748

10 Employee Benefits

	2022	2021
	\$	\$
Current liabilities		
Provision for employee benefits	37,838	44,904
	37,838	44,904
	2022	2021
	\$	\$
Non-current liabilities		
Long service leave	20,104	19,953

11 Auditors' Remuneration

	2022	2021
	\$	\$
Remuneration of the auditor:		
- auditing or reviewing financial statements	9,800	9,500
Total	9,800	9,500

[Insert details of the nature of other services]

12 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2022 (30 June 2021:None).

Notes to the Financial Statements

For the Year Ended 30 June 2022

13 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2022	2021
	\$	\$
Profit for the year	(2,340)	140,438
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	7,689	81,246
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	41,666	(8,936)
- (increase)/decrease in inventories	3,232	18,030
- (increase)/decrease in deferred income	(110,797)	(32,148)
- increase/(decrease) in trade and other payables	109,796	11,003
- increase/(decrease) in employee benefits	(6,915)	35,297
Cashflows from operations	<u>42,331</u>	<u>244,930</u>

14 Statutory Information

The registered office and principal place of business of the association is:

The Volunteer Services for the Flinders Medical Centre Inc.
 Flinders Medical Centre
 Flinders Drive
 Bedford Park SA 5042

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person: KAREN KING

Responsible person: GEORGE APOSTOULO



Handwritten signature of Karen King in blue ink, written over a horizontal dotted line.



Handwritten signature of George Apostoulo in blue ink, written over a horizontal dotted line.

Dated this ...17th..... day ofOctober..... 2022

STAFF & PATIENT FEEDBACK

WOMEN'S HEALTH SERVICE

Marion and Linda have volunteered at FMC Women's Health Clinic for many years, I know of 12 years as that is how long I have been in the clinic.

Until we had PSA's, Marion and Linda were our only help and assistance in clinic.

Marion made sure our storeroom and paperwork were all correct and in order and assisted in putting together the orange pregnancy records. She restocked all our handouts for the women in pregnancy like multiple birth bundles etc. and created and printed intricate labels of phone numbers and what to do in labour stickers for handheld pregnancy records.

Marion ensured all procedure packs were made up and stocked, as well as ensuring Shared Care GP's received orange handheld records. Marion has been known to personally deliver some packs to the Shared Care GP's if they were just out of delivery catchment.

Needless to say, Marion and Linda's contribution to Women's Health clinic has been invaluable. They were certainly missed during Covid, and it was extremely evident the amount of assistance they both gave the clinic to run smoothly.

Women's Health Clinic is extremely lucky to have such dedicated volunteers.

Kind regards,

Lisa Walker
Acting Midwife Unit Manager
Ambulatory Women's Health Service

WARD 5A

The wonderful volunteers on 5A engage with patients in various ways such as dancing, chatting, talking, using diversional therapy trollies and equipment.

We feel very blessed to have amazing volunteers engaging around our patients daily. The Patients are thoroughly enjoying their presence and so are our staff

Regards,

Leena Puthussery
Nurse Unit Manager GEM Ward 5A
SALHN, Division of Rehabilitation & Aged Care & Palliative Care

OCCUPATIONAL THERAPY (TOBRUK)

Differences the volunteers have made from an OT perspective include.

- supporting the AHA with running of upper limb group - improves time efficiency and allows for consumer engagement with other people some of whom have lived experience
- psychological, social, and wellbeing support for patients and families
- making connections group which aides with consumer engagement and education for patients and families
- day to day admin and organisations jobs related which assists with therapist's time

We appreciate every volunteer which assists OT and the patients/ families.

STAFF & PATIENT FEEDBACK

TOBRUK WARD

The volunteers make a huge difference in the ward and can make things better on busy days.

The volunteers are valuable members of the team. They support patients and staff, and also help strengthen the partnership between patients/families and clinicians. They participate in peer support, behaviours, and cognition support activities, patient/family education, and carer support activities. Their contribution to the provision of safe and quality care is beyond words and measure.

Our lovely volunteers are indispensable.

Chen Langduo
Nurse Unit Manager
Rehabilitation Tobruk Ward

MESSAGE FROM A FAMILY MEMBER

Sent through facebook - Natasha

Thank you xxx
Cheryl, Maureen and the beautiful lady (sorry was the first night my brother was admitted to ICU) & your name escapes me)
you wonderful, beautiful humans.

my family & I are beyond grateful for you x

MORIER WARD

Thank you to the Volunteer Service and especially the volunteers at Noarlunga for the grant which was generously provided to Morier Ward. The grant enabled us to purchase a new oven to replace the existing one, which had been broken for some time.

Overall, the grant has increased the opportunities for patients at Morier Ward and has allowed both, groups and assessments to occur which were unable to happen prior to the grant.

Also – Liz has been welcomed back to the ward; she ran a fantastic group yesterday! The patients and I appreciate her coming a lot. If there is anyone else who would like to come in (dogs and groups) it is always appreciated.

VOLUNTEERS YEARS OF SERVICE

First Name	Surname	Years of Service
Jill	Aikin	46
Barbara	Clayton	45
Fay	Matthew	45
Myra	Waddell	39
Rodney	Senior	32
Shirley	Plaice	31
David	Ennis	30
Anne	Treacy	29
Melva	McEwen	28
Barbara	Hayden	27
Jan	Lecky	25
Sylvia	Wolverson	24
Dorothea	Isaacs	24
Peter	McGrath	24
Margaret	Grigg	23
Coral	Sarjeant	23
Barbara	Hill	23
Rose	Jones	22
Matthew	Long	22
Nita	Brassey	21
Bev	Donaldson	21
Barbara	Howard	21
Bev	James	21
Rosalind	Panrok	21
Brian	Robinson	21
Joan	Drechsler	20
Inara	Ernststeins	20
Pat	Mansfield	20
Marlene	Ryan	20
Geoff	Chatfield	20
David	Limpus	20
Lyn	Ottewill	19
Theresa	Date	19
Sharon	Olsson	19
Darryl	Conway	18
Ryk	Traeger	18
Olga	Karaberidis	18
Jane	Conlin	17
Wendy	Fitzsimons	17
Rita	Jolly	17
Wendy	Peck	17
Chris	Apostolou	16
Darryl	Bonney	16

First Name	Surname	Years of Service
Maureen	Carman	16
Marion	Wallace	16
Sylvester	Ciszkowski	16
Margaret	Harradine	16
Fran	Clements	15
Lynette	Rylander	15
Jeanette	Currie	14
Greg	Janzow	14
Peter	Jones	14
Joan	McGurgan	13
Thea	Peacock	13
Barry	Winstanley	13
Lyn	Gerblich	13
Anna	Golab	13
Carol	Hakof	13
Raelene	Laws	13
Cliff	Starr	13
Kathleen	Wong	13
Marissa	Ingram	12
Murray	Shiell	12
Lorraine	Waters	12
Heather	Wilson	12
Bev	Ellis	12
Susan	Elvey	12
Lesley	Griffith	12
Jenny	Hayes	12
Jill	Hooper	12
Sue	Kenton	12
Janet	Mansfield	12
Valerie	Parkin	12
Raymond	Pittman	12
Heather	Wagner	12
Ingrid	Bower	11
Allen	Fry	11
Ann	Harvey	11
Bonnie	Nelson	11
Maureen	Paton	11
Lily	Pinos	11
Anne	Alexander	11
Betty	Baciarini	11
Chris	Behrndt	11
Rob	Hutchings	11
Barbara	Walker	11

VOLUNTEERS YEARS OF SERVICE

First Name	Surname	Years of Service
Margaret	Lockett	10
Carolyn	Lorraine	10
Dot	Paul	10
Dorothy	Phillips	10
Janice	Burbidge	10
Tony	Davis	10
Peter	Hall	10
Dean	Harris	10
Christine	Hood	10
Bob	Kimber	10
Katrine	Lapthorne	10
Heather	Luker	10
Malcolm	Pierce	10
Linda	Wallace	10
Wendy	Whellum	10
Gayle	Wortley	10
Cheryl	Bradford	9
George	Reid	9
Heather	Vinall	9
Shirley	Watson	9
Linda	Bambrough	9
Sally	Gray	9
Gwen	Lang	9
Leanne	Parkes	9
Valerie	Peake	9
Heather	Peters	9
Betty	Roberts	9
Peter	Stephens	9
Stevo	Tobi	9
Daryl	Allison	8
Louise	Chvyl	8
Lyn	Harvey	8
George	Robertson	8
Jan	Seto	8
Peter	Smith	8
Maria	Ytsma	8
Jennifer	Champness	8
Kim	Gale	8
Mick	Howard	8
Lesley	Hutton	8
Heather	Mason	8
Sue	Moran	8
Barbara	Odgers	8

First Name	Surname	Years of Service
Michelle	Rankin	8
Susana	Talbot	8
Stacey	Whitelaw	8
Dael	Bartholomew	7
John	Williams	7
George	Apostolou	7
Christine	Hackett	7
Kevin	Jackson	7
Karen	King	7
Faye	Moreton	7
Christina	Phillips	7
Christine	Stankowski	7
Carole	Winstanley	7
Elena	Kisselev	6
Desley	Nikitin	6
Arthur	Steele	6
Bill	Adams	6
Lleyan	Adams	6
Ian	Alway	6
Anne	Bradshaw	6
Geoff	Butler	6
Joe	Giles	6
Felicity	Gramp	6
Mark	Hartridge	6
Rachel	John	6
Linda	Passingham	6
Michael	Peters	6
Graham	Trivett	6
Chris	Bennett	5
John	Besanko	5
Shayne	Evans	5
Trudi	Foreman	5
Chris	Glascocock	5
Hazel	Isaacs	5
Silvana	Kraljev	5
Millie	Nelson	5
Lyn	Phillips	5
Cheryl	Sutton	5
Karen	Frahn	5
Lynona	Hawkins	5
Mona	Lam	5
Lyda	May	5
Cathy	Mayfield	5

VOLUNTEERS YEARS OF SERVICE

First Name	Surname	Years of Service
Maxine	Moore	5
Louise	O'Callaghan	5
Alina	Secara	5
Jack	Shepherd	5
Peter	Stone	5
Margaret	Strachan	5
Anne	Symons	5
Claudia	Wong	5
Jim	Cartwright	4
Susan	Ganley	4
Ron	Guttridge	4
Anne	Laught	4
Helen	Martens	4
Tony	Roark	4
Sharyn	Rothe	4
Tam	Spreckley	4
Regina	Butson	4
Dot	Clark	4
Lino	Corradin	4
Maria	Drazic	4
Michael	Fleming	4
Peter	Forker	4
Lorraine	Gabriel	4
Jennifer	Glascock	4
Gary	Hamdorf	4
Virginia	James	4
Kathy	Kalogeropoulos	4
Annie	Kelly	4
Lesley	Koster	4
Jane	Matthews	4
Jean	Medina	4
Linda	Morris	4
Libby	Muegge	4
Angela	Neale	4
Kathryn	Platten	4
Emilia	Reposi	4
Jo	Saleeba	4
Marie	Sinclair	4
Alan	Stocks	4
Helen	Williams	4
John	Broadbent	3
Anne	Curtis	3
Levi	Harris	3

First Name	Surname	Years of Service
Kathy	Hollands	3
Caitlin	Miles	3
Jeff	Mundy	3
Suzanne	Rhineer	3
Charlie	Savory	3
Miles	Badcock	3
Lee	Barker	3
Jenni	Basham	3
Paul	Brooks	3
Dawn	Buckle	3
Bonnie	Callahan	3
Rocco	Colicchio	3
John	Cornish	3
Jenny	Esots	3
Rosie	Harrow	3
Susanne	Holmes	3
Pamela	Honeysett	3
Julie	Kelly	3
Peter	Lawrence	3
Susan	Lindfield	3
Sylvia	McLean	3
John	McMahon	3
Maria	Pinakas	3
Puring	Powell	3
Stephen	Powell	3
Sheryl	Rochford	3
Tina	Russell	3
Peter	Shaw	3
Vincent	Smith	3
Anne	St John	3
Elizabeth	Trabilsie	3
Lyn	Wright	3
Sophia	Zacharia	3
Carmela	O'Brien	2
Leonie	Wilhelm	2
Jakeb	Devlin	2
Gay	Gruda	2
Peggy	Hunt	2
Enzo	Lee	2
Judy	Ross	2
Mandy	Ruth	2
Brenda	Scott	2
Rosalie	Seidel	2

VOLUNTEERS YEARS OF SERVICE

First Name	Surname	Years of Service
Sue	Sporbert	2
Robert	Taylor	2
Diane	Fathers	1
Frans	Flissaard	1
Linda	Heanes	1
Terry	Heggan	1
Emma	Langley	1
Margaret	Long	1
Julie	Mullighan	1
Rachel	Nicholls	1
Rosemary	Paxinos	1
Lorraine	Rowson	1
Mark	Shillingford	1
Ravi	Shivasami	1
Lea-anne	Simpson	1
Amber	Winning	1
Jennie	Xu	1
Linda	Abbott	1
Jason	Arsanious	1
Paul	Barker	1
Malcolm	Bottrill	1
Marilyn	Buckerfield	1
Gabrielle	Byrne	1
Debera	Caggiano	1
Benjamin	Cook	1
Helga	Cooper	1
Maureen	Crosby	1
Marianne	Danielse-Symmonds	1
Libby	Davis	1
Ann	Dawson	1
Damon	Drummond	1
Jeanette	Durrant	1
Lyndal	Evans	1
Eric	Ford	1
Jillian	Franke	1
Elizabeth	Fudge	1
Gayle	Hansman	1
Bev	Harvey	1
Robert	Hedde	1
Heran	Jayasuriya	1
Chris	Kennedy	1
Karyn	Kennedy	1
Judith	Knabe	1

First Name	Surname	Years of Service
Charlotte	Lange	1
Matthew	Mangelsdorf	1
Heather	Margrison	1
Briar	Martin	1
Cody	McKenzie	1
Maureen	McNamara	1
Jane	Mende-Baga	1
Lily	Mignano	1
Emily	Milne	1
Debra	Mules	1
Ruby	Nankivell	1
Thomas	Roberts	1
Tracey	Sheahan	1
Margaret	Size	1
Sharon	Smith	1
Tracey	Tarca	1
Cathie	Thomas	1
Phillip	Tindall	1
Lauren	Woolerton	1
Grace	Wormald	1
Leeann	Wyatt	1
Cindy	Yau	1
Luke	Young	1
Pauline	Yu	1
Thomas	Roberts	1
Tracey	Sheahan	1
Margaret	Size	1
Kimberly	Smith	1
Sharon	Smith	1
Tracey	Tarca	1
Cathie	Thomas	1
Phillip	Tindall	1
Lauren	Woolerton	1
Grace	Wormald	1
Leeann	Wyatt	1
Cindy	Yau	1
Luke	Young	1
Pauline	Yu	1





VOLUNTEER SERVICE
For the Flinders Medical
Centre Inc.

3 Flinders Drive
Bedford Park SA 5042

ABN 30 707 697 705

SUPPORTING
Noarlunga Hospital and the
Repat Health Precinct