

Volunteer Service for the Flinders Medical  
Centre Incorporated

2019/2020

# ANNUAL REPORT



FLINDERS MEDICAL CENTRE

*Volunteer Service*



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## **OBJECTIVES OF THE VOLUNTEER SERVICE**

To assist and support the SALHN in its objectives in regard to the extended care and support of patients and their relatives and friends.

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

To promote the professional development of staff throughout SALHN 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 SALHN.

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.

## **THE BOARD for 2019/2020**

Sylvia Wolverson	President
George Apostolou	Treasurer
Karen King	Vice President
George Robertson	Vice President
Heather Efraimsen	
Barbara Howard	
Lyn Gerblich	
David Roberts	
Neville Knight	
Ben Lawrence	Co-opted member
Linda Perea	Co-opted member
Bev James	Minute Secretary
Justin Prendergast	SALHN Representative

## **VOLUNTEER ADMINISTRATION OFFICE**

Operations Executive	Justin Wharton
Executive Assistant/Patient Services Coordinator	Megan Hirst
Retail Services Coordinator	Stella Lawn
NHS Co-ordinator/Payroll	Estelle Twigden
Retail Support Officer	Debbie Coleman
Reception	Deb Curth
Finance Officer	Debbie McMahon

# PRESIDENT'S REPORT



We have had a very interesting year – not one that we would like to repeat. I hope you have all managed to keep safe and occupied during what would have been your FMC volunteering hours.

Thanks to our S.A. Health Minister, Chief Public Health Officer and our SA Health Staff who have looked after us very well and kept us safe.

I think we are all happy we live in South Australia.

It was quite an experience working from home and not one I would like to adopt. We managed to hold our Executive meetings off site at our Treasurer's home for which we are very grateful.

Earlier this year, we farewelled our Chief Executive Officer, Niki Burton after 10 years of Service. We thank Niki for her time and commitment she gave to the Volunteer Service and wish her well for the future and her travel plans. Niki's Assistant, Justin Wharton was offered the position of Operations Executive after filling it temporarily for 4 months. Justin and our Administration staff worked through the pandemic for which we were very grateful.

Gradually our patient services volunteers were able to return with some still waiting for a more positive outlook before they do. Many thanks to our retail volunteers who kept the 'wheels turning' which enabled us to receive minimal income as the requests for equipment etc. still come in regardless. We were able to fulfil our obligations to fund the requests which are listed in your copy of the AGM report.

One of the highlights of the year was to welcome the Noarlunga Volunteers into our ever growing family which now includes FMC, Noarlunga Hospital, the Repat Health Precinct and GP Plus at Marion. We have a new office at Noarlunga Hospital so please call in and say hello if you are in the area.

This is my final year as President and one I approach with mixed feelings. I have held the position as President between 2002 and 2020 twice over a period of 10 years and the position as Vice President in 2002 for approximately 6 months. It has been a privilege to wear the volunteer uniform and represent such an excellent service which is recognised both here and interstate. I would like to extend my thanks to all previous and present Volunteer Executive Staff, Board Members and our Administration Staff for the support they have given to me. My thanks also extends to the SALHN Executive staff who always make the time for a meeting when necessary to keep us informed of the changes within the hospital.

My best wishes to the incoming President and Board members, I hope you enjoy the role as much as I have. I would like to remain as a Board Member and intend to continue volunteering in the Emergency Departments both here at FMC and also Noarlunga Hospital.

The future will be interesting as all three hospitals – FMC, Noarlunga and the Repat, will grow as will the Volunteer Service which we are all proud to be a part of.

**Sylvia Wolverson**  
**President**

# OPERATIONS EXECUTIVE VOLUNTEER SERVICES REPORT



As I look back on 2020, a period of profound social and economic change – I have the following to say:

The one thing I know is that the Coronavirus will not break the spirit of volunteering and what our volunteers and the services they provide mean to the staff and consumers of the SALHN community. The Volunteer Service for the Flinders Medical Centre Inc. has a long, rich and valued history which now includes the governance of the Noarlunga Hospital and Repat Volunteer Services (which also have a long history of support in their own right) and despite the disruption of COVID-19, I know that we can rebuild into an even stronger and more identifiable volunteer service, ensuring a vibrant, strong, collaborative and supportive future in what is an expanding and constantly changing health care system.

## Significant Developments for the Volunteer Service in 2020

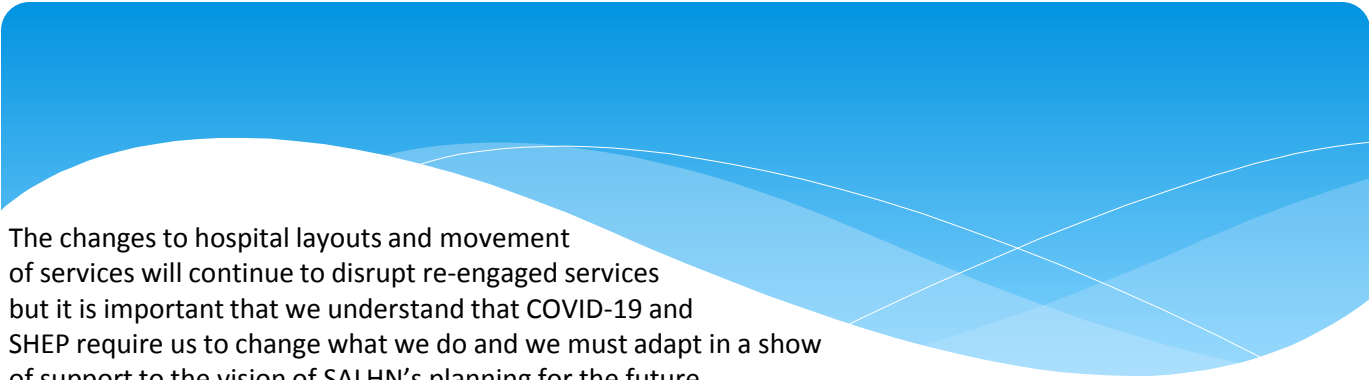
On the 16<sup>th</sup> March 2020, volunteer services across SALHN came to a sudden halt due to the Coronavirus. This sudden halt displaced the majority of our 650 volunteers from regular service at Flinders Medical Centre, Noarlunga Hospital, Repat Health Precinct as well as the Spiritual Care team. This presented the Volunteer Service Executive team, Board members and the Administration team with unprecedented challenges for which there is no manual to reference. After a devastating 9 months of tragedy due to COVID-19 and the country's bushfires, 2020 has left many Australians in a state of flux, fear and frustration. Connection is more important than ever but how do we navigate that in a 'new normal'? Volunteer Services have pivoted in the health care environment which has sparked an important conversation with SALHN Corporate as to what volunteer services will look like long term. What is the 'new normal' from a volunteering perspective? Restrictions around infection control, social distancing and density have been implemented due to COVID-19 and may become a permanent part of how the health care system operates.

This changing landscape means that we need to work closely with SALHN to identify where the volunteering needs will be moving forward and how we engage volunteers into services safely. This means that the Volunteer Service will need to reinvent itself to meet these changing needs. However; I cannot give a definitive answer as yet as to what services will be required and when the majority of our volunteers will return to active service but please be assured that myself, the Executive team and the Administration team are working extremely hard to re-engage volunteers in a staged process, ensuring that our partnership with SALHN will grow into the future.

Apart from the significant financial challenges being faced with a severe down turn in earnings through our retail outlets, it is the re-engagement of volunteers that has proven to be the most challenging. The mental health impact on volunteers due to COVID-19 should not be downplayed and I am sure that the standing down of volunteer services has had a severe impact on many of our volunteers who derive significant purpose from their volunteer roles. This makes re-engagement our number one focus over the ensuing months.

## COVID-19 and the SHEP accelerate change for the Volunteer Services.

Throughout COVID-19 the Southern Health Expansion Plan (SHEP) has continued to move ahead and in some cases brought forward which has also meant that services that we were providing have been set back and will continue to change.



The changes to hospital layouts and movement of services will continue to disrupt re-engaged services but it is important that we understand that COVID-19 and SHEP require us to change what we do and we must adapt in a show of support to the vision of SALHN's planning for the future.

### **Key elements and challenges that the business faced and an insight into the growth of the service**

#### **Repat Health Precinct**

The Repat Health Precinct is a complex environment which encompasses many different health care providers and that means assessing what volunteer services will be needed into the future and will take some time. A consultation process is currently underway with the appropriate Nursing/Unit Directors. Areas of discussion is as follows:

- Re-engage the Rehab V and RA volunteers before the end of the year.
- Recruitment of volunteers to assist in the new Specialist Advanced Dementia Unit (SADU) at Repat Health Precinct (previously the Myles dementia unit located at Noarlunga Hospital). Volunteers will assist specifically in the Specialist Advanced Dementia Unit (SADU) at the Repat Health Precinct.
- Allocate space to meet the future needs of volunteer services.

If anyone is interested in volunteering in the specialised area, please contact the Volunteer Service administration office on 08 8204 3009 and ask for Megan Hirst.

I would like to thank the volunteers that were assisting in Rehab V and RA for all their support leading up to COVID-19 and for your patience in waiting out this very long period of disruption and I hope to see you all reengaged very soon.


#### **Noarlunga Hospital**

Much like the Repat Health Precinct, I refer back to the Southern Health Expansion Plan (SHEP) when discussing an allocated space for volunteer services at the Noarlunga Hospital. The office space at Noarlunga Hospital that the volunteers occupied prior to COVID-19 was required to be reallocated to clinical staff as they were displaced. This posed an immediate problem as we could not consider reengagement of volunteer services without a space from which to provide services. After numerous discussions with SALHN Corporate a solution was decided upon. The Volunteer Service has been allocated two spaces to accommodate our needs. We have been allocated an office space adjacent to patient enquiries which will be a permanent space for administration duties. The second space, which can be used for such tasks as collating, is located to the left of the main entrance. This space will be temporary (no longer than twelve months due to SHEP) until a more suitable and long term space can be identified and allocated. There is still a lot to consider in the long term planning of volunteer services at Noarlunga Hospital, however I believe we have a reasonable foundation to work with now and will begin re-engagement during September and October.

I would like to apologise to the Noarlunga Hospital volunteers for the extended delays but it has been necessary to form a foundation for the future of the Volunteer Service. I look forward to welcoming everyone back over the coming months.

#### **Flinders Medical Centre (Patient Services)**

The Flinders Medical Centre Volunteer Service is slowly getting back to business with many of the patients services being reengaged particularly over the last month. We are seeing a real momentum shift as the request



for volunteer support is increasing on a weekly basis. This has given us the opportunity to reevaluate the need versus risk with the Director of Nursing and Midwifery, Justin Prendergast, and how we can speed up reengagement whilst providing a safe environment for volunteers.

A particular thank you to the Emergency Department, ICCU, Guides and Spiritual Care volunteers who were re-engaged throughout the month of May to fill a need. This was a big ask during the peak of COVID-19 and although many were understandably not ready to return at that stage, there were a few who were willing and able.

### **Flinders Medical Centre (Retail Services)**

Seen by FMC as an essential service the majority of our retail outlets have been operating at a limited capacity throughout the COVID-19 Pandemic. Along with the Job Keeper payment, the retail outlets have helped to keep the Volunteer Service profitable in an extremely difficult economic environment. This proves that we have a unique and strong business model that is able to weather a crisis, when many other charities/not for profits organisations are severely at risk as they experience significant impacts to their funding streams and find that they have little funding in reserve to fall back on in a crisis.

### **Positivity in the midst of a crisis**

I would like to thank all the volunteers that were willing to assist when COVID sent communities into a panic and the restriction on vulnerable people hit our service hard. This not only says a lot about the culture of our volunteers but that volunteering has been seen as essential for the provision of services and for the mental well-being of frontline workers at Flinders Medical Centre.

I would also like to mention the heart-warming show of solidarity during this crisis. The amazing stories that I have heard about volunteers supporting each other during isolation just reaffirms to me that the nature and essence of volunteering relates to the human need of helping others without a want for anything in return. As well as the amazing and more often than not, lifelong friendships that come from volunteering.

### **Service Initiatives for 2020**

#### **Point Of Sales System**

The POS committee is currently working with REDCAT in the setup of the back of house system. Due to the nature of our businesses this is a complex process and we will take as much time as required to ensure that the system is set up to get the maximum capability out of it, reducing daily workloads. Optus has been engaged to provide an NBN Service required for the operation and maintenance of the POS system. The service has been installed and is operational in preparation for the installation of the POS system. As it is the intention of SALHN to separate the Volunteer Service from their IT Network in the future the NBN Service and The Tyro EFTPOS contract has been finalised. The Tyro and devices are integrated into the POS system which helps operators process transactions faster with contactless payments. Another advantage is the device also offers real time reporting to the POS systems back of house software as well as our accounting software.

## Better Impact

Having the right technology to achieve our business objectives is essential and we believe that getting the most out of the Better Impact management system is the way of the future for our service. Better Impact offers some of the following features:

- Volunteer Timeclock – sign on/off application and messaging.
- Homepage – Electronic copies of our Policies and Procedures, Training, Volunteer Application Process and much more.
- Correspondence to members - The use of email and SMS via the Better Impact Volunteer management system to communicate with members more effectively and efficiently, reducing administration costs as well as reducing the environmental impacts of printing and postage.

## Plastic Free SA Project

Plastic Free SA is a project run by [The Boomerang Alliance](#). Boomerang Alliance is a national peak not-for-profit formed in 2003 with the aim of a zero waste society - to give local communities power in their struggle to stem the massive waste of discarded resources polluting our environment.

The Volunteer Service for the FMC has been working with Plastic Free SA and our packaging supplier to switch away from single-use plastic. If we can remove six key single-use plastic items then we will be endorsed as a Plastic Free Champion! Unfortunately the goal to become a Plastic Free Champion has been set back during COVID-19 as we have been forced to buy in pre-packaged food to keep our cafes open and meet restrictions that apply. As restrictions ease and we get back to food preparation in the kitchens then we can refocus on our goal to become a Plastic Free Champion.

## Redevelopment of the Administration Office and Volunteer Shop

We are looking to increase our presence on Level 1 of Flinders Medical Centre with a concept floor plan that will modernise our Volunteer Shop and Administration Office and will include a new space for the Executive team. Planning will be done in consultation with SALHN Corporate as we look to secure a long term space solution that will tie in with the long term plan to revitalise the look of Flinders Medical Centre main entrance.

## A big thank you to our outgoing President

The Volunteer Service for the Flinders Medical Centre Inc. President, Sylvia Wolverson, will be standing down from her tenure at this year's AGM. Sylvia has held the position of president twice over a 22 year period and has brought a wealth of experience and knowledge as well as an unquestionable energy and enthusiasm that showcases our professionalism that is recognised both here in South Australia and interstate.

Sylvia intends to continue as an ordinary board member and will focus her time and energy into the support of FMC ED Department and Noarlunga Hospital ED Department as well as the Volunteer Day Room. I would personally like to thank Sylvia for the tireless service she has given as President and for the support and confidence she has instilled in me since being given the role of Operations Executive Volunteer Services.



### **In Summary**

The Volunteer Service is continuing to be faced with competing challenges in uncharted waters and as we continue to navigate the impacts of the COVID-19 pandemic, it is out of necessity that we prioritised the NOW. This means supporting volunteers isolated at home, reengaging volunteers back into service as quickly as possible, addressing supply chain disruption, stabilising revenue and aligning our service with an evolving health care service in which we need to identify new growth pathways.

As much as 2020 has been a difficult year it has also given the Volunteer Service a chance to focus its attention to the NEXT. Although we are facing a period of unpredictable economic recovery it is a chance to outmanoeuvre uncertainty with reinvention and possibly a renewed brand purpose. This presents the Volunteer Service with a real opportunity to build the competences that were perhaps just an idea in the past and open up meaningful discussions with SALHN Corporate which will assist in the support of a sustainable future.

I believe that this is the start of an exciting journey to a much wider transformation of the Volunteer Service for the Flinders Medical Centre Inc.

I look forward to a strong finish to 2020 and an exciting 2021, full of purpose and positivity!

**Justin Wharton**  
**Operations Executive Volunteer Services**

# TREASURERS REPORT



I am pleased to present to you the accompanying forty fifth(45<sup>th</sup>) Financial Report of our Service for the year ended 30 June 2020.

It has been a year with plenty of challenges and transitions in applying greater controls and transparency on how we conduct our businesses and services.

It has also been a year of unforeseen challenges due to the COVID-19, as trading restrictions on our operating outlets have affected our main source of income by more than fifty percent, in the last six months.

Having said the above, it is pleasing to see that we were still able to meet the funding requests presented to us and be able to assist with many items that would not normally receive priority from the Hospital funding, which has so many areas to cover. It is even more pleasing to note this assistance, has accumulated to the sum of fifteen million plus (\$15.3M) over the forty-five year period. It is amazing what can be achieved when we work as a team.

In this ever changing environment, we are continuing to review our strategic plans that were set some three years ago, 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 Gary Perry, NAB bank, Employsure Pty Ltd, 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 Federal Government for payments for Jobkeeper and Cashflow Boost Scheme (\$97,444) and the State Government Grant (\$10,000).

**George Apostolou**  
**Treasurer**

# FINANCIAL COMMITTEE REPORT

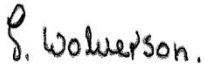
## **VOLUNTEER SERVICE FOR THE FLINDERS MEDICAL CENTRE INC. COMMITTEE REPORT**

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting polices outlined in Note 1 to the financial statements.

In the opinion of the members of the committee of the Volunteer Service for the Flinders Medical Centre Inc., the financial report which includes the assets and liabilities statement, Income and Expenditure Statement and notes thereto;

- (1) Presents a true and fair view of the financial position of the Volunteer Service for the Flinders Medical Centre Inc. as at 30 June 2020 and its performance for the year ended on that date.
- (2) At the date of this statement, there are reasonable grounds to believe that the Volunteer Service for the Flinders Medical Centre 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:

S. Wolverson.

President  
**Sylvia Wolverson**



Treasurer  
**George Apostolou**

**Dated this 27<sup>th</sup> day of August 2020**

# ASSETS AND LIABILITIES STATEMENT

VOLUNTEER SERVICE FOR  
THE FLINDERS MEDICAL CENTRE INC.  
ASSETS AND LIABILITIES STATEMENT  
AS AT 30<sup>TH</sup> JUNE 2020  
ABN: 30 707 697 705

	June 2019	June 2020
<b>ASSOCIATION FUNDS</b>	<b>\$</b>	<b>\$</b>
Accumulated Surplus	15,586,145	15,904,222
Less Distribution to Beneficiaries	<u>15,085,704</u>	<u>15,368,278</u>
<b>TOTAL ASSOCIATION FUNDS</b>	<b><u>500,441</u></b>	<b><u>535,944</u></b>
Represented By:		
<b>CURRENT ASSETS</b>		
Cash on Hand	27,541	27,654
Shop Account	53,570	12,148
Executive Account	1,266	12,703
Maximiser Account	590,639	560,836
Entitlements Account	57,018	17,268
Lotteries Debit Account	17,362	7,550
Community Saver Account	1,000	1,000
Trade and Other Receivables	30,428	24,624
Prepayment	-	10,855
Stock for sale	<u>54,991</u>	<u>53,516</u>
<b>Total Current Assets</b>	<b><u>833,815</u></b>	<b><u>728,154</u></b>
<b>NON-CURRENT ASSETS</b>		
<b>VEHICLES, FURNITURE &amp; FIXTURES</b>		
Vehicles, Furniture & Fixtures, net	<u>101,742</u>	<u>91,981</u>
<b>Total Non-Current Assets</b>	<b><u>101,742</u></b>	<b><u>91,981</u></b>
<b>TOTAL ASSETS</b>	<b><u>935,557</u></b>	<b><u>820,135</u></b>

VOLUNTEER SERVICE FOR  
 THE FLINDERS MEDICAL CENTRE INC.  
 ASSETS AND LIABILITIES STATEMENT  
 AS AT 30 JUNE 2020  
 ABN: 30 707 697 705

	June 2019	June 2020
<b>CURRENT LIABILITIES</b>	<b>\$</b>	<b>\$</b>
Sundry Creditors	23,052	17,160
Provision for GST	6,852	5,245
Provision for Annual Leave	20,202	29,560
Trade Creditors	42,043	18,330
Unpaid Donations	<u>315,517</u>	<u>213,896</u>
<b>Total Current Liabilities</b>	<b><u>407,666</u></b>	<b><u>284,191</u></b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions for Long Service Leave	<u>27,450</u>	—
Total Non-Current Liabilities	<u>27,450</u>	—
<b>TOTAL LIABILITIES</b>	<b><u>435,116</u></b>	<b><u>284,191</u></b>
<b>NET ASSETS</b>	<b><u>500,441</u></b>	<b><u>535,944</u></b>

# INCOME AND EXPENDITURE STATEMENT

VOLUNTEER SERVICE FOR  
THE FLINDERS MEDICAL CENTRE INC.  
INCOME AND EXPENDITURE STATEMENT  
AS AT 30 JUNE 2020  
ABN: 30 707 697 705

	June 2019	June 2020
<b>NET INCOME</b>	<b>\$</b>	<b>\$</b>
Transfer from Lotteries Account	39,506	32,376
Ward Services	9,675	8,219
Bonuses and Commissions	90,677	107,057
Donations Received	10,222	9,501
TV Vouchers	50,742	40,999
Interest Received	2,037	619
Other Revenue	6,230	10,441
Covid Revenue	-	107,444
Gross Profit from Trading	<u>1,053,896</u>	<u>895,969</u>
	<b><u>1,262,985</u></b>	<b><u>1,212,625</u></b>
<b>NET EXPENDITURE</b>		
Accountancy Fees	16,025	10,877
AGM, meetings & meeting expenses	3,390	3,376
Cards, flowers & gifts	2,368	2,077
Bank Charges	1,236	1,643
Conferences and training	6,244	1,415
Consultants	8,956	7,580
Fringe Benefits	2,166	-
Health and safety expenses	1,696	1,112
Depreciation	10,353	10,823
Cleaning Materials	8,708	5,984
Insurance – general	9,194	9,406
Insurance – Return to WorkSA	19,797	16,271
Legal Fees	3,069	2,378
Loss on disposal of assets	-	1,651
Materials for uniforms/polo shirts	7,404	23,709
Motor Vehicle	12,764	4,653
Network Charges	20,829	18,701
Office Expenses	281	1,292
Parking Expenses including car park cards	-	43
Playroom Expenses	155	618
Promotional and advertising expenses	14,671	6,682
Repairs & Maintenance	9,110	18,721
Miscellaneous Expenses	3,063	3,710
Salaries	608,936	640,938
Security	6,637	6,062

VOLUNTEER SERVICE FOR  
 THE FLINDERS MEDICAL CENTRE INC.  
 INCOME AND EXPENDITURE STATEMENT  
 AS AT 30 JUNE 2020  
 ABN: 30 707 697 705

	June 2019	June 2020
	\$	\$
Superannuation	57,183	61,211
Stationery, postage and copier charges	10,106	9,329
Telephone	162	283
Tools & Equipment	9,532	5,748
Trade Subscriptions	867	1,284
Travelling Expenses - volunteers	2,530	2,013
Volunteer room expenses	4,173	2,432
Volunteer Expenses	8,521	12,500
Ward Services	<u>15</u>	<u>26</u>
	<u>870,141</u>	<u>894,548</u>
<b>OPERATING PROFIT</b>	<u>392,844</u>	<u>318,077</u>
<b>UNAPPROPRIATED PROFIT</b>	<u><b>392,844</b></u>	<u><b>318,077</b></u>

# ACCOUNTING POLICIES STATEMENT

VOLUNTEER SERVICE FOR  
THE FLINDERS MEDICAL CENTRE INC.  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2020

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## 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act (South Australia). The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporations Act (South Australia) and the following Australian Accounting Standards;

AASB 1031 Materiality

AASB 110 Events Occurring After Reporting Date

No other applicable Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The report is prepared on an accruals basis and is based on historic costs and except where stated does not take into account changing money values or current valuations of non-current assets.

## 2. INCOME TAX

The income of the Association is exempt from income tax.



# INDEPENDENT AUDIT REPORT

VOLUNTEER SERVICE FOR  
THE FLINDERS MEDICAL CENTRE INC.  
INDEPENDENT AUDIT REPORT TO THE MEMBERS OF THE  
EXECUTIVE COMMITTEE FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2020

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## Scope

We have audited the financial report, being a special purpose financial report, of The Volunteer Service for the Flinders Medical Centre Inc. for the year ended 30 June 2020 which includes the Statement by Members of the Committee, Income and Expenditure Statement, Balance Sheet and Notes to and forming part of the financial statement.

### *Committee's Responsibility for the Financial Statement*

The Committee is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the requirements of the Associations Incorporations Act (South Australia) and are appropriate to meet the needs of members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

We have conducted an independent audit of this financial report in order to express an opinion on it to the members of The Volunteer Service for the Flinders Medical Centre Inc. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporations Act (South Australia). 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.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 so as to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

## **Audit Opinion**

In our opinion, the financial report presents fairly in accordance with the accounting policies described in Note 1 to the financial statements, the financial position of The Volunteer Service for the Flinders Medical Centre Inc. as at 30 June 2020 and the results of its operations for the year then ended.

## **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 to assist The Volunteer Service to meet the requirements of the Associations Incorporations Act of SA (1995). As a result, the financial report may not be suitable for another purpose.

A handwritten signature in black ink, appearing to read 'Gray Perry', is written over a vertical line on the left side of the page.

Gray Perry - DFK

James Perry

Dated this 23rd day of September 2020

## SCHEDULE OF DONATIONS 2019 - 2020

DEPARTMENT	ITEM	NET DONATION
Tobruk Rehab Ward	Toiletries bags for patients	\$600.00
FMC Social Workers	Annual grant for vulnerable patients	\$3,000.00
Arts In Health	Annual Programme Funding Art & Nurture Packs	\$5,754.00
Flinders Foundation	Cortical Stimulator Unit for Cancer Surgery	\$12,000.00
Plastic Reconstructive Surgery	Light refreshments for breast reconstruction awareness	\$262.35
Ward 18V – FMC Rehab Building	2 x recliner chairs, 2 x glider chairs, 1 x BBQ	\$7,978.80
ED – Trauma Room	Furniture and fittings	\$10,813.00
Cancer Clinic	Confidential records bins x 15	\$450.00
Renal Services	Pain distraction visual reality goggles	\$900.00
ENT Surgery	Glavis Botox Device & Boject Needles	\$4,620.00
Margaret Tobin Centre	Dsonar Amp , speaker & carpet tiles	\$2,771.00
Flinders Foundation – Division of surgery	Nautus Stimulator for Brain Surgery	\$12,500.00
Research Division	Assist Prof. McNeil visits & registration of provisional patent	\$10,000.00
Margaret Tobin Centre	Emergency underwear for patients	\$500.00
NHS ED	4 x Pictures for waiting room	\$915.00
Tobruk Rehab Ward	Toiletry bags for patients	\$600.00
Rehabilitation and Aged Care	Bladder Scanner	\$16,000.00
Outpatients	Replace seating in Orthopaedic Clinic	\$18,126.12
Rehabilitation and Aged Care	2 x Lewis Seater lounges	\$4,337.30
Media Communications	Annual Programme Funding 2019-2020	\$40,000.00
ICCU	Television Set & Wall Bracket	\$600.00
AMU	15 High Back Chairs for Patients	\$4,200.00
ED	Printing of Domestic Violence Cards	\$2,536.60
Haematology	Replacement of FibroScan	\$35,000.00
Neurosurgery	Special low bed for patients	\$7,287.00
GP Plus Marion – Mental Health	50" Television	\$830.00
Dialysis Unit	Mobile BP & Spo2 Monitor	\$2,750.00
Noarlunga Infusion	65" Television with wall brackets	\$928.00
Ward 4C	15 Fold tables for check charts	\$3,000.00
Corporate Services	Replacement of carpet on level 2	\$40,000.00
	<b>TOTAL</b>	<b><u>\$249,259.17</u></b>

# VOLUNTEERS

## YEARS OF SERVICE

### 44 Years

Jill Aikin

### 43 Years

June Barnett  
Barbara Clayton  
Fay Matthew

### 37 Years

Myra Waddell

### 31 Years

Gwen De Young

### 29 Years

Val Pauk  
Rodney Senior

### 27 Years

Ruth Rogers  
Anne Treacy

### 26 Years

Lynda Gilliland  
Melva McEwen

### 24 Years

Maggie Bezdiguan  
Barbara Hayden  
Margot Smedman

### 23 Years

Eva Burnett  
Jan Lecky

### 22 Years

Dorothea Isaacs  
Peter McGrath  
Sylvia Wolverson

### 21 Years

Barbara Hill  
Mark Petho  
Lydia Sajedi

### 20 Years

Jeanette Beyer  
Margaret Grigg  
Margaret Hodgson  
Matthew Long  
Coral Sarjeant  
Dawn Wurfel

### 19 Years

Nita Brassey  
Bev Donaldson  
Barbara Fonseca  
Bev James  
Rose Jones  
Judith Lane  
Brian Robinson  
Rhonda Seymour  
Darla Smith

### 18 Years

Geoff Chatfield  
Aileen Guterres  
Barbara Howard  
Kevin Ingham  
Rosalind Panrok  
Judith Waters

### 17 Years

Margaret Brockhouse  
Susie Calabio  
Barbara Copley  
Joan Drechsler

### 17 Years

Inara Ernsteins  
Norbert Kern  
Pat Mansfield  
Sharon Olsson  
Betty Parsons  
Marlene Ryan  
David Sturgess

### 16 Years

Ken Crocker  
Olga Karaberidas  
Helen Langeluddecke  
Lyn Ottewill  
Raelene Wade

### 15 Years

Jane Conlin  
Anne Duke  
Colin Duke  
Wendy Peck  
Philip Watchman

### 14 Years

Sylvester Ciszkowski  
Margaret Harradine  
Debbie Morrell

### 13 Years

Chris Apostolou  
Darryl Bonney  
Maureen Carman  
Fran Clements  
Kay Theologa  
Marion Wallace

# VOLUNTEERS

## YEARS OF SERVICE

### 12 Years

Jeanette Currie  
Mark Gauci  
Dave Gould  
Greg Janzow  
Peter Jones  
Nigel Sargeant

### 11 Years

Rita Dunn  
Stephen Fairley Barnes  
Lyn Gerblich  
Anna Golab  
Carol Hakof  
Raelene Laws  
Graham Smith  
Cliff Starr  
Kathleen Wong

### 10 Years

Bev Ellis  
Susan Elvey  
John Fischer  
Lesley Griffith  
Jenny Hayes  
Jill Hooper  
Mary Howell  
Janet Mansfield  
Anna McDougall  
Joan McGurgan  
Philip Nieass  
Thea Peacock  
Margaret Prosser  
Peter Raven  
Heather Wagner  
Barry Winstanley

### 9 Years

Anne Alexander  
Chris Behrndt  
Julie Dunn  
Mike English  
Rob Hutchings  
Marissa Ingram  
Lynn Kalms  
Gerry Kradolfer  
Allan Maynard  
Glenis McEwen  
David Roberts  
Marlene Shiell  
Murray Shiell  
Chris Simmons  
Lorraine Waters  
Heather Wilson

### 8 Years

Chris Allen  
Ingrid Bower  
Roger Bower  
Janice Burbidge  
Julie Burdett  
Tony Davis  
Allen Fry  
Peter Hall  
Dean Harris  
Ann Harvey  
Christine Hood  
Fay Jeffries  
Bob Kimber  
Neville Knight  
Katrine Laphthorne  
Heather Luker  
Sue McRostie  
Bonnie Nelson  
Peter Pascoe  
Maureen Paton

Malcolm Pierce  
Lily Pinos  
Nancy Rogers  
Carolyn Tan  
Linda Wallace  
Eddie Weeden  
Wendy Whellum  
Janet Williams  
Gayle Wortley

### 7 Years

Linda Bambrough  
Gill Evans  
Gwen Lang  
Margaret Lockett  
Carolyn Lorraine  
Mick Masters  
Paul Mullighan  
Leanne Parkes  
Dot Paul  
Valerie Peake  
Heather Peters  
Dorothy Phillips  
Denise Preston  
Sherry Proferes  
Betty Roberts  
Stevo Tobi  
Ara Villamin  
Elaine Winter

### 6 Years

Eric Barber  
Barry Bell  
Cheryl Bradford  
Jennifer Champness  
Sue Crispin

## **VOLUNTEERS YEARS OF SERVICE**

Gaylene Edmondson-Stott  
Angie Elekes  
Kim Gale  
Raelene Gale  
Sally Gray  
Mick Howard  
Lesley Hutton  
Helen Martul  
Heather Mason  
Elaine McCormack  
Geoffrey McLean  
Julie Mullighan  
Barbara Odgers  
Michelle Rankin  
Anne Rizzo  
Christine Russell  
Jack Russell  
Heather Salih  
Peter Stephens  
Susana Talbot  
Heather Vinall  
Shirley Watson  
Ana Whaley  
Stacey Whitelaw

### **5 Years**

Diana Anderson  
Graham Anderson  
George Apostolou  
Joan Carlmark  
Cynthia Carrington  
Louise Chvyl  
Suzanne Coopman  
Katherine Francis  
Nicholas Glenton  
Samantha Griffin  
Christine Hackett  
Lyn Harvey

Kevin Jackson  
Michael Jones  
Karen King  
Ben Lawrence  
Beryl McCormack  
Christina Moreton  
Faye Moreton  
Christina Phillips  
George Robertson  
Jan Seto  
Peter Smith  
Naleena Sreedharan  
Christine Stankowski  
Philip Van Pamelan  
Carol Winstanley  
Maria Ytsma

### **4 Years**

Bill Adams  
Lleyan Adams  
Dael Bartholomew  
Helen Bennett  
Geoff Butler  
Joe Giles  
Naomi Gossip  
Felicity Gramp  
Barrie Hamilton  
Julie Harris  
Rachel John  
Peter Jones  
Carmel Kerin  
Con Panagos  
Linda Passingham  
Michael Peters  
Helen Smith  
Graham Trivett  
John Williams

### **3 Years**

Ian Alway  
Renee Baldwin  
Maggie Banyer  
Stephen Barnett  
Rhonda Blum  
Liz Bourne  
Anne Bradshaw  
Norman Butterworth  
Phyllis Callaghan  
Barbara Carter  
Joyce Clarke  
Cheryl Coll  
Nate Cornish  
Janet Duthie  
Joshua Frahn  
Karen Frahn  
Tony Gerblich  
Peter Goldsmith  
Lynona Hawkins  
Fiona Hewett-Rose  
Teresa Holdback  
Sonya Kelly  
Elena Kisselev  
Mona Lam  
Lyda May  
Cathy Mayfield  
Maxine Moore  
Emma Mudra  
Desley Nikitin  
Louise O'Callaghan  
Robert O'Sullivan  
Marion Renshaw  
Philip Ridgwell  
Michael Scheffler  
Alina Secara  
Jack Shepherd

# VOLUNTEERS

## YEARS OF SERVICE

Marianne Sierat  
 Gary Smith  
 Arthur Steele  
 Peter Stone  
 Margaret Strachan  
 Anne Symons  
 Agnes Tam  
 Peter Tam  
 Robert Thiele  
 Annie Wang  
 Richard White  
 Claudia Wong  
 Ann Wyatt  
 Kin Sun Yu

### 2 Years

Monisha Antony  
 Chris Bennett  
 John Besanko  
 Glenda Blackmore  
 Lino Corridin  
 John Davidson  
 Maria Drazic  
 Heather Efraimsen  
 Shayne Evans  
 Michael Fleming  
 Michael Ford  
 Trudi Foreman  
 Peter Forker  
 Lorraine Gabriel  
 Chris Glascock  
 Jennifer Glascock  
 Gary Hamdorf  
 Sharon Hawkes  
 Hazel Isaacs  
 Virginia James  
 Kathy Kalogeropoulos  
 Mary Koh  
 Lesley Koster

Silvana Kraljev  
 David Kynaston  
 Steve Liddemore  
 Rosemary Mackenzie  
 Jane Matthews  
 Jean Medina  
 Linda Morris  
 Libby Muegge  
 Tony Mullins  
 Angela Neale  
 Millie Nelson  
 John Payne  
 Michael Peters  
 Lyn Phillips  
 Gary Platten  
 Kathryn Platten  
 Peter Proctor  
 Glenys Richards-Mousley  
 Jo Saleeba  
 Louis Savage  
 Marie Sinclair  
 Rupa Singh  
 David Smith  
 John Standfield  
 Alan Stocks  
 Cheryl Sutton  
 Zejna Webb  
 Helen Williams  
 Viv Wilson

### 1 Year

Rita Albanna  
 Christiana Anggriani  
 Mary Arthur  
 Miles Badcock  
 Lee Barker  
 Jenni Basham  
 Jo Beckwith  
 Paul Brooks

Dawn Buckle  
 Regina Butson  
 Tara Butterworth  
 Bonnie Callahan  
 Grace Campbell  
 Robert Cartridge  
 Jim Cartwright  
 Rocco Colicchio  
 Jake Connolly  
 Paul Cooney  
 John Cornish  
 Hannah Davidson  
 Trish Day  
 Tumba Diesa  
 Callum Elder  
 Ray Emes  
 Elaheh Esmati  
 Catherine Foletti  
 Susan Gangley  
 Tanisha Gulati  
 Ron Guttridge  
 Natalie Hamdorf  
 Rosie Harrow  
 Melissa Hartman  
 Susanne Holmes  
 Pamela Honeysett  
 Linglin Hu  
 Denise Kascak  
 Julie Kelly  
 Anne Laught  
 Peter Lawrence  
 Susan Lindfield  
 Bella Ling  
 Suzanne Lowe  
 Helen Martens  
 John McMahon  
 Jessica Merrill

Jennifer Moyle  
 Soheyla Naraghizadeh  
 Nicole Paech  
 Emma-Lee Pampling  
 Barbara Payne  
 Elizabeth Pearce  
 Maria Pinakas  
 Puring Powell  
 Stephen Powell  
 Adita Randhawa  
 Emilia Reposi  
 Tony Roark  
 Simon Roberts  
 Sheryl Rochford  
 Tina Russell  
 Lochlan Schofield  
 Peter Shaw  
 Christina Sheridan  
 Vincent Smith  
 Graham Sporn  
 Tam Spreckley  
 Anne St John  
 Amy Sun  
 Aby Thomas  
 Stephen Thorpe  
 Ursula Tornow  
 Annie Tuteja  
 Lyn Wright  
 Shirin xu  
 Emilie Zhou  
 Svetlana Zinoviev

