



FLINDERS MEDICAL CENTRE

Volunteer Service

ANNUAL 2018/19
REPORT

Volunteer Service for the Flinders Medical Centre Inc.

Volunteer Service
for the Flinders Medical Centre
Flinders Drive
Bedford Park, SA 5042
Phone: 08 8204 3009

**WORKING TOGETHER
FOR YOU!**

TABLE OF CONTENTS

01 OBJECTIVES OF THE VOLUNTEER SERVICE	4
02 PRESIDENT`S REPORT	5
03 CHIEF EXECUTIVE OFFICER`S REPORT	6
04 CAFE BAR, TEA BAR AND COURTYARD GRILL	10
05 POPPIES CAFE	11
06 COFFEE SHOP	12
07 COURTYARD GRILL	13
08 VOLUNTEER SHOP	14
09 GUIDE SERVICE	15
10 DAY SUPERVISORS	16
11 SPECIALISED SERVICES	17
12 ICCU	18
13 EMERGENCY DEPARTMENT	19
14 REPATRIATION HOSPITAL	20
15 REHABILITATION AGED CARE AND PALIATIVE CARE (RAP)	21
16 TREASURER	22
17 ASSETS AND LIABILITIES STATEMENT	24
18 NOTES TO THE FINANCIAL STATEMENTS	28
19 INDEPENDENT AUDIT REPORT	29
20 SCHEDULE OF DONATIONS	31
21 VOLUNTEERS YEARS OF SERVICE	33

OBJECTIVES OF THE VOLUNTEER SERVICE

To assist and support the Flinders Medical Centre 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 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.

EXECUTIVE COMMITTEE

President	Sylvia Wolverson
Treasurer	George Apostolou
CEO	Niki Burton
Vice President	David Roberts
Vice President	George Robertson

CHAIRPERSONS

Courtyard Grill
Cafe Bar
Coffee Shop
Day Supervisor
Emergency Department
Guide Services
ICCU
Specialised Service
Tea Bar
Volunteer Shop
Ward Service

VOLUNTEER ADMINISTRATION OFFICE

CEO
Executive Assistant
Patient Services Coordinator
Retail Services Coordinator
Retail Support Officer
Volunteer Support Officer
Volunteer Support Officer
Finance Officer



PRESIDENTS REPORT

I have pleasure in presenting my 44th Annual General Meeting report.

After another busy year in the hospital we have done it – I am proud to announce our donations to Flinders Medical Centre have exceeded 15 Million Dollars.

WELL DONE EVERYONE!

A full list of this year's donations is located on page 31.

We work closely with the Office for Research in providing funds for Fellows to visit Flinders Medical Centre at intervals throughout the year. We also work with Flinders Foundation in providing funding for projects which we jointly fund with them. Some of our Annual donations are to the Social Workers on level 2 and in the Emergency Department, Media and

Communications, and Arts in Health. We also provide funding for Staff Study tours where the staff are able to go Interstate to advance their training, one year it is Nursing Staff and the next year Allied Health.

We have added more areas in which we now volunteer, the Repat. Hospital, the Rehabilitation Unit and the Spiritual Care all come under the umbrella of Flinders Medical Centre. Volunteers who wish to join our Service have a wide range of areas they can volunteer in covering retail and patient services. Our family is ever increasing, welcome to all new volunteers this year I cannot catch up with everyone but you are welcome to call into the Volunteer Executive Office on level 2 at any time.

I would like to thank my Executive Members, George Apostolou, David Roberts and George Robertson for their tremendous support, together with all the Board members and Portfolio holders including Bev our minute taker. There will be a few changes to the Board this year as some co-opted members will take on the role as full Board members. Thank you to the Board for taking on the extra responsibility of decision making for our Service. Niki our CEO together with the Administration Staff are as always a great support to us, ready to help anywhere at the 'drop of a hat'.

As Volunteers we all feel privileged to be trusted to work amongst the dedicated Staff at the hospital. We know we make a difference to the patient's journey either in our role in one of our retail outlets or in patient care.

"Volunteers are the only human beings on the face of the earth who reflect this nations compassion, unselfish caring, patience and just plain loving one another". Erma Bombeck.

Sylvia Wolverson
President



CHIEF EXECUTIVE OFFICER REPORT

Another amazing year of service from our volunteers, we are continually striving for quality, professionalism and service.

As recruitment is a highlight of all Volunteer Services we are fortunate to have more volunteers arriving than departing. Our numbers have been like a ship, steady as she goes. We must be doing something right as our volunteers seem to find their own unique group with the assistance of the Recruitment Team and settle in for the long haul. Making a difference to people's lives and the social interaction, friendship and support that is offered to the volunteer through the journey, also the support they offer to the community with their involvement in making a difference. It is always a delight to walk into an area and hear laughter and wonderful camaraderie. The feedback we receive gives us a sense of satisfaction that our values are being practiced but also motivates us to continuously

improve in all that we do. The day to day operational management of the Volunteer Service could not happen without the support of good staff and excellent connections with our volunteers.

Throughout the year we have experienced many challenges; they are as follows:

Supporting New Areas

The Volunteer Service now provides volunteers to the Repatriation Hospital and the Rehabilitation Centre covering the Kokoda and Tobruk Wards.

Spiritual Carers

The Volunteer Service is now supporting the Spiritual Care team, with 45 volunteers in this specialised area.

P.A.R.T.Y. Program (Prevent Alcohol and Risk-Related Trauma in Youth) - What Does This Mean?

The P.A.R.T.Y. Program is a full day, in-hospital interactive trauma prevention program for young Australians. Students spend a day at the Royal Adelaide Hospital, Lyell McEwin Hospital or Flinders Medical Centre travelling the devastating path of a trauma patient. Interactive experiences with South Australian Ambulance Service including Medstar, Trauma Doctors, Specialised Nurses and Allied Health Professionals.

Students will get a better understanding of the outcomes of risky decisions - decisions that can affect their lives forever and will also have the opportunity to meet a trauma survivor who has a constant reminder of their own preventable choice. The P.A.R.T.Y. Program aims to keep young people safe, promote healthy lifestyles and prevent the devastating effect preventable injuries and death can have on our youth, their families and the community. Designated staff from the Royal Adelaide Hospital coordinate the event.

Lotto Training for our volunteers

Our volunteer Gift Shop is responsible for Lotto. Our volunteers who are managing the terminals are expected to have mandatory training. To achieve accreditation from the National Mark of Trust for Australia official Lotteries, the twenty one (21) volunteers that are currently registered with the Lotto have all completed their training, satisfying the requirement.

Coffee Training

Our volunteers who work in our retail areas have the opportunity to be taken to Coffee Training organised by Nestle. This occurs six (6) times throughout the year. Our volunteers come back from the training feeling confident that they may be a Barista one day.

Better Impact (A system that assists with running various programs for our Data Base)

We have been progressing with Better Impact implementation through the early part of the year. We had hoped it would have been finalised in October 2018 unfortunately it has taken a lot longer due to the amount of volunteers we need to register.

Our volunteers will have their own personal card and will be able to Tap & Go instead of signing on and off by a register.

A scanner and a machine is needed to produce the Volunteer identification tags & of course the scanner to read the cards.

Vending Machines

We are fortunate to have 13 areas with 40 Vending Machines collecting money for the Volunteer Service to give back to the Hospital.

Food Safety

Food Safety has been top priority in our retail areas with mandatory training and orientation by our staff for our new recruits. This often can take 20 minutes to 45 minutes depending on the experience of the volunteers.

Our staff also includes Customer Service and other protocols expected in our Retail Areas.

Marketing

With the assistance of an outside consultant we are able to maximise the impact of our Displays and Specials Boards in the food areas.

Marketing and graphic arts needs to be appropriate for all our areas.

Dry Cleaning Service

The Volunteer Service now offers a Dry Cleaning Service which is connected to our Volunteer Gift Shop. It did start very slowly at the beginning of the year but it gained momentum and trade has increased with some very regular clients dropping off shirts, jackets, trousers, blankets etc. The price we are offering is less than what you would pay at a Dry Cleaning service in the suburbs.

Advertising

We are always looking for ways to tempt people to volunteer because we know it is good for health and wellbeing to be part of a large group of likeminded people who strive to make their communities better. This commitment enables the hospital to purchase lifesaving

equipment and encourage more research and funding for their Hospital. We look outside the square finding new ways to impact on our communities. This year we took a gamble and decided as a Board to advertise at the Capri Theatre, a very different type of advertising. Before the Movie started we were able to promote our Service with pictures of volunteers enjoying the experience. We didn't get as many as we had thought, but it was worth a try.

Inclusion

The Volunteer Service offers opportunities for people regardless of their abilities, personal, social or health needs, so they are able to achieve satisfaction in the volunteer experience.

Diversity

As a Volunteer Service, our members have varying characteristics, including, but not limited to, religious or political beliefs, gender ethnicity or socioeconomic background. Diversity encompasses acceptance, respect and understanding that each individual is unique. We offer safe, positive and nurturing environments that are beyond being simply tolerant, they celebrate the rich dimensions of difference contained within each individual.

Retail

With our 6 retail areas we are able to offer a wide variety of experiences to our volunteers. The work is not easy and often the pressure is on throughout the busy periods through the day.

The Roster System is working well with front counter assistance including Cash Register and Barista. Also included are the early birds who start at 6.30am making sandwiches and sorting out the deliveries that have arrived on their doorstep for pricing and displays in their shop cabinets.

Our volunteers work a 4 hour shift and work throughout the day with volunteers coming in to take their turn at a variety of jobs.

The camaraderie in these shops is obvious, their sense of achievement at the end of the day when they read the customer count and the many accolades they receive throughout the day for their smiling faces and their professional delivery of their service.

Included in this group are the Stock Controllers who are an enthusiastic fit group who receive the deliveries, mark off invoices and then select the goods to go to each of these retail areas.

Patient Services

Another enthusiastic group of volunteers, who give their heart and soul to the patients and also supporting staff, are our wonderful Patient Service volunteers.

We have them rostered throughout the hospital and also extending to Repat, Daws Road and the Rehab Centre. Chatting, interacting, even playing draughts, cards etc. or on some occasions beauty therapy where they are able to massage hands and apply nail polish on patients fingernails to make them feel better about themselves. Assisting in the Transit Lounge making sure patients are settled and ready to be collected to go home.

ICCU, Cancer Clinic, Endoscopy, 4C, Paediatrics and Playroom & many more.

We use our trolleys to deliver and offer goods for patients to buy when they are unable to get to a shop or have come from the country and have come without many things at all.

We have volunteers who assist in the Social Work Office where they are responsible for the clothes area where these are distributed to many people who arrive at the hospital doors without any clothes at all.

Guides

Monday through to Friday morning and afternoon shifts these volunteers strive to make people feel welcome. Sometimes visitors and patients are under a lot of stress when they arrive. That's when our Guides take over and make their visit to Flinders a relaxing one. They offer assistance and guide them to their appointments and enjoy chatting to them along the way. They also need to investigate where visitors and patients need to be going and many times they are actually in the wrong hospital. Guides to the rescue!

Pet Therapy

Three delightful dogs have joined us for Pet Therapy around the wards, not sure whether they are solely for the patients as the staff love them equally when they visit with their owners. Monday, Tuesday and Thursday are their days. They bring joy to all the people they meet. A real hit in the Paediatrics Ward and Playroom.

Administration - Finance/Collating/Evening Reception Ward Areas/Sorting.

We have many volunteers who have been keen to assist in areas where there is urgency. Where there are appointments to be sent out, reception desks to be manned at night in the specialised areas. The Finance Team are here to assist our Finance Support Officer and all do a wonderful job.

There are many stories I could share with you, some funny some not so funny. So many challenges but I wouldn't want to be anywhere else.

Thank you to my excellent staff, Justin Wharton, Debbie Coleman, Deborah McMahon, Debbie Curth, Estelle Twigden, Reggie Barker and Stella Lawn.

They have shown determination, co-operation and in our Volunteer World they have been adaptable caring and resilient.

Thank you to our Executive Team and the Board for their commitment to the cause and their support throughout the year.

They have all worked very hard and put in many hours.

Our volunteers at Flinders are making a world of difference representing the millions of volunteers. If only they realised just how much of a profound impact on our very own community that they do on a daily basis.

Thank you.

Niki Burton
Chief Executive Officer

PORTFOLIO REPORTS



CAFE BAR, TEA BAR AND COURTYARD GRILL

Congratulations and thank you to all the volunteers who worked so hard making and selling our large range of great food products. We know how much effort goes into keeping all of our products available every day.

Café Bar/ Tea Bar/and The Courtyard Grill sales for the last 12 months exceeded the previous year, and the profit from these sales contributed well to our overall bottom line. The actual figures are available in the financial section which is contained in this Annual Report.

The Courtyard Grill continues to grow in popularity thanks to Debbie Coleman's great work in introducing a variety of new and very tasty products to the range.

All profits are reinvested back to the Hospital providing much needed equipment and services for our medical staff and patients. Well done everyone!

During the year we have eliminated some products which were not selling well or were causing us to create unacceptable levels of waste. We have also introduced some new 'seasonal products' such as soup to see if these will help boost our sales. The soup in particular is gaining popularity with our customers.

One of our ongoing projects is to continue looking for ways to reduce the work load on all of our volunteers in all areas; would anyone who has any good ideas about this, please contact me as I would like to hear your suggestions.

Thanks again to our terrific administration team as they continue to be there whenever we need their help. What would we do without them?

I am looking forward to working with you all again over the next 12 months.

George Robertson
Vice President and Café Bar/Tea Bar/Courtyard Grill Portfolio Holder

PORTFOLIO REPORTS



POPPIES CAFÉ REPORT (REHABILITATION CENTRE)

Poppies Café was introduced to the Rehab area on the 31st October 2017 and has complimented the area to the satisfaction of staff and visitors.

It is a little vibrant café with an enormous personality.

This Café is run by the Volunteer Service and has a manager and two (2) assistants. They are all experienced Baristas, making a delicious blend of coffee called "Sixth Senses."

Our customers are visitors to the Rehab Gym and also the Hydrotherapy Pool not discounting our loyal group of staff who frequently purchase a variety of food and always a hot coffee in the early hours of the morning.

Poppies Cafe does not generate an enormous amount of money but what it gives back to the hospital is something more important than the money.

The staff are known by name and groups frequently meet in the café for a chat and some laughter, offering another form of therapy, which is so important in our lives today.

Niki Burton
Chief Executive Officer

PORTFOLIO REPORTS



THE COFFEE SHOP

The Coffee Shop has had another busy and successful year with each team going above and beyond in their commitment to the day to day running of the area. We have wonderful feedback from patients, staff and visitors, which is a credit to all your dedication and hard work.

I often pop into the Coffee Shop at all hours of the day and notice there is always lots of laughter and chatter going on, and it appears everyone is having a great time and making the best of sometimes difficult situations e.g. not enough people on board due to sickness or people away on holidays etc.

We have seen a lot of new volunteers come on board during the year “WELCOME” and have also seen some of our long term volunteers having to leave for a numerous reasons “Best Wishes in your future endeavours and thank you for being part of the Coffee Shop team”.

Don't forget we have Coffee Shop meetings twice a year and it is often in your best interest to attend these as you can meet up with people from other days and sometime just getting together to do a bit of brain storming can be very helpful.

Thank you again for all your hard work.

Debbie Coleman
Retail Support Officer

PORTFOLIO REPORTS



THE COURTYARD GRILL

It has been a very successful year for the Courtyard Grill. Many people are amazed at the variety of food on our menu, which is different every day of the week, and includes specials that are changed every 2 months, thanks to Debbie Coleman. The Courtyard is a bright area for patients, visitors, staff and volunteers to enjoy the fresh air and have a break.

To all the volunteers who work in the Courtyard Grill, many thanks for your commitment throughout the year, come rain or shine, and to those who have come in to fill in for those people who are on holidays or are ill, as

well as the extra volunteers who step in for the special functions throughout the year that we cater for. We are all there to provide a service for the staff, patients and visitors at the hospital.

As volunteers we are also appreciative of the support of the administration office staff throughout the year that has occasionally had to help out when there has been a shortage of volunteers. Many thanks to the current admin members, Justin, Estelle, Debbie, Stella, Reggie, Deb, Finance Officer, Debbie and the leader of the admin team, our Chief Executive Officer, Niki Burton.

Chris Behrndt
Courtyard Grill Coordinator

PORTFOLIO REPORTS



THE VOLUNTEER SHOP

I am proud to be part of the amazing Team we have in the Volunteer Shop. Our team consists of Point of Sales, Stock Controllers, Display Teams, Amenities and Paper Trolleys, and Buyers.

Thank you to everyone who has put up their hand to work an extra shift, sometimes at very short notice.

Thank you to the teams that have had to work short staffed at times, sometimes with only two on.

Patients and Staff are very happy and supportive of our shop. We have very favourable and grateful comments from Staff, Patients and visitors about the quality of the lines we carry and also that we are open on Public Holidays.

Sometimes our customers just need to see a friendly face or someone just to have a chat with.

Thank you to our CEO, Niki and all her Team for all the support they give.

I look forward to working with you all and another successful year ahead.

Lyn Gerblich
Volunteer Shop Coordinator

PORTFOLIO REPORTS



GUIDE SERVICES

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 humour and patience as they carry out their duties and I must say there is nothing more rewarding than helping someone who may be stressed and anxious as they try to make sense of a large establishment such as Flinders Medical Centre.



62,598
ENQUIRIES

Statistics compiled over the past twelve months show that the Guide Service dealt with 62,598 enquiries over that time, would be a lot of people still wandering the corridors...!

I would like to thank all the Team Leaders, Tony Davis, Barry Winstanley, Brian Robinson, Celia Morrell and Peter Jones for their continued leadership and Geoff Chatfield and Stephen Fairley Barnes for compiling the Guide statistics. My thanks go to Julie Russell and Peter Jones for being ever vigilant and keeping the maps updated and Julie Dunn for her continuing involvement with the Tours of the Hospital when requested. Julie, at her request, has also taken on the role of Alphabetical Listing Collator.

I may be the Coordinator of the Guide Service but it only continues to provide the service it does because of the co-operation and assistance provided by all our Guidas. I am extremely proud to represent the Guides and will continue to give them support whenever it may be required.

I would also like to thank our CEO Niki Burton and the Administration staff for all their help and assistance throughout the year.

Barbara Howard
Board Member/Guide Services Portfolio Holder

PORTFOLIO REPORTS



DAY SUPERVISORS

A big “thank you” to our Day Supervisors who, from Monday to Friday, look after the desk in the Volunteer Day Room. They answer many queries, questions and requests and deal with them efficiently and effectively.

The Day Room is the hub of the Volunteers. Each morning and throughout the day there is a happy vibe. The Day Supervisors always welcome everyone with a friendly hello and smile. It amazes me that they know nearly everyone’s name. They coordinate and help our collating team, liaise with the Administration team, advising of any absentees, keep the volunteer

spread sheets up to date, deal with queries from the public (mostly those that are lost), receive flowers for patients and organise delivery and the list goes on! They are basically a “jack of all trades”. Always with a smile!

They are continually organising “special” morning teas to celebrate milestones and I know that all the volunteers love to be involved and do appreciate the get togethers.

I welcome the new Day Supervisors; you have become valued members of our team. Thank you to those who have filled in when required.

We look forward to another successful year.

Thank you to an amazing team of Day Supervisors.

Karen King
Volunteers’ Day Room and Ward Services Portfolio Holder

PORTFOLIO REPORTS



SPECIALISED SERVICES

The volunteers working in Specialised Services are to be found in one or more of the following parts of the hospital: the Paediatric Unit or Clinic, Pre and post natal wards, the Playroom, the Margaret Tobin Centre, the Cancer Clinic, the Infusion Suite, Ward 5G (cancer treatment) Ward 5F (high dependency) and with the Aphasia Support Group. The tasks are diverse, but all who work in Specialised Services share a passion for helping FMC's patients. This might entail chatting, befriending and comforting patients, serving beverages and snacks, making cards for new born babies, advising Mums, helping to organise therapeutic activities, encouraging stroke patients to

re-develop their speech skills or caring for children. Whatever their role, the volunteers bring laughter, understanding, empathy and even hope to thousands of patients of all ages and of course, the many hours working with patients is greatly appreciated by the hard working staff. Thank you volunteers for your continued dedication and commitment throughout the year. One of the most rewarding aspects of the job is the number of compliments the volunteers receive from both patients and staff. Such feedback confirms how much your care and attention is valued. How wonderful it would be though if we could attract even more volunteers to fill the many gaps in our service!

Many meetings have been held with the various groups in Specialised Services throughout the year. Sometimes guest speakers have been invited along to make the meetings more interesting. Those that come to these meetings are better able to keep in touch with what is happening at FMC and the Southern Area Local Health Network (SALHN).

Lastly, a big "thank you" to the CEO, Niki Burton, and the staff in the Volunteers' Administration Office. The Administration staff are often under pressure to keep everything going smoothly but always manage to remain calm and welcoming to anyone needing their help. We are indeed fortunate to have such an excellent support base.

David Roberts
Vice President and Specialised Services Portfolio Holder

PORTFOLIO REPORTS



ICCU

This past year has been about building a current dialogue with the ICCU team in an inclusive way. We have been supported by the Medical and Nursing staff in this regard. I am very appreciative for the time spent by these groups to find ways of keeping our staff in Reception informed of important patient situations.

The role of the volunteer in the Unit changes in subtle ways over time. The core role of our group is to look after the relatives and visitors to the Unit. We need to be prepared for and to expect how the relatives should be greeted and understood. Being kept up-to-date with

a snapshot of those patients who are a cause of heightened concern, help the Volunteer to appreciate and offer the proper care and support the relative needs.

The ICCU staff have been very helpful and involved as we revisited the needs of the Reception, the Volunteer and the Relative over this past 12 months. We are now getting important and valuable information regarding the patient on an as needed basis. As a group, we are much better prepared to be the face of ICCU and offer appropriate understanding to our visiting relatives.

We have 19 volunteer staff covering 20 shifts and our group has maintained a high attendance during the past year. Our longest service member, David Langton, has retired after 15 years in ICCU and we have welcomed 2 new members. Our group continue to staff this important part of the hospital and look forward to looking after our visitors and relatives during their times of need and understanding.

Michael Jones
ICCU Portfolio Holder

PORTFOLIO REPORTS



EMERGENCY DEPARTMENT

Whatever the challenges the day brings in the Emergency Department from being super busy to busy, rarely quiet, the volunteers can handle it!.

We are there to support and care for the relatives, carers and patients – we care for the carers who sometimes forget to care for themselves.

People often ‘off load’ to us as we are not medically involved with the patients and they don’t want to bother the staff. Of course if we hear anything relevant we inform the staff or the Social Workers.

Thank you to the team of volunteers who quietly carry out their duties efficiently and professionally.

Thank you to the ‘flower ladies’ who lift our spirits with their lovely displays.

The much needed magazines the volunteers deliver where people can ‘lose’ themselves for a while rather than worrying.

Some statistics for this year, a total of 90,262 people presented in the Emergency Department – priority 90,079 5-1 and admissions to the ECCU are 10,260.

Speaking about statistics the main switchboard at FMC receives 2,000,000 calls per year. The switchboard is also the main call centre for all emergency calls within the hospital. They also attend to announcements over the loud speaker, paging doctors and looking for patients. Just another important ‘cog in the wheel’.

“Volunteers do not necessarily have the time, they just have the heart”. Elizabeth Andrew.

Sylvia Wolverson
President and Emergency Department and ICCU Portfolio Holder

PORTFOLIO REPORTS



REPATRIATION HOSPITAL

The Volunteer Service is actively recruiting for the Repatriation Hospital. Our first volunteer started on the 6th May 2019 and at this moment we have 11 volunteers with the added bonus of a Pet Therapy dog .

The areas we are undertaking are Rehab V located at Vita Square and RA.

Our volunteers are involved in Patient Services which include interaction with the patients including enhancing their lifestyle; this may include some activities whilst they continue with rehabilitation.

Our volunteer team work together with the experienced therapists and nurses with a strong lifestyle focus to make transition back into the community.

We will continue to recruit suitable volunteers for these areas.

Niki Burton
Chief Executive Officer

PORTFOLIO REPORTS



REHABILITATION, AGED CARE AND PALLIATIVE CARE (RAP)

I would like to thank all the volunteers who have embraced their roles in the Rehabilitation Ward Services.

The volunteers are involved in so many programs throughout the week in that area.

These programs range from;

- iPad Surveys/Menus
- Kokoda Ward – Administration
- Stroke Area
- Nails, hand and massage therapy
- Diversional Therapy
- Speech Therapy
- Amenities Trolley
- Pet Therapy

Kokoda and Tobruk Managers are appreciative of all the work the volunteers continue to do throughout the year.

Many patients may come from the country or have no family members who can visit, so the volunteers hold a vital role in their well-being.

Niki Burton
Chief Executive Officer

PORTFOLIO REPORTS



TREASURER

I am pleased to present to you the accompanying, forty fourth (44th), Financial Report of our Service for the year ended 30th June 2019.

Yet another successful year, thanks to the dedicated efforts of our member volunteers. It is amazing what can be achieved when we work as a team. It is pleasing to see that we are 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 report and I congratulate all past and present members for this funding assistance to the Hospital which has reached a milestone of in excess of 15 million (15\$M) over the forty four (44) year period.

Speaking of successes, I would like to advise you, that with the assistance of our Auditors, we had a favourable outcome with our discussions with the Australian Tax Office and have overcome the fringe benefits tax liability that we reported to you last year.

With some adjustments, we are progressing with our strategic plans that were set some three years ago. There are still plenty of challenges and transitions to be applied in order to assure our future but assure you, we will get there.

Our main source of income, that being, our food and retail outlets are maintaining their numbers of patronage for a reasonable return of income. Yes! We did increase our prices, but still below what our competitors charge, as should be the case. The Board has decided that due to the ever increasing purchasing costs an annual review will be necessary.

In conclusion, my sincere thanks to the Board; Co-op Board members, finance volunteers, administration personnel and our advisors DFK Perry; National Bank and FMC Business Managers who all assure that the Volunteers Service operates efficiently and within the legal requirements of the Law.

George Apostolou
Treasurer

VOLUNTEER SERVICE FOR THE FLINDERS MEDICAL CENTRE INC. COMMITTEE REPORT

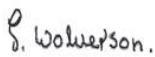
The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2019 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:



Sylvia Wolverson



George Apostolou

Dated this 20th day of September 2019

**VOLUNTEER SERVICE
FOR THE FLINDERS MEDICAL CENTRE INC.
ASSETS AND LIABILITIES STATEMENT
AS AT 30 JUNE 2019
ABN: 30 707 697 705**

	JUNE 2018	JUNE 2019
ASSOCIATION FUNDS	\$	\$
Accumulated Surplus	15,193,301	15,586,145
Less Distribution to Beneficiaries	<u>14,772,872</u>	<u>15,085,704</u>
TOTAL ASSOCIATION FUNDS	<u>420,429</u>	<u>500,441</u>
Represented By:		
CURRENT ASSETS		
Cash on Hand	34,398	27,541
Shop Account	63,255	53,570
Executive Account	10,034	1,266
Maximiser Account	486,618	590,639
Entitlements Account	30,292	57,018
Lotteries Debit Account	13,261	17,362
Community Saver Account	-	1,000
Trade and Other Receivables	24,363	30,428
Prepayment	58	-
Stock for sale	<u>61,910</u>	<u>54,991</u>
Total Current Assets	<u>724,189</u>	<u>833,815</u>
NON-CURRENT ASSETS		
VEHICLES, FURNITURE & FIXTURES		
Vehicles, Furniture & Fixtures, net	<u>96,227</u>	<u>101,742</u>
Total Non-Current Assets	<u>96,227</u>	<u>101,742</u>
TOTAL ASSETS	<u>820,416</u>	<u>935,557</u>

**VOLUNTEER SERVICE
FOR THE FLINDERS MEDICAL CENTRE INC.
ASSETS AND LIABILITIES STATEMENT
AS AT 30 JUNE 2019
ABN: 30 707 697 705**

	JUNE 2018	JUNE 2019
CURRENT LIABILITIES	\$	\$
Sundry Creditors	21,654	23,052
Provision for GST	9,021	6,852
Provision for Annual Leave	24,725	20,202
Trade Creditors	52,502	42,043
Unpaid Donations	<u>270,403</u>	<u>315,517</u>
Total Current Liabilities	<u>378,305</u>	<u>407,666</u>
NON-CURRENT LIABILITIES		
Provision for Long Service Leave	<u>21,682</u>	<u>27,450</u>
Total Non-Current Liabilities	<u>21,682</u>	<u>27,450</u>
TOTAL LIABILITIES	<u>399,987</u>	<u>435,116</u>
NET ASSETS	<u>420,429</u>	<u>500,441</u>

**VOLUNTEER SERVICE
FOR THE FLINDERS MEDICAL CENTRE INC.
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019
ABN: 30 707 697 705**

	JUNE 2018	JUNE 2019
NET INCOME	\$	\$
Transfer from Lotteries Account	32,870	39,506
Ward Services	11,523	9,675
Bonuses and Commissions	80,839	90,677
Donations Received	19,141	10,222
TV Vouchers	55,552	50,742
Interest Received	1,754	2,037
Other Revenue	31,631	6,230
Gross Profit from Trading	<u>927,034</u>	<u>1,053,896</u>
	<u>1,160,344</u>	<u>1,262,985</u>
NET EXPENDITURE		
Accountancy Fees	8,084	16,025
AGM, meetings & meeting expenses	4,236	3,390
Cards, flowers & gifts	1,409	2,368
Bank Charges	735	1,236
Conferences and training	60	6,244
Consultants	6,806	8,956
Consumer & business affairs	65	-
Executive Expenses	325	-
Fringe Benefits	-	2,166
Health and safety expenses	2,383	1,696
Depreciation	18,797	10,353
Cleaning Materials	9,219	8,708
Insurance - general	8,316	9,194
Insurance - Return to WorkSA	16,649	19,797
Legal Fees	5,149	3,069
Materials for uniforms/polo shirts	8,887	7,404
Motor Vehicle	6,588	12,764
Network charges	17,037	20,829
Office Expenses	659	281
Parking expenses including car park cards	218	-

**VOLUNTEER SERVICE
FOR THE FLINDERS MEDICAL CENTRE INC.
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019
ABN: 30 707 697 705**

	JUNE 2018	JUNE 2019
	\$	\$
Playroom expenses	143	155
Promotional and advertising expenses	8,148	14,671
Repairs & Maintenance	16,866	9,110
Miscellaneous Expenses	2,455	3,063
Salaries	549,114	608,936
Security	8,965	6,637
Superannuation	51,905	57,183
Stationery, postage and copier charges	10,039	10,106
Telephone	210	162
Tools & Equipment	6,776	9,532
Trade subscriptions	249	867
Travelling Expenses - volunteers	2,803	2,530
Travelling Expenses - other	-	-
Volunteer room expenses	2,995	4,173
Volunteer Expenses	10,177	8,521
Ward Services	<u>583</u>	<u>15</u>
	<u>786,840</u>	<u>870,141</u>

**THE VOLUNTEER SERVICE
FOR THE FLINDERS MEDICAL CENTRE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30TH JUNE 2019**

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.

**THE VOLUNTEER SERVICE
FOR THE FLINDERS MEDICAL CENTRE INC.
INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
THE EXECUTIVE COMMITTEE FOR THE YEAR ENDED 30 JUNE 2019**

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 2019 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.

The audit opinion expressed in this report has been formed on the above basis.

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 2019 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.



Gray Perry - DFK

James Perry

Dated this day of September 2019

SCHEDULE OF DONATIONS 2018 - 2019

DEPARTMENT	ITEM	NET DONATION
Allied Health	Allied Health Staff Study Awards	\$ 19,090.92
Art at Flinders	Art and Nurture Packs	\$5,245.00
Breast/Thyroid Clinic	Dress Material for Patient Robes	\$500.00
Clinical Governance	2 x Mobile Charging Boxes (Paediatrics & Outpatients)	\$1,011.27
Clinical Governance	2 x Mobile Charging Boxes (ED & Outpatients)	\$916.00
CNMER	Pink Ribbon Breakfast Matching \$ for \$ Fund Raiser	\$500.00
Corporate Media	Annual Programme Funding	\$40,000.00
Emergency Department	Disposable Coffee Cups	\$1,372.25
Emergency Department	Dammit Dolls Materials	\$500.00
Emergency Department	CMOS Endoscope plus attachments & options	\$27,220.00
Flinders Medical Centre Foundation	50% Funding for Cold Cap Tec - Cancer Patients	\$22,500.00
Flinders Medical Centre Foundation	Support for 2 PhD Research Projects	\$60,000.00
Flinders Medical Centre Foundation	50% Funding for Urology Resectoscope	\$10,000.00
Flinders Medical Centre Foundation	50% Funding for Cancer Wellness Centre Programme	\$40,000.00
Flinders Medical Centre Foundation	50% Funding for Liver Unit Video Cholangioscope	\$8,500.00
FMC Staff Xmas BBQ	50% of Xmas BBQ for Staff	\$4,126.36
Margaret Tobin Centre	Garden Supplies	\$431.90
Margaret Tobin Centre	8 Laygo Safe Chairs & 1 Laygo Safe Bed	\$7,390.00
Medicine Ward	Weighing Device	\$1,862.05
Mental Health	Specialised PICU Furniture	\$15,975.00
Mental Health	Table Tennis & attachments	\$800.00
Mental Health	Various play equipment for patientS	\$400.00
Mortuary	Artwork for Quiet Room	\$800.00
Neonatal Services	Various Furniture for 2 Flats Apartments	\$6,850.00
Office for Research	11 x \$2,000 Supporting Research Speakers	\$22,000.00

SCHEDULE OF DONATIONS 2018 - 2019

DEPARTMENT	ITEM	NET DONATION
OPMHS	Weighted Toys/Objects for Mindfulness	\$1,000.00
Outpatients	GE Healthcare Observation Mach & 8 Forceps	\$3,930.00
Outpatients FCC Department	Replacement Toys	\$500.00
Paediatric Clinic & Ward	Toy Kitchen and toys for playroom	\$1,131.54
Paediatrics	Easter Egg Hunt Supplies	\$249.00
Paediatrics	Stationery etc for Children attending surgery	\$2,000.00
Palliative Care	Shelving for 15 Patient Rooms	\$2,035.00
Podiatry	TV & wall bracket for waiting room	\$809.00
Social Work Welfare	Patient Clothing	\$500.00
Spiritual Care	CD Player for Chapel	\$660.00
Transit Lounge	Milk for Clients	\$534.58
Various Departments	Donations Less Than \$1,000.00	\$3,035.66

TOTAL :

\$314,375.53

VOLUNTEERS YEARS OF SERVICE

43 YEARS

Jill Aikin

42 YEARS

June Barnett
Barbara Clayton
Fay Matthew
Pat Piercy

36 YEARS

Myra Waddell

30 YEARS

Maureen Cudbertson
Gwen De Young

28 YEARS

Val Pauk
Rodney Senior

26 YEARS

Ruth Rogers
Anne Treacy

25 YEARS

Lynda Gilliland
Melva McEwen

24 YEARS

Maggie Bezdiguiian
Jenny Leslie
Verna Platten

23 YEARS

Barbara Hayden
Bev Maddocks
Margot Smedman

22 YEARS

Eva Burnett
Jan Lecky

21 YEARS

Dorothea Isaacs
Peter McGrath
Mark Petho
Sylvia Wolverson

20 YEARS

Barbara Hill
Lydia Sajedi
Fay Wood

19 YEARS

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

18 YEARS

Nita Brassey
Bev Donaldson
Shirley Ettridge
Barbara Fonseka
Barbara Howard
Bev James
Rose Jones
Judith Lane
Celia Morrell
Rosalind Panrok
Brian Robinson
Rhonda Seymour
Darla Smith
Judith Waters

17 YEARS

Geoff Chatfield
Aileen Guterres
Kevin Ingham
Pat Mansfield

16 YEARS

Margaret Brockhouse
Susie Calabio
Barbara Copley
Joan Drechsler
Inara Ernsteins
Norbert Kern
Sharon Olsson
Lyn Ottewill
Betty Parsons
Marlene Ryan

Shirley Schunke
David Sturgess

15 YEARS

Ken Crocker
Anne Duke
Colin Duke
Olga Karaberidis
David Langeluddecke
Helen Langeluddecke
Raelene Wade

14 YEARS

Jane Conlin
Wendy Peck
Gillian Wan
Philip Watchman

13 YEARS

Darryl Bonney
Sylvester Ciszkowski
Margaret Harradine
Julie Russell

12 YEARS

Chris Apostolou
Maureen Carman
Fran Clements
Alex Scherer
Kay Theologa
Marion Wallace

11 YEARS

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

10 YEARS

Richard Bruss
Rita Dunn
Lyn Gerblich
Anna Golab
Carol Hakof
Raelene Laws

Leonie Lawson

Philip Nieass
Graham Smith
Cliff Starr
Kathleen Wong
Kaye Young

9 YEARS

Bev Ellis
Susan Elvey
John Fischer
Lesley Griffith
Jenny Hayes
Jill Hooper
Mary Howell
Gabriella Intveld
Sue Kenton
Janet Mansfield
Anna McDougall
Joan McGurgan
Thea Peacock
Margaret Prosser
Peter Raven
Heather Wagner
Lorraine Waters
Heather Wilson
Barry Winstanley

8 YEARS

Anne Alexander
Chris Behrndt
Darrell Brown
Sue Collins
Julie Dunn
Mike English
Beth Humphrys
Rob Hutchings
Marissa Ingram
Lynn Kalms
Gerry Kradolfer
Allan Maynard
Glenis McEwen
Sue McRostie
Lily Pinos
David Roberts

VOLUNTEERS YEARS OF SERVICE

Fran Roberts
Nancy Rogers
Murray Shiell
Chris Simmons
Sue Waddingham

7 YEARS

Ingrid Bower
Roger Bower
Janice Burbidge
Julie Burdett
Tony Davis
Gill Evans
Allen Fry
Peter Hall
Dean Harris
Ann Harvey
Margaret Hoare
Christine Hood
Fay Jeffries
Philomena Jensen-Schmidt
Bob Kimber
Neville Knight
Katrine Laphorne
Heather Luker
Bonnie Nelson
Peter Pascoe
Maureen Paton
Malcolm Pierce
Carolyn Tan
Carmel Tranent
Linda Wallace
Eddie Weeden
Wendy Whellum
Janet Williams
Gayle Wortley

6 YEARS

Linda Bambrough
Michael Bateman
Julie Bevan
Terry Bevan
Robyn Boulton
Sharon Du Toit
Sally Gray
Martin Lampre

Gwen Lang
Margaret Lockett
Carolyn Lorraine
Chris Martin
Mick Masters
Kathleen McGhee
Paul Mullighan
Leanne Parkes
Dot Paul
Valerie Peake
Sylvia Peart
Heather Peters
Dorothy Phillips
Denise Preston
Sherry Proferes
Betty Roberts
Sue Rymell
Peter Stephens
Stevo Tobi
Tom Trotman
Ara Villamin
Heather Vinall
Elaine Winter

5 YEARS

Eric Barber
Barry Bell
Jacqui Brodie
Joan Carlmark
Jennifer Champness
Sue Crispin
Gaylene Edmondson-Stott
Angie Elekes
Kim Gale
Raelene Gale
Samantha Griffin
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
Jan Seto
Susana Talbot
Shirley Watson
Ana Whaley
Stacey Whitelaw

4 YEARS

Lleyan Adams
Diana Anderson
Graham Anderson
George Apostolou
Helen Bennett
June Bunker
Cynthia Carrington
Louise Chvyl
Suzanne Coopman
Cassie Focroul
Katharine Francis
Tina French
Nicholas Glenton
Christine Hackett
Deborah Haden
Lyn Harvey
Kevin Jackson
Michael Jones
Karen King
Ben Lawrence
Beryl McCormack
Christina Moreton
Christina Phillips
George Robertson
Peter Smith
Naleena Sreedharan
Christine Stankowski
Sue Tapp
Linda Wall
John Williams
Carole Winstanley
Maria Ytsma

3 YEARS

Bill Adams
Ian Alway

Renee Baldwin
Dael Bartholomew
Anne Bradshaw
Geoff Butler
Ivan Cheng
Mona Cooper
Stephanie Fuller
Joe Giles
Naomi Gossip
Felicity Gramp
Barrie Hamilton
Julie Harris
Rachel John
Carmel Kerin
Con Panagos
Linda Passingham
Michael Peters
Marion Renshaw
Helen Smith
Graham Trivett
Richard White

2 YEARS

Mary Koh
Hilary Amos
Maggie Banyer
Stephen Barnett
Juliet Beckingham
Rhonda Blum
Liz Bourne
Sage Brown
Norman Butterworth
Phyllis Callaghan
Barbara Carter
Joyce Clarke
Cheryl Coll
Nate Cornish
Janet Duthie
Joshua Frahn
Karen Frahn
Tony Gerblich
Peter Goldsmith
David Goodwin
Wendy Goodwin
Lynona Hawkins
Fiona Hewett-Rose
Elisabeth Hill

VOLUNTEERS YEARS OF SERVICE

Teresa Holdback
Peta Hunt
Sonya Kelly
Elena Kisselev
Tee Ping Koh
Mona Lam
Lyda May
Cathy Mayfield
Maxine Moore
Emma Mudra
Desley Nikitin
Louise O`Callaghan
Robert O`Sullivan
John Payne

2 YEARS

Michael Peters
Andrew Potts
Philip Ridgwell
Michael Scheffler
Rene Schroeder
Alina Secara
Jack Shepherd
Marianne Sierat
Rachel Sim
Gary Smith
Arthur Steele
Peter Stone
Margaret Strachan
Cheryl Sutton
Anne Symons
Agnes Tam
Peter Tam
Jennifer Taylor
Robert Thiele
Annie Wang
Claudia Wong
Ann Wyatt
Kin Sun Yu

1 YEAR

Min Adams
Monisha Antony
Mary Arthur
Halina Bender
Chris Bennett
John Besanko

Glenda Blackmore
Ann Boehm
Michael Burgerhof
Regina Butson
Heather Byrth
Dianne Claxton
Laura Cooper
Lino Corradin
Najwa Daou
John Davidson
Philippe Deroussent
Ian Draper
Maria Drazic
Heather Efraimsen
Shayne Evans
Michael Fleming
Michael Ford
Trudi Foreman
Peter Forker
Lorraine Gabriel
Chris Glascock
Jennifer Glascock
Gary Hamdorf
Natalie Hamdorf
Sharon Hawkes
Mhyles Hintural
Hazel Isaacs
Virginia James
Kathy Kalogeropoulos
Alan King
Lesley Koster
Silvana Kraljev
David Kynaston
Steve Liddemore
Rosemary Mackenzie
Jane Matthews
Jean Medina
Linda Morris
Libby Muegge
Tony Mullins
Angela Neale
Millie Nelson
Lyn Phillips
Gary Platten
Kathryn Platten
Peter Proctor
Emilia Reposi

Glenys Richards-
Mousley
Jo Saleeba
Louis Savage
Sue Shuttleworth
Marie Sinclair
Rupa Singh
David Smith
Graham Sporn
John Stanfield
Alan Stocks
Kade Storey-Byrnes
Aby Thomas
Buggs Tiziani
Jayne Turner
Zejna Webb
Karin Wichmann
Emily Willcocks
Helen Williams
Viv Wilson
Svetlana Zinoviev









ANNUAL 2018/19 REPORT

Volunteer Service for the Flinders Medical Centre Inc



FLINDERS MEDICAL CENTRE

Volunteer Service

**Volunteer Service
for the Flinders Medical Centre**

Flinders Drive

Bedford Park, SA 5042

Phone: 08 8204 3009