



BELLARINE COMMUNITY
SUPPORT REGISTER INC



Annual Report

1 JULY 2020 - 30 JUNE 2021



**BELLARINE COMMUNITY
SUPPORT REGISTER INC.**

Feel safe
Feel secure
Have peace of mind.

www.bellarineregister.org.au

2020 - 2021 ANNUAL REPORT

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**BELLARINE COMMUNITY
SUPPORT REGISTER INC.**

Committee of Management Report

I am pleased to present the 15th Annual Report of the Bellarine Community Support Register (BCSR) Inc. on behalf of the Committee of Management.

The organisation is proud to support the safety and independence of older and vulnerable residents of the Bellarine Peninsula by holding personal and contact information, provided by Registrants, in a secure database located at the Bellarine Police Station in Ocean Grove which is accessed only by police in a personal emergency.

The organisation was established in 2006 by Ann Nichol OAM, the organisation's first Chairperson, supported by the Portarlington Community Association and a small team of passionate Volunteers.

The BCSR is a totally voluntary organisation, incorporated and registered with the Australian Charities and Not for Profits Commission (ACNC).

We are incredibly fortunate to have a caring and compassionate group of 23 Volunteers who provide support to our Registrants, 9 of whom form our Committee of Management.

We are grateful to those Volunteers who have been able to continue to offer support to our Registrants during this financial year under COVID-19 restrictions where we were unable to operate our service from our office at the Bellarine Police Station.

This meant that for 2020/2021, the service was conducted from the home of our Volunteer Office Co-ordinator, Denise Hibbins with the assistance of rostered data/call Volunteers, Denise's family and Bill Mandley from APOGEE IT.

Strategic Plan 2018-2021

This year saw the final year of the 2018 - 2021 Strategic Plan which has continued to provide significant focus for the organisation's activities over the last 12 months and for planning to secure the future of the organisation.

The key pillars of the plan are;

1. Supporting Our Community
2. Enhancing Our Operations
3. Strengthening Our Partnerships

The plan has been evaluated each month to track our progress within the COVID-19 context and I am delighted to report that our expectations have been met.

PILLAR ONE

Supporting Our Community

Registrants

As at 30 June 2021, 1 393 Registrants were included on our confidential database.

The organisation's objective is to enhance the satisfaction of existing Registrants through effective engagement and support. Thanks to Rhonda Rotherham, our newsletters continue to be current and relevant to our Registrants and are now desktop published by Cherie Loncar from Enth Degree Marketing.

We have been in touch with our Registrants to ask them to provide feedback to us for National Volunteer Week. This was undertaken as an acknowledgement of the importance of the ongoing relationships that have developed between our Volunteer Callers and Registrants over time and as a feedback mechanism to the organisation for improving our service delivery.

Responses were varied, mostly focusing on thanking the Volunteers for their dedication to continuing the service from their own homes, using their own resources and being vigilant about following up those who were not answering their telephones with checks from neighbours, next-of-kin or the police if required.

One Registrant noted the value of the window sticker where a neighbour knew that the Registrant was inside the house but was unable to open the door. A call to the Bellarine Police Station (whose number is on the sticker) ensured that the Registrant's family was contacted and access was gained to the premises.

Another told the story of when her handbag had been stolen. Cash and credit/cards were missing but the remainder of the contents had been scattered near where the handbag was later found.

Using the I.D. card issued to all Registrants, a call to the Bellarine Police Station by the person who found the handbag meant that the Police were able to return the stolen item to the owner without them having to report it missing.

Some Registrants, who are members of their own organisations, would have liked more time to chat. Some spoke of how much they missed their friendship groups and casual catch ups whilst others had yet to return to volunteering since being mandated to withdraw in the early stages of the pandemic last year.

One spoke of the embarrassment of having the police knock on her door to check that she was all right when she had forgotten that she was due for a call and did not hear the phone ring because she was outside in the garden. As our Volunteer Caller was unable to be in touch with her emergency contacts as well, the Police had undertaken a welfare check as they have committed to doing regardless of how busy they are with other duties.



Gail Rodgers explaining the service to potential Registrants at Portarlington Market.

PILLAR ONE

Supporting Our Community

Volunteers

Our Volunteers undertake a range of activities from calling Registrants, uploading new registrations to the database, organising social events, purchasing refreshments and office supplies, answering the office mobile phone, delivering promotional material to a variety of locations, delivering presentations to service organisations to name but a few.

This year we re-introduced our attendance at Bellarine Markets with some interesting results.

The efforts from 7 stands at the Ocean Grove, Drysdale and Portarlington Markets resulted in a flow of not only registrations but also Volunteers interested in becoming part of our team.

It is pleasing to report that more than 50% of our Volunteer base (as well as family members and friends who also helped) assisted at these markets under very challenging circumstances and others called by to offer support, a kind word and a potential Registrant referral. It all helps.

Sponsors & Donors

Kings Funerals has continued their generous financial support of our Register. It has been great to connect with Chelsey Quartermain, their Marketing Officer, to discuss ways that we can connect to enhance the work of both our organisations. King's ongoing commitment to the BCSR for so many years is greatly appreciated.

Our strategic plan includes enhanced engagement with local government to support the profile of our organisation and improved connections with existing donors, sponsors and stakeholders. An invitation to attend the In-Home Care Services meeting, offered yet another promotional opportunity with the City of Greater Geelong to work towards common goals as was a Community Activation and Social Isolation Grant received for Volunteer training.

This year we received a most generous donation from the Bellarine Aged Care Association. This helped us work with the Bellarine Zone 5 Lions Clubs to purchase and install key safes for our Registrants, free of charge. Whilst this project is yet to be completed, we are keen to work in other ways to align and co-ordinate our efforts to achieve mutually beneficial objectives.

We are also grateful for the generosity of our Registrants who contribute to our organisation throughout the year. These donations mean a lot and are reflective of the work of our Volunteers and its appreciation by the community. Many anonymous donors have also made donations directly to our bank account. This financial support enables us to cover our administration costs such as insurance, postage, promotional activity, printing and IT support.

Committee Members

During the year, Lynne Kidman, Maree Greenwood and Mary Grace-Greer joined the Committee, filling casual vacancies. The Committee welcomed the diverse skills and knowledge of these Volunteers.



PILLAR TWO

Enhancing Our Operations

There are six objectives that sit under this pillar in the strategic plan, a number of which I have already made reference to through the work of our Volunteers and Committee.

Financial Plan

This is a challenging area for any small voluntary community organisation however the BCSR's Financial Plan includes an annual budget that is monitored and reported on monthly.

Marketing & Public Relations

Creating awareness of our organisation and the benefits that involvement can bring for community members is a difficult task. Winning the Ocean Grove Rotary Volunteer Organisation of the Year Award along with a continued presence at the Bellarine Summer Markets ensured that our Registrant and Volunteer numbers remained relatively consistent for this reporting period.

The best engagement activity is through presentations by a Committee Member and/or Volunteer to local groups and organisations. The personal engagement helps to explain what we do and the benefits to members of the community. These opportunities have been extremely limited this year due to COVID-19.

Fundraising & Grant Opportunities

Thanks to the time consuming work of grant writing by a number of our Committee Members, we have been successful in obtaining a number of grants to support our work this year.

- **City of Greater Geelong** - \$2 035 inc. GST – remote office equipment and installation
- **Volunteering Victoria** - \$3 340 ex. GST – Datacard Printer and Newsletter costs
- **Geelong Connected Communities** - \$500 Registrant newsletter costs
- **Borough of Queenscliffe** - \$1 500 Volunteer Training Jem Fuller workshop

We have also been extremely grateful to receive considerable in-kind support from two organisations this year. Detail of this support is provided on page 6.

- **Apogee IT** – support setup of remote delivery of our service
- **Utilitise IT** – development of our new database - *Safeguard*

Donations to BCSR have been numerous and valued greatly, supporting our expenses and activity to enhance the services provided to our Registrants

- **Bellarine Aged Care Association**
- **Bellarine North Rotary**
- **Neighbourhood Watch**
- Several **anonymous** donations.

Jenny Gibbs, Lynne Kidman and Leonie Saundry at the Drysdale Market



PILLAR TWO

Enhancing Our Operations

IT & Database

When the Register started some 14 years ago, the offer was made by Markus Stadler to develop a database that could be used to manage our Registrants and provide access to the information, in the event of any emergency, by Victoria Police. The contribution that Markus made, as a Volunteer, saw the development of BilbiWare, a tool that made all the difference to the way in which our service could be provided to the community.

BilbiWare was also offered to other Registers across the state on a fee for service basis with that contribution returning to the Register to help cover our administration costs.

The Committee identified two years ago, with changes in technology, the consideration of a new database, with expanded features, would be beneficial to our Registrants, Volunteers and Victoria Police.

A search for a new product commenced and very quickly we understood that this wasn't going to be an easy task. Many products that were considered were cost prohibitive or far too complex for our needs.

Our very positive relationship with Bellarine Community Health and the CEO at the time, Shane Dawson, led to an introduction to Steven Gray, Director of Utilitise IT. Very quickly we identified the willingness of Steven and his team to help find a solution to the Register's needs. Numerous meetings led to the very generous offer from the Utilitise IT team to build our new database from scratch.

This has been an incredibly exciting journey and we have benefited greatly from the involvement of Markus Stadler and many of our Volunteers to help guide the development process with Steven and predominantly one of his team, Tom Dickson.

This is an extremely generous in-kind donation and we will be forever grateful for this contribution.

Our new database will improve the user experience for our Volunteers, Registrants and their Carers and Victoria Police. It will serve us well for many years to come.

Our new database will be known as **Safeguard** – what a fabulous name.

When you google the meaning, it is so appropriate; “something that reduces or eliminates the risk of something undesirable happening”.

This is exactly what our service is here to provide for members of our community.

COVID-19 has highlighted the need for a new database that will allow our Volunteers to more effectively work from home, whenever required or if preferred.

“On behalf of the Committee of Management, sincere thanks to **Markus Stadler** for the thousands of hours he has contributed to the BCSR and other Registers across the State for the last 15 years.

It is impossible to quantify his contribution but we know that without Markus' support, the Register may not exist.

We will be forever grateful.

”

PILLAR TWO

Safeguard will guarantee no interruption to service, ensuring our Registrants can feel safe and secure and Victoria Police will have enhanced access to Registrant information in the event of an emergency.

The contribution made by Utilitise IT to develop *Safeguard* as an in-kind donation to the Register is an incredibly generous gift. On behalf of the Committee of Management, our Volunteers and our Registrants, I thank you.

We are so excited to start using the new product which is scheduled for completion in October 2021.

When you don't understand information technology, you are in the hands of those you can find to trust to provide effective guidance and support. It is a critical skill set to have access to within any organisation.

In addition to Markus, the Register has been incredibly lucky to have **Phil Hassell** as one of our Volunteers for the last 14 years. Phil resigned as a Volunteer this year to pursue other interests. Phil has also contributed thousands of hours to the Register, especially through his IT skills and knowledge. On behalf of the Committee of Management, I thank Phil for his extremely generous contribution which again is impossible to quantify.

COVID-19 presented many challenges for our team when unable to access our office at the Bellarine Police Station.

We quickly realised the need to access some IT support to find a remote operations solution.

That support came from local Bill Mandley and his organisation Apogee IT.

Bill recommended actions to enable us to successfully apply for funding to support the transition that meant we were able to operate a remote delivery service to maintain BilbiWare's secure operational capacity.

The impact meant that we were able to successfully and securely enter/retrieve Registrant details on our database whilst our service operated from the homes of our Volunteers.

We are indebted to Bill for his advice and support.

Quality & Compliance

The organisation's Governance Framework is monitored on a monthly basis to ensure that we are up to date with ACNC requirements.

Together with reviewing our Risk Register on a regular basis, the organisation proactively anticipates risk and implements strategies to mitigate it appropriately.

Succession Plan

No organisation can be effective without a strong team with a shared focus. Our strategic plan includes the need to ensure our human resources are adequate, supported and in place for growth. We value Volunteering and the difference that passionate people can make to a community.

During the year the Committee has planned for the departure of two Members at the Annual General Meeting this year and successfully recruited a number of new Committee Members with diverse skills and knowledge to fill the vacancies.

Jenny Gibbs will not be continuing with the Committee in 2021/22 after five years as a Care Caller and Committee Member. Jenny was also involved with the establishment of the organisation 15 years ago. Jenny is passionate about the service BCSR provides to the community and has provided unwavering support to the organisation and the Committee. She has conducted many presentations to community groups including the successful engagement of community nurses at Bellarine Community Health. She has constantly sought opportunities to help raise the profile of BCSR and never shied away from conversation that might lead to new Registrants or increased awareness of our organisation. Jenny will be greatly missed by the Committee.

PILLAR THREE

Strengthening Partnerships

The third pillar focuses on our relationships and partnership with key organisations within the community. We value strong connections with our partners to ensure our outcomes are optimised.

Victoria Police

The BCSR office has been located at the Bellarine Police Station in Ocean Grove since inception in 2006. This partnership over the years has delivered some very positive outcomes for our Registrants particularly those who have sent us notes of thanks for us arranging for the police to come by when a care call had not been answered in the allocated time.

Again I wish to sincerely thank Victoria Police, Senior Sergeant Adrian Bickley and police members on the Bellarine for their support and the value that is placed by them on the work we do to support the community; a wonderful partnership. We were pleased to have Bellarine Police at a Bellarine Aged Care Association workshop in Drysdale this year where Acting Sen. Sgt. Simmone Corin provided an overview of some current issues impacting the community such as scams, especially those being received by elderly people over the phone. Our partnership with Victoria Police is unique and ensures our Registrants or another layer of safety and security in our community.

Referral Organisations

Our relationship with Bellarine Community Health (BCH) was further strengthened this year with the introduction of regular meetings with Community Nurses. This has provided an avenue to accept referrals directly from the nurses who are supporting Bellarine residents in their own homes and through the BCH Allied Health Programs.

A meeting with BCH newly appointed CEO Gary Ellis has confirmed their organisation's willingness to work together, providing support for the BCSR and for future collaborative opportunities where both organisations can strive to support people in our fabulous community.

BCSR is keen to develop stronger relationships and partnership with other organisations on the Bellarine that have similar goals and aspirations for a community that looks out for one another.

Our plan has identified numerous opportunities that will be investigated and expanded over the coming months.



Rhonda Rotherham and Chelsey Quartermain discussing the Social Media Strategy.

A personal note of thanks

As devastating as COVID-19 has been for many in our community it has also been the catalyst for BCSR to stop and consider how we might improve our service for Registrants and how we might engage more effectively with our own Volunteers in the future.

There is no doubt that our new database *Safeguard* will assist it achieving both of these service improvements.

The development of the next three year strategic plan is also nearing completion and will provide clear direction and focus for BCSR in the short and longer term.

I sincerely thank my fellow Committee Members and our incredible Volunteers for the way they have adapted to ensure our Registrants were well supported during the year.

The many challenges faced were managed effectively providing a seamless service to our community.

I will be stepping down as Chairperson and from the Committee this year but will be forever grateful for the leadership shown by Ann Nichol, some 15 plus years ago, for establishing BCSR.

Such incredible foresight, passion and care for her community that has ensured the support of many residents on the Bellarine over the years.



Gail Rodgers, Chairperson

Gail R Rodgers
Chairperson
September 2021

Committee of Management 2020-2021

Position	Name
Chairperson	Gail Rodgers
Treasurer	Bob Jordan
Secretary	Leonie Saundry
Volunteer Office Co-ordinator	Denise Hibbins
General Member	Rhonda Rotherham
General Member	Jenny Gibbs
General Member	Maree Greenwood filled a casual vacancy in October 2020
General Member	Mary-Grace Greer filled a casual vacancy in December 2020
General Member	Lynne Kidman filled a casual vacancy in June 2021

2022 - 2024

BCSR 2022-2024 Strategic Objectives

Pillar One		Engaging Our Community
1.1	Registrants	Enhance the satisfaction of existing registrants to ensure effective engagement and support
1.2	Potential Registrants	Grow registrant numbers by 7 per month
1.3	Volunteers	Ensure ongoing communication and engagement with Volunteers
1.4	Sponsors and Donors	Build and maintain a strong network of Donors and Sponsors
1.5	Committee Members	Foster an active and well-informed committee aligned to achieve the organisation's objectives

1



Volunteers enjoying Morning Tea during National Volunteer Week.

2022 - 2024

BCSR 2022-2024 Strategic Objectives

Pillar Two		Enhancing Our Operations
2.1	Financial Plan	Develop an annual budget that incorporates the strategic priorities
2.2	Fundraising and Grant Opportunities	Target local funding opportunities
2.3	Marketing and Public Relations	Increase community awareness to attract new members including Volunteers, Registrants and Committee Members
2.4	Policies and Procedures	Review and develop policies and procedures in line with organisational priorities
2.5	IT and Database	Implement and evaluate the <i>Safeguard</i> database
2.6	Quality and Compliance	Monitor and report on the governance framework
2.7	Succession Planning and Recruiting	Secure human resources for sustainability and growth

2



BCSR Co-ordinator, Denise Hibbins hands Secretary, Leonie Saundry welcome packs for posting to the new registrants.

2022 - 2024

BCSR 2022-2024 Strategic Objectives

Pillar Three		Strengthening Our Partnerships
3.1	Victoria Police	Create a closer relationship with Victoria Police Bellarine Peninsula to support current and potential residents in need
3.2	Community Organisations	Grow existing partnerships and build new opportunities to raise awareness
3.3	Local Government	Build a shared understanding of the role of local government in working with the Register
3.4	State Government	Investigate opportunities for co-ordination/alignment across State Registers and role of State Government in other Registers across Victoria
3.5	Federal Government	Establish links with relevant agencies e.g. My Aged Care, NDIS

3



Register Volunteers Rhonda, Lynne, Chelsey, Leonie and Jenny who attended the Older Person Mental Health First Aid Training.

Mass Village Sign Up

The Bellarine Community Support Register has signed up more than 40 residents from the **Drysdale Retirement Village** to its free confidential database service that can be accessed by Victoria Police in case of an accident or medical emergency.

The registering of so many people was the brain-child of Manager, Julie Parfitt who saw this unique opportunity as providing another layer of security to her community of retirees especially those who are still out and about.

'It struck me as being really important for all village residents to consider this so I spoke to all of my residents individually about the program and offered to do the sign up for them if they were interested,' Ms Parfitt said. 'To have a locally based Bellarine service that can help anyone of any age or any ability in our community, particularly during this pandemic is vital to the health and wellbeing of our small community.'



For further information about the Register, go to:

<https://bellarineregister.org.au>

or contact 0480 228 674.



Manager Julie Parfitt receives welcome packs from BCSR as she registers herself on the organisation's webpage to join her residents.

'The database is a register of residents' information – contact and medical, that can be accessed by emergency services. Registrants are issued with an emergency wallet card with their name and I.D. number on it along with a sticker for the front door.

In the event of an emergency or when family, friends or neighbours cannot contact a registrant, the Bellarine Police are able to get in touch with next-of-kin or visit your home to check that you are okay. A call service is also available on request.

'This is brilliant! I am not always here on site and this certainly gives me peace of mind for our residents.' Ms Parfitt encouraged other Bellarine villages to consider doing the same.

'This mass sign-up is a first for our Register' said Register Chairperson, Gail Rodgers in response.

'We are absolutely delighted to have developed an association with such a forward-thinking and innovative organisation and if there are any other villages or businesses that would like to do the same, our Volunteers will come out to your site and help with the registration process once COVID-19 restrictions allow.'

BCSR Co-ordinator, Denise Hibbins praised the ongoing commitment of the organisation's Volunteers who prepared the welcome packs for these new Registrants.

'We normally operate from the Bellarine Police Station in Ocean Grove,' Ms Hibbins explained, 'however, since March 2020, our Volunteers have worked from their own homes using their own resources to ensure the service is uninterrupted due to current restrictions.'

Volunteer Office Co-ordinator's Report

This is the second report I've had the privilege of writing for this wonderful Volunteer community organisation.

Both the Committee and Office personnel are Volunteers. Ideally with one supporting the other. Our actions are particularly telling. This is perhaps an appropriate time to revisit our values of "respect, reliability, honesty, empathy, communication, creativity and contribution." The Volunteers are the backbone of this organisation, providing unfailing commitment to ensure the ongoing service provision to our many and varied Registrants through this most unusual time.

Since 25 March 2020 we returned to the office, I believe for about three weeks in total. One week the first time and two weeks the second before further lockdowns saw another extended period of remote service provision.

Some of our wonderful Volunteers have taken the remote service time to rest and ready for when we resume post COVID-19 service provision. The two times this did occur they resumed duties with refreshed vigour. Others have continued and undertaken additional shifts to ensure that we continue to provide our services. Some have been fortunate enough to enjoy wonderful holidays throughout different parts of our country.

Regardless of the many challenges, we have been very fortunate to attract new Volunteers who come with great enthusiasm and commitment to ensuring our ongoing success.

Our Secretary from 2020 has assisted in driving this and made my life much easier by taking on additional tasks. I thank Leonie Saundry for her ongoing commitment and assistance along with her recruitment of some of our new Volunteers. We have attracted some strong and committed people to support the work of the Register. Leonie, with other Volunteers, also seems to have been a driving force in securing new Registrants during this financial year.

Maree Greenwood has come on as Deputy Co-ordinator. Maree has taken on the roster which during these times is no mean feat. Maree has also taken on additional tasks that hopefully enhance our Volunteers' experience and include a monthly Volunteer newsletter and some social functions. We did manage to get together to celebrate National Volunteer Week at 360Q in Queenscliffe during May 2021.

Maree submitted our successful nomination for Ocean Grove Rotary Volunteer Community Organisation of the Year 2021.

Our Chairperson Gail Rodgers and I attended this event. BCSR were fortunate enough to be the winners of this award. Given the work that has occurred during COVID-19 and that we have maintained our service provision with little interruption to the people we provide our service to this is wonderful acknowledgement to all of our Volunteers.

I encourage all new and incoming Volunteers particularly to the Committee of Management to become familiar with the workings undertaken by the Office Volunteers so that they can make well informed decisions moving forward. I further encourage Committee Members to get to know the Office Volunteers and how they go about their work. This could be achieved by spending time in the office on different days of the week when such operations recommence. While undertaking remote operations this could be achieved by working with another Volunteer from time to time.

I conclude by saying a very big thankyou to all of our Volunteers and look forward to moving forward and growing along with our new database.

Denise Hibbins
Volunteer Office Co-ordinator
September 2021

Treasurer's Report

The Bellarine Community Support Register (BCSR) reports its annual operations on a cash basis for the year ended 30th June 2021.

Tier 1 associations (less than \$250k in revenue) are not required to have their financial statements externally reviewed or audited, however the BCSR has a practice of getting its financial statements reviewed externally most recently by Mr. Dennis Larsen.

As a registered charity (Reg Charity ABN 45 848 490 650) BCSR must comply with the requirement to lodge an "Annual Information Statement" with the Australian Charities & Not-for-Profits Commission (ACNC). This can be done on-line.

The information required includes:

1. Financial Statement (Cash) for y/e 30 June 2021 with comparisons to previous year
2. Balance Sheet at 30 June 2021

Those reports have been presented to our auditor for his review and he has signed them as being "audited and found correct".

Comments

1. Financial Statement (Cash)

The statement shows an increase in cash held over the year of \$16,186.06 and an increase in the amount held in Term Deposits of \$145.11 ie Interest earned and re-invested.

Receipts

During the year the BCSR sought grant funding for both operational and capital expenditure to help us to maintain our community care initiative for the benefit of residents and those in need of community support during this difficult time.

We were successful in obtaining grants from the City of Greater Geelong, Volunteering Victoria and the Borough of Queenscliffe to meet operational expenditures noting that the planned workshop for Volunteers funded by the Borough's grant has not yet been held due to COVID-19 restrictions.

The layout of the Financial Statement for the year has been changed to reflect the receipt and expenditure of those grant funds whilst separating such from the day to day operations.

The year also saw probably the largest donation ever received by the BCSR with a magnificent sum of \$15,000 being provided by the Bellarine Aged Care Association (BACA) as part of its distribution of funds upon its winding up. The Committee will during 2021-22 consider how to ensure our community gets the greatest benefit from this donation,

We also achieved grant funding from Volunteering Victoria and the City of Greater Geelong to purchase a replacement ID card printer, a laptop and a printer.

Expenditure

With the closure of the BCSR office for most of the year as a consequence of COVID-19, a number of budgeted items were not fully expended i.e. computer maintenance, printer supplies etc. however substantial costs were incurred with the production and distribution of the newsletter ie hard copy to all Registrants rather than the usual 50% by email.

2. Balance Sheet

The statement shows net assets of \$63,200.01 mainly being held in cash / term deposits and office equipment / computers etc. The significant increase in current assets of over \$16,600 reflects the substantial donation from BACA (\$15,000).

As mentioned earlier, during the year the ID card printer was replaced and a new laptop, a printer and associated software were purchased to ensure that out of office processes could function seamlessly.

3. Term Deposits

The practice of re-investing interest earned upon the maturity of term deposits continued with the two Term Deposits generated a total \$145.11 interest for the year.

This amount, being considerably less than previous years, was as a result of significantly reduced interest rates.

No withdrawals were made during the year.



Bob Jordan (left) and Tim Saundry packing up after Ocean Grove Rotary Market.

Bob Jordan
Hon. Treasurer
September 2021

Financial Reports 2020/21

BCSR Financial Statement Cash: 30 June 2021

	2020/21	2019/20
Cash Receipts - Operational	\$	\$
Donations - Registrants	5,065.20	5087.00
Donations - Community	300.00	0.00
Donations - Specific	1,135.00	0.00
Financial Membership	210.00	195.00
Key Safe Sales	150.00	200.00
Sponsors	1,500.00	1,500.00
Sub Total - Operational Cash Receipt	8,360.20	6,982.00
Cash Receipts - Operational Grant		
City of Greater Geelong	1,870.00	0.00
Volunteering Victoria (Part)	1,745.00	0.00
Borough of Queenscliff	1,500.00	0.00
Sub Total	5,115.00	0.00
Cash Receipts - Other		
BACA - Donation (Distribution)	15,000.00	0.00
Rotary Award	500.00	0.00
GST Refund	840.00	1,302.09
Sub Total	16,340.00	1,302.09
Total Operational Cash Receipt	29,815.20	8,284.09
Cash Expenditure		
Advertising & Promotions	1,703.50	1,278.41
Insurance	1,957.20	1,932.00
Minor IT Equipment	81.82	89.09
Computer Maintenance	0.00	105.00
Key Safe	205.64	0.00
Office Supplies	293.96	297.69
Postage - General inc PO Box	329.82	286.36
Postage Newsletter	2,511.86	2,023.79
Printing - Newsletter	3,015.85	1,087.00
Toners	308.51	603.31
Volunteer Expenses & Training	270.91	351.36
Website	769.00	270.00
Misc	79.54	160.36
Audit	90.91	90.91
	11,618.52	8,575.28
GST Input	1,145.12	857.55
Total Operating Cash Payment	12,763.64	9,432.83
Total Operating Cash Increase	17,051.56	-1,148.74
	2020/21	2019/20
	\$	\$
Total Operating Cash Increase	17,051.56	-1,148.74

BCSR Capital Grants: 30 June 2021

Capital Grants - Cash Income		
Volunteering Victoria	1,595.00	0.00
CoGG - Healthy & Connected Comm.	2,035.00	0.00
Sub Total	3,630.00	0.00
Sub Total Cash Increase	20,681.56	
Less		
Asset purchases	4,086.82	0.00
Asset GST	408.68	0.00
Sub Total Cash Decrease	4,495.50	
Total Cash Change	16,186.06	-1,148.74
Opening Cash Balance 1 July 2020	4,088.01	5,236.75
Closing Cash Balance 30 June 2021	20,274.07	4,088.01
Non Cash Transactions		
Interest on Term Deposits	145.11	412.29
Debtors	1,500.00	1,500.00

BCSR Balance Sheet: 30 June 2021

	30-Jun-21	30-Jun-20
ASSETS	\$	\$
Current Assets		
Cash at Bank	20,274.07	4,088.01
Cash on Deposit	24,161.74	24,016.63
Debtors - GST Receivable	1,145.12	857.55
Debtors - Sponsors	1,500.00	1,500.00
	47,080.93	30,462.19
Fixed Assets		
Equipment At Cost	16,119.08	13,500.21
TOTAL ASSETS	63,200.01	43,962.40
LIABILITIES		
Creditors	0.00	0.00
TOTAL LIABILITIES	0.00	0.00

Audited & Found Correct
FROM BELLARINE SUPPLIES
RETIRED BANK MANAGER
19/8/21

Annual General Meeting Minutes

Minutes of the Bellarine Community Support Register 14th Annual General Meeting held on Friday 4th September 2020 at 2:00pm via Zoom Meeting.

1. Present:

Members

- Gail Rodgers: *Chairperson*
 - Bob Jordan: *Treasurer*
 - Denise Hibbins: *Office Co-ordinator*
 - Sen. Sgt. A. Bickley (*mobile phone*)
 - Leonie Saundry (*minutes*)
 - Jenny Gibbs
 - Rhonda Rotherham
 - Helen Shedden (*telephone*)
-

2. Apologies:

- Barry Collinson
- Glenys Francis
- Jeremy Gaylard
- Donna Hogan
- Robin Macaulay
- Mary Malady
- Prue McDonough
- Irene McKenzie
- Judith Powell
- Ros Williamson

14th Annual General Meeting

Friday
4th September
2020

3. Confirmation of Minutes

Confirmation of the Minutes of the 13th Annual General Meeting held on 18 October 2019.

MOTION: *That the Minutes of the 13th AGM held 18 October 2019 be confirmed.*

Moved: *J. Gibbs/B. Jordan*

Carried.

4. Business Arising

Business Arising from the Minutes of the 13th AGM held 18 October 2019.

Providing morning tea for Registrants remains a priority for the Committee but is on hold at present.

Bellarine Police Senior Sergeant Bickley indicated that Volunteers may not be able to resume their roles at the Ocean Grove Police Station until a COVID-19 vaccine had been developed and introduced.

The concern related to the number of people who had access to members at Reception.

Opportunities for access to the BCSR Office would be addressed on a case-by-case basis.

Victoria Police looked forward to the service resuming at its current location as soon as practicable.

(Snr. Sgt. Adrian Bickley was required to leave the meeting at this point - 2.14 p.m.)

5. Receipt of 2019/20 Annual Report - Report from Chair

The Chair expressed the Committee's thanks to retiring Committee Members Jeremy Gaylard and Ros Williamson and acknowledged the significant amount of work that Ros had undertaken in her role as Secretary during 2020.

The Office Co-ordinator encouraged the Committee to move ahead with the development of the new organisational database.

MOTION: *That the 2019/2020 Annual Report including the Report from the Chair and Office Co-ordinator be received.*

Moved: R. Rotherham/H. Shedden

Carried.

6. 2019/2020 Audited Financial Statements

MOTION: *That the 2019/2020 Audited Financial Statements as presented be received and adopted.*

Moved: B. Jordan/J. Gibbs

Carried.

7. Election of the Bellarine Community Support Register Committee of Management Members 2020/2021

All Committee positions were declared vacant by the Chair and were duly elected as follows:

Position	Nominee	Nominators		Duly Elected
Chair	Gail Rodgers	G. Rodgers	R. Rotherham	Yes
Vice Chair	Vacant	Vacant	Vacant	Vacant
Secretary	Leonie Saundry	G. Rodgers	D. Hibbins	Yes
Treasurer	Bob Jordan	D. Hibbins	R. Rotherham	Yes
Office Co-ordinator	Denise Hibbins	G. Rodgers	J. Gibbs	Yes
General Member	Rhonda Rotherham	B. Jordan	D. Hibbins	Yes
General Member	Jenny Gibbs	B. Jordan	D. Hibbins	Yes
General Member	Donna Hogan	B. Jordan/	D. Hibbins	Yes
General Member	Vacant	Vacant	Vacant	Vacant

8. Introduction and Welcome to New Committee Members

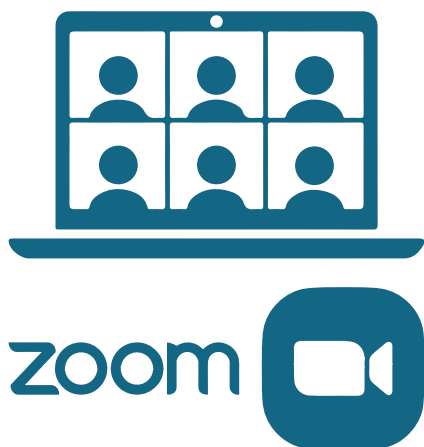
Re-elected Chair G. Rodgers welcomed all members to the 2020/2021 Committee of Management and thanked them for their commitment to the organisation.

9. Confirmation of the amount of the annual subscription and joining fee for 2021/22

MOTION: *That the BCSR membership fees remain the same: \$10 joining fee and \$5.00 annual fee.*

Moved: B. Jordan/R. Rotherham

Carried.



10. Presentation of Service Certificates

Chair G. Rodgers acknowledged Helen Shedden for her 10 year contribution to the organisation, having aptly filled a number of roles during that time.

The Committee is grateful that Helen has continued as a Volunteer and noted the knowledge and heart that Helen continues to bring to any role that she undertakes on behalf of the Registrants.

An expression of thanks from Senior Sergeant Adrian Bickley, Bellarine Police was read to Helen due to her inability to link by video and she expressed her thanks in return for the acknowledgement.



11. BCSR Years of Service Acknowledgements by BCSR Chair and Victoria Police

10 Years:

- Helen Shedden

5 Years

- Glenys Francis
- Denise Hibbins

2 Years

- Sandra Uthmeyer
- Wendy Medhurst

12. General Business

- BCSR founder Ann Nichol was unable to join the meeting but had been delivered a copy of the Annual Report prior to the commencement of the Annual General Meeting.
- The Office Co-ordinator will deliver the remaining Annual Reports to members.

13. Meeting closed

Meeting closed: 2.41 p.m.

National Volunteer Week

Comments from some recipients of the Bellarine Community Support Register's phone call service.

The phone call is good as I am an old lady (97) who lives alone.

It's an excellent and necessary service.
Plus I like to chat.

I enjoy and appreciate the calls.
It's lovely to talk to someone when you are alone.

I like getting calls.
The Volunteer callers are friendly, kind and helpful.

The calls mean a lot to me as I am alone.
My family is a few hours away.

Although I have a call monitor this service is local and it's a great follow up when there has been an emergency.

It's reassuring to me and to my family and indicates someone cares – especially through COVID when the call Volunteers were using their own phones rather than calling from the office.

The phone calls have proved to be very good – one day the police were sent to look for us as we'd forgotten to tell the Register Co-ordinator we'd be on holiday – showed the system works.

All lovely callers and we are pleased to get the calls.

The phone call is comforting. It gives the feeling that someone cares as I live alone.

Can discuss a range of topics and often have a laugh although I have not met the person I am talking to.



Address

P.O. BOX 819
OCEAN GROVE 3226



Email

bpsupportregister.org.au



The Bellarine Community Support Register supports the safety and independence of older and vulnerable Bellarine residents. It holds contacts and information provided by residents and can be accessed only by police in a personal emergency.



**BELLARINE COMMUNITY
SUPPORT REGISTER INC.**

Feel safe. Feel secure. Have peace of mind.

www.bellarineregister.org.au