



The Water Well Project.



"I think the topic is very important to our life especially to us because we come from different cultures, countries and we have to connect with new good country and maybe will feel in mental

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About.

The Water Well Project is a not-for-profit, health promotion charity which aims to improve the health and wellbeing of migrants, refugees and asylum seekers by improving health literacy.

Mission Statement:

To improve the physical and mental health of all migrants, refugees and asylum seekers in Victoria by improving their health literacy.

Vision Statement:

All migrants, refugees and asylum seekers achieve equitable access to health education, care and resources to promote wellbeing. Furthermore, it is important to The Water Well Project that all healthcare volunteers gain a better understanding of cultures, as well as improved communication skills with culturally and linguistically diverse (CALD) individuals and communities.

Chair's Report.

Dr Linny Kimly Phuong



This has been another successful year for The Water Well Project. Interactive health education sessions were delivered across metropolitan Melbourne, Geelong and also in New South Wales. Since establishing The Water Well Project in 2012, over 380 health education sessions have been delivered to community groups of varying ethnicity, culture and age, gender. These community groups also differed in their time of arrival to Australia, with some new arrivals and others having settled in Australia for many years. In the 2016-17 financial year alone, The Water Well Project delivered 119 sessions and inducted 120 volunteers.



Committee.

With the growth of The Water Well Project, the management committee has continued to evolve. The structure currently consists of the positions of: Chair, Deputy Chair, Treasurer and Secretary making up the Executive. The Executive committee are supported by the rest of the management committee and their supporting subcommittee members. These positions continue to all be voluntary roles.

There were a number of changes to the membership of both the Management Committee and Supporting Committee in 2016-17.

Management Committee.

Chair & Founder
Deputy Chair
Treasurer
Secretary
Digital Manager
Fundraising Officer
Programs Officer
Volunteer Engagement Officer
Communications and Marketing Officer

Dr Linny Kimly Phuong
Dr Coen Butters
Dr Timothy Martin
Ms Isabelle Higgins
Mr Alessio Bresciani

Ms Nicole Bate
Ms Lynette Phuong

Supporting Committee.

Evaluation Officer(s)
Resources Officer(s)
Social Media Officer
Volunteer Engagement Subcommittee
Geelong Liaison Officer
NSW Liaison Officer(s)
TAS Liaison Officer

Dr Adam Gascoigne
Ms Emily Lawson
Dr Alan Nguyen
Ms Julie Hjorth
Ms Grace Fitzgerald
Dr Ashleigh McLean
Ms Amanda Jennings
Dr Leisel Trompf
Dr Brian Fernandes
Dr Sarah Gelbart

Outgoing committee include Deputy Chair (Ms Alexia Miller), Secretary (Ms Michelle Lam), Communications & Marketing Officer (Ms Avi Tan), Evaluation Officer (Dr Kate Middleton), Resources Officers (Dr Rachel Goh, Ms Molly McNamara) and Social Media Officer (Ms Christina Benke). We acknowledge and thank these individuals for their hard work and dedication to our organisation during our growth phase.

As The Water Well Project Management Committee (including our executive team) is primarily volunteer run, our organisation is supported by a part-time paid Project Administrator. In 2017, Ms Jennifer Keyes was appointed into this vital role. Ms Keyes is essential to the day-to-day running of the organisation, ensuring the logistics of community sessions are prepared and being our key liaison with key referral agencies and volunteers.



"We enjoyed today session. We heard lot of experience from different people and different country. So it was a good experience for us." (Community Participant)

Achievements.

Grants

- Victorian Multicultural Commission Grant
- Department of Social Services Volunteers Grant
- Geelong Communities Foundation Grant
- Translating and Interpreting Services (TIS) exemption for NSW

Awards

- Grill'd Local Matters Malvern - First Place
- Victorian Premier's Volunteer Champions Awards 2016 - Dr Linny Kimly Phuong
- AMA Doctor in Training of the Year 2017 - Dr Linny Kimly Phuong

Media

- The Medical Blog - *International Women's Day Interview* (Mar 2017)
- *Cultural Diversity Week campaign* (Mar 2017)
- *National Volunteer Week* (May 2017) - Theme: Give Happy. Live Happy

Events for Volunteers

- Melbourne Social Event for Volunteers (Dec 2016) featuring guest Miss Chu
- Melbourne Induction Sessions (Jan 2017, Aug 2017)
- Geelong Induction session (Apr 2017)
- New South Wales Induction session (Apr 2017)
- Mental Health workshop for volunteers (May 2017) run by external facilitator Geoffrey Ahern

External Events

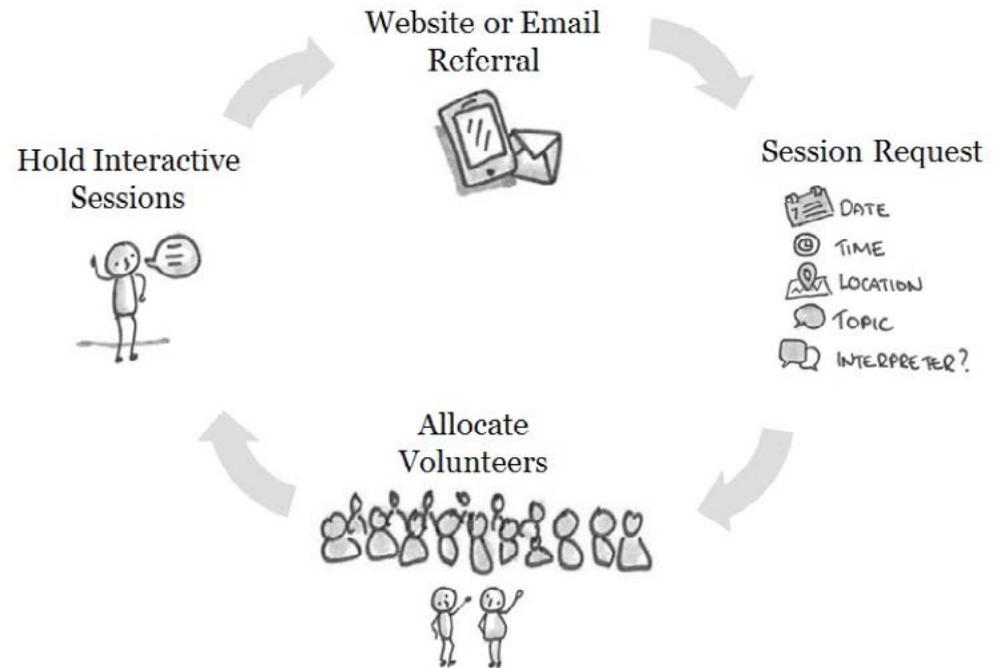
- Global Ideas Salon (Sept 2016)
- Tasmania GP refugee health group (Apr 2017) represented by Dr Sarah Gelbart, Tasmania Liaison Officer
- Crossing Borders event in Geelong (Apr 2017) represented by Dr Courtney Gardner, previous Geelong Liaison Officer
- Monash University Global Health Event (Apr 2017) represented by Dr Nishani Nithianandan, volunteer
- Royal Australasian College of Physicians (RACP) Trainee Day (May 2017) speaker for "How to instigate change and make a difference" session - Dr Linny Kimly Phuong
- City of Greater Geelong Community Agents of Sustainability (C.A.O.S.) network meeting (Jun 2017) represented by Ms Amanda Jennings, Geelong Liaison Officer
- Crossing Borders Monash (Jul 2017) represented by committee members Dr Linny Phuong, Dr Timothy Martin, Dr Ashleigh McLean, Ms Grace Fitzgerald and volunteers Dr Hemma Valluvan and Dr Nishani Nithianandan.

Stakeholder Engagement.

Our model for provision of health education relies on referrals from refugee and asylum seeker support organisations. The referral process is outlined in the below pictorial.

Apart from the basic details around when and where a session will take place, referrals provide information about the demographics of the group as well as a requested topic for the health education session. The critical part of this referral is the background information about why this topic is significant for this group - which only a support worker or teacher with regular contact with the group is able to adequately provide.

With the growth of our organisation, The Water Well Project has engaged with a multitude of different refugee and asylum seeker support organisations. These have ranged from migrant resource centres to community groups within English language schools and playgroups. We are thankful for these organisations for partnering with The Water Well Project – a list of these organisations is available later in the annual report.



Deputy Chair's Report.

Dr Coen Butters

It gives me great pleasure to provide this report as Deputy Chair of The Water Well Project. This compilation of reports and experiences makes a great read. It tells the story of a small grassroots organisation that has grown exponentially, moving from strength to strength whilst improving the lives of asylum seekers, refugees and peoples from a migrant background.

We are fortunate to have a bright and dedicated team of individuals leading The Water Well Project. The committee has a wealth of experience across a range of settings and are using this to make sure the organisation can continue to meet growing demand for our programs.

This year I have been focused on developing the Resources Shed to allow secure 24/7 access to updated resources. In conjunction with the Chair, Dr Linny Phuong, we have begun broad organisational changes to ensure that the leadership structure is transparent, efficient and effective. This began with a conversation with each member of the committee and will conclude with a newly designed committee.

We have faced some important challenges, including expansion of programs to Geelong and NSW. We have also had a large amount of recruitment. I welcome new volunteers joining us in Communications, Volunteer Engagement, Social Media and Resource Management. A major challenge has been ensuring that we can continue to meet the huge demand for our free programs. One of our key goals now is to look at how we market The Water Well Project. How do we tell people about what our wonderful volunteers do? How do we tell the story of our enthusiastic participants?

We continue to look at how things are done and how we can use technology to better meet the needs of our volunteers and community participants.

Financial Report.

Dr Timothy Martin

It has been a busy year for The Water Well Project. With the ongoing growth The Project during 2016-17, one of the main challenges for the organisation is now financial sustainability. The Water Well Project has primarily been supported by grants in previous years, and the aim is now to diversify income streams. As is contained in the financial statement, The Water Well Project incurred a profit of \$5,728.93 during the 2016-17 financial year with a closing balance of \$51,417.53. Income was \$27,044.49 and expenditure \$21,315.56.

The Water Well Project received grants from the Victorian Government, Department of Premier and Cabinet (Office of Multicultural Affairs and Citizenship) and The Geelong Community Foundation. We are immensely thankful for the support of these organisations. Furthermore, we are grateful for the substantial donations made by the following individuals and organisations to The Water Well Project: Charity tap, Bubbles and Briefcases, Team Med and

Endeavour Hills Pharmacy. Additionally, we are thankful for the pro bono support of Maddocks Solicitors and Translating and Interpreting Services National. Without these kind donations and support The Project wouldn't be able to provide the services it does so we are truly appreciative!

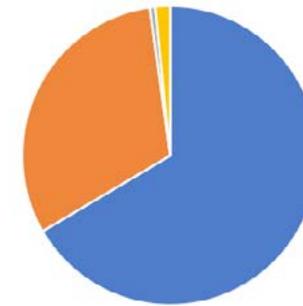
Expenditure was significantly increased compared to the 2015-16 financial year. This was due to increased functions and programs of the organisation, and in particular, growth in the project administrator role. Expenditure is projected to increase in the 2017-18 financial year for similar reasons. More details are available in the statement of income and expenditure.

Finally, I would also like to recognise the hard work of both our committee members and healthcare volunteers. This organisation runs off the back of your efforts, and together we are truly impacting on the health literacy of refugees, asylum seekers and migrants – thank you!

Income during the 2016-17 financial year.

| CATEGORY | AMOUNT |
|---------------------|--------------------|
| Grants | \$18,000.00 |
| Donations | \$8,446.02 |
| Interest | \$158.47 |
| Other | \$440.00 |
| Total Income | \$27,044.49 |

Income (2016-17 FY)

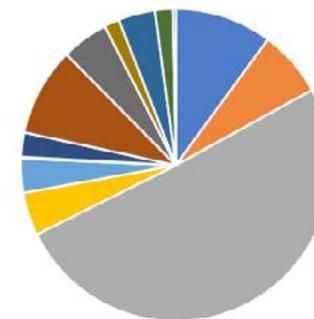


■ Grants ■ Donations ■ Interest ■ Other

Expenditure during the 2016-17 financial year.

| EXPENDITURE | AMOUNT |
|--------------------------|--------------------|
| Admin | \$2,155.43 |
| Catering | \$1,473.80 |
| Contracting | \$10,800.00 |
| Digital | \$950.02 |
| Events | \$755.32 |
| Fees | \$34.63 |
| Induction | \$534.89 |
| Insurance | \$1,953.70 |
| Marketing | \$1,041.05 |
| Resources | \$337.33 |
| Storage | \$816.23 |
| Training | \$393.74 |
| Other | \$69.42 |
| Total Expenditure | \$21 315 56 |

Expenditure (2016-17 FY)



■ Administration ■ Catering ■ Contracting ■ Digital ■ Events
 ■ Fees ■ Induction ■ Insurance ■ Marketing ■ Resources
 ■ Storage ■ Training ■ Other

Governance.

Ms Michelle Lam

The Water Well Project has continued to ensure that the organisation meets its administrative, governance and legal responsibilities. This includes improving its governance capabilities by:

- Securing a Victorian fundraising license so The Water Well Project may raise funds of \$10,000+ annually (excluding grants);
- Supporting Management Committee members in attending not-for-profit governance classes in volunteer and risk management; and
- Refreshing the organisation's internal governance structure and policies so it may be more effective and efficient in accomplishing its mission.

As The Water Well Project continues to expand interstate, the Committee will continue to meet its governance and legal requirements with relevant state and national regulatory bodies.





(Community Participant)

Programs.

Ms Nicole Bate



As a new role, programs development for The Water Well Project has come a long way in the previous six months. We have established new partnerships with groups in Victoria and have had our first sessions in New South Wales as part of the NSW pilot.

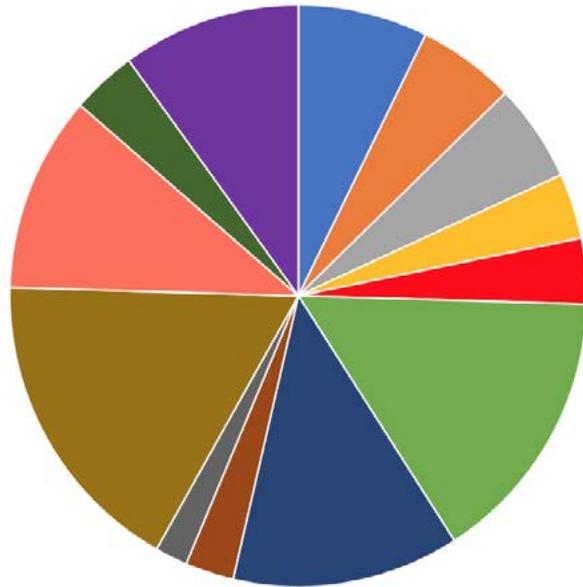
In Victoria we established a partnership with The Western Bulldogs Foundation “Ready, Settle, Go!” program. The Water Well Project helped The Western Bulldogs deliver 6 one-hour sessions to over 100 refugees and migrants over the course of one of their program terms.

In Victoria discussions have begun with new council areas and other healthcare and government groups to have a structured plan place for the last part of 2017 into 2018. The planning of these partnerships means that we are prepared for expansion and have enough volunteers to allow for the growth of our sessions.

In New South Wales we have established contacts and had our first session in July 2017 and have multiple sessions booked for August and September.

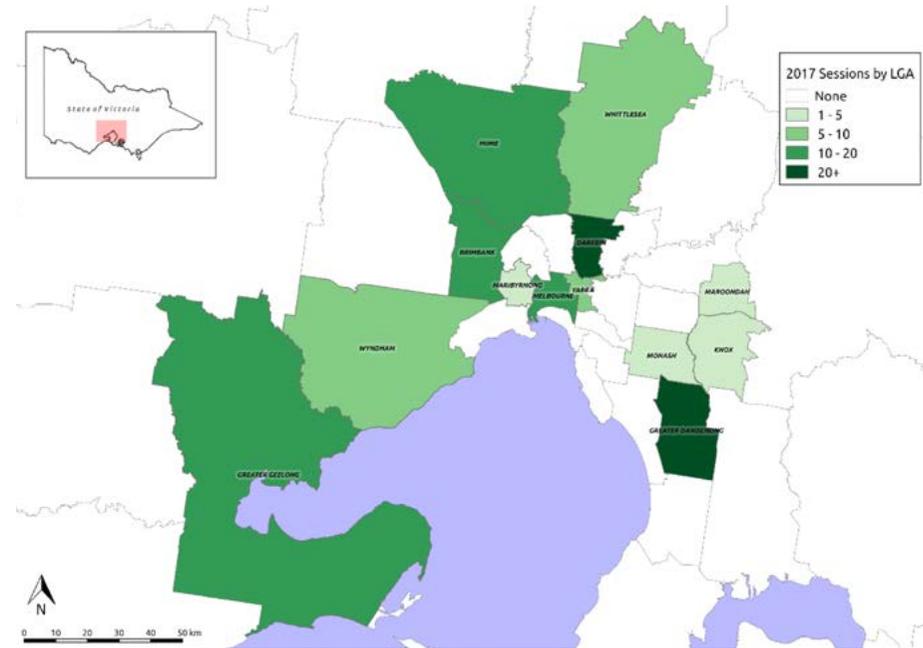
It’s an exciting time of growth for The Water Well Project and Programs as we expand and deliver more sessions to communities in need.

Session Breakdown



Topics of booked sessions in 2017.

- Body Care for the Elderly
- Cancer Screening and Prevention
- Children's Health and Development
- Dental Health
- Diabetes
- Healthy Eating and Exercise
- Heart Health
- Hygiene, Puberty and Sexual Health
- Mens Health
- Mental Health
- Navigating the Australian Health Care System
- Other
- Women's Health



Sessions provided divided by Local Government Area (LGA), 2017.

In the 2016-17 financial year, 119 community health education sessions were delivered to approximately 2800 participants in attendance. Just under half (47%) the participants indicated they had previously attended a session run by The Water Well Project. Participant feedback on the sessions run by The Water Well Project was overwhelmingly positive. Analysis from just under 600 feedback forms collected following attendance at a session found that 97% of respondents 'agreed' or 'strongly agreed' that they learned something new. 96% 'agreed' or 'strongly agreed' that they felt the information was relevant, while 95% felt confident sharing the information with others. The majority (88%) thought it would be 'easy' to apply the skills they learned in everyday life, and 96% 'agreed' or 'strongly agreed' that the session would improve their physical or mental health. Further breakdown of the data by topic presented enables us to determine the topics that participants are most satisfied with, and where there is more room for improvement.

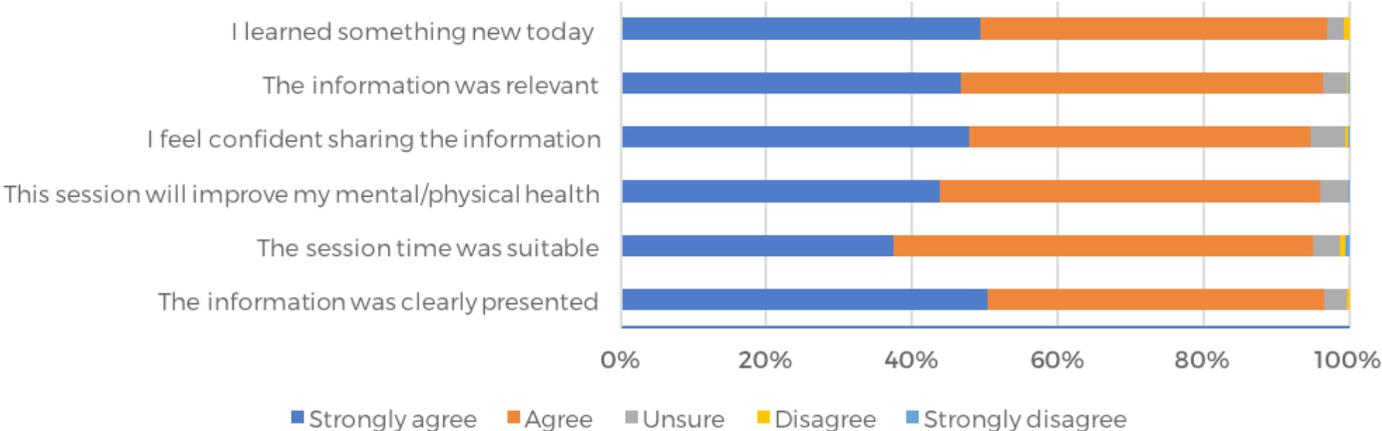
Evaluations.

Ms Emily Lawson, Dr Adam Gascoigne

For example, ratings were consistently high for the 'Bone and joint health' session, while some participants attending a 'Diabetes' session felt that applying the skills they learned, or seeking help on the topic would be more difficult.

There are several challenges associated with evaluating feedback from The Water Well Project participants. This includes language barriers, poor understanding of the purpose of evaluation, and time constraints. Some participants are not familiar with completing survey forms and have difficulty following the instructions, which can result in incomplete data. New approaches to improving the way we collect feedback from participants are constantly being explored, including translation of survey forms into languages other than English, providing further explanation via an interpreter and allowing 10-15 minutes at the end of a session to assist participants with their forms.

Participant Evaluation.



Applying the skills I learned today in everyday life is...



Seeking help on the topic covered today is...





Volunteer Engagement.

Ms Lynette Phuong, Dr Ashleigh McLean

In 2016-2017 volunteer engagement was identified as a priority area for The Water Well Project. To help achieve our volunteer engagement goals we established a sub-committee for the Volunteer Engagement portfolio.

This has been important to support The Water Well Project's expansion into Geelong and New South Wales. In this financial year, we ran 4 inductions – two in Melbourne and one in New South Wales and Geelong, respectively. In total, we inducted 120 volunteer healthcare professionals. Moreover, the creation of online induction modules made our expansion into NSW easier.

The team has focused its efforts on recruiting, engaging and celebrating the achievements of our inspiring volunteers. Our major achievements in 2016-2017 include development of the volunteer handbook, a fun "Meet the Committee" profile introduced to our monthly call out emails, the Mental Health First Aid Workshop run exclusively for our volunteers and a social event to thank our volunteers, attended by Lady Chu a.k.a. The Queen of Rice Paper Rolls. We have also sought to gain better understanding of our communication with volunteers through examination of the analytics behind our emails, and a communications survey sent out to volunteers.

Regional Victoria

Ms Amanda Jennings

The Water Well Project's profile continues to grow in Geelong with the addition of new partner Australian Multicultural Community Services (AMCS) and ongoing sessions with Diversitat. The Water Well Project was again fortunate to receive a grant from the Geelong Community Foundation, which we are grateful for. This will be used to develop resources to support local volunteers and improve information provided to participants.

The funding also supported the first volunteer induction to be held in Geelong. The session held in April, was well attended by a diverse range of volunteers from a variety of healthcare disciplines, enabling the organisation to continue to expand in the region.



New South Wales

Dr Leisel Trompf, Dr Brian Fernandes

It has been a very exciting year for The Water Well Project in New South Wales. Planning has been underway for over a year, with our first induction occurring in April 2017. This was attended by 30 volunteers. Our first session was run in July with 5 more planned in the coming months. To try and build the volunteer base in New South Wales, and build a community of healthcare professionals, planning is currently underway for our next induction and a social event. We have also started the process of creating resource boxes and finding a location for temporary storage. As of the end of the financial year, we have created links with 3 community organisations with many more to come.

Digital Engagement.

Mr Alessio Bresciani

There were 12,000 website sessions for the year, compared with 9,000 the prior year. Overall users that accessed the site was 6,900. Mobile and Tablet constitute 34% and 4.4% of visits respectively, with Apple iPhone comprising 44% of mobile traffic. Organic Search constituted 51% of traffic (6,100 referrals). Overall Site Subscribers ended the year at 602 (compared with 457 previous reporting period), with total Inducted Volunteers at 510 (compared to 436 previous reporting period). 6 donations were received through the website.

Key Statistics.

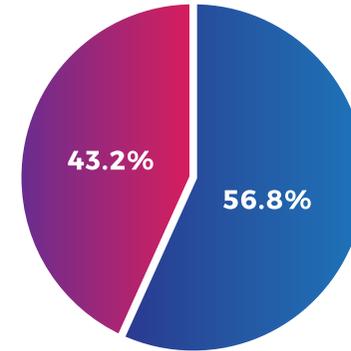
| CATEGORY | CHANGE | 2017 | 2016 |
|-----------------------|--------|----------|----------|
| Sessions | 29.71% | 11975 | 9232 |
| Users | 17.67% | 6978 | 5930 |
| Page Views | 20.01% | 29190 | 22444 |
| Pages/Sessions | 0.23% | 2.44 | 2.43 |
| Avg. Session Duration | 10.99% | 00:02:48 | 00:02:31 |
| Bounce Rate | -3.88% | 54.81% | 57.02% |
| % New Sessions | -7.80% | 56.68% | 61.48% |

Trended Visitor Profile (by day).

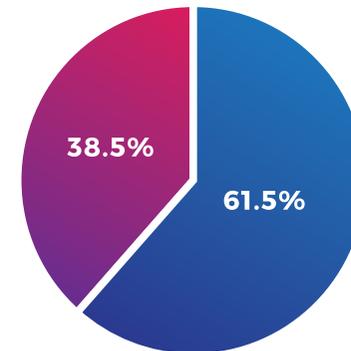


New vs Returning Visitors.

(2016-2017 FY)



(2015-2016 FY)



■ New Visitor ■ Returning Visitor

Device Type.

| CATEGORY | CHANGE | 2017 | 2016 |
|----------|--------|---------------|---------------|
| Desktop | 19.73% | 7282 (60.81%) | 6082 (65.88%) |
| Mobile | 57.15% | 4155 (34.70%) | 2644 (28.64%) |
| Tablet | 6.32% | 538 (4.49%) | 506 (5.48%) |

Engagement.

| SOCIAL MEDIA | 2017 | 2016 | 2015 |
|-------------------|------|------|------|
| Facebook Page | 812 | 588 | 499 |
| Facebook Group | 594 | 527 | 476 |
| Twitter Followers | 955 | 872 | 789 |
| WEBSITE | | | |
| Subscribers | 692 | 257 | 417 |
| Members | 510 | 456 | 369 |

Most Visited Content (by Page).

| PAGE | VIEWS 29180 | UNIQUE VIEWS 23354 | AVG. TIME 00:01:57 | ENTRANCES 11975 | BOUNCE RATE 54.81% |
|--|----------------|-----------------------|-----------------------|--------------------|-----------------------|
| 1. / | 6606 (22.64%) | 5534 (23.70%) | 00:02:03 | 5206 (43.47%) | 40.80% |
| 2. /events/ | 5324 (18.25%) | 3762 (16.11%) | 00:02:10 | 2154 (17.99%) | 62.95% |
| 3. /meet-the-team/ | 1815 (6.22%) | 1657 (7.10%) | 00:03:23 | 852 (7.11%) | 75.00% |
| 4. /resources/ | 1813 (6.21%) | 1358 (5.81%) | 00:00:50 | 177 (1.48%) | 9.04% |
| 5. /about-the-project/ | 1619 (5.55%) | 1365 (5.84%) | 00:02:39 | 369 (3.08%) | 59.08% |
| 6. /2016/10/04/job-vacancy-paid-contractor-project-administrator-water-well-project/ | 807 (2.27%) | 756 (3.24%) | 00:03:36 | 660 (5.51%) | 90.15% |
| 7. /contact-us/ | 798 (2.73%) | 660 (2.83%) | 00:01:20 | 130 (1.09%) | 57.69% |
| 8. /get-involved/session-overviews/ | 613 (2.10%) | 488 (2.09%) | 00:02:29 | 126 (1.05%) | 60.32% |
| 9. /fact-sheet/ | 522 (1.79%) | 482 (2.06%) | 00:02:20 | 49(0.41%) | 67.35% |
| 10. /resources/edit-profile/ | 437 (1.50%) | 271 (1.16%) | 00:01:18 | 9 (0.08%) | 66.67% |
| 11. /index/download-templates/ | 373 (1.28%) | 351 (1.50%) | 00:04:48 | 16 (0.13%) | 81.25% |
| 12. /media/volunteers-of-the-month/ | 367 (1.26%) | 228 (0.98%) | 00:00:41 | 29 (0.24%) | 55.17% |
| 13. /events/induction-session-new-volunteers/ | 363 (1.24%) | 255 (1.09%) | 00:02:21 | 110 (0.92%) | 67.27% |
| 14. /blog/ | 358 (1.23%) | 287 (1.23%) | 00:01:07 | 59 (0.49%) | 42.37% |
| 15. /sharebutton.to | 222 (0.76%) | 76 (0.33%) | 00:00:00 | 76 (0.63%) | 1.32% |
| 16. /events/water-well-project-induction-session-1-jan-2017/ | 220 (0.76%) | 140 (0.60%) | 00:02:26 | 52 (0.43%) | 57.69% |
| 17. /index/evaluation-form/ | 204 (0.70%) | 165 (0.71%) | 00:02:16 | 70 (0.58%) | 37.14% |
| 18. /2016/07/14/volunteer-of-the-month-june-2016/ | 196 (0.67%) | 186 (0.80%) | 00:01:51 | 145 (1.21%) | 83.45% |
| 19. /events/geelong-local-induction-event/ | 185 (0.63%) | 149 (0.64%) | 00:02:43 | 84 (0.70%) | 73.81% |
| 20. /donate-today/ | 175 (0.60%) | 149 (0.64%) | 00:02:07 | 43 (0.36%) | 69.77% |

this lecture. We suggest to continue giving like this topics to increase the health culture in the community.” (Community Participant)

Communications & Social Media.

Ms Grace Fitzgerald

In 2017, the social media and communications efforts of The Water Well Project have continued to grow. Our reach on Facebook and Twitter continues to spread, as we target potential volunteers, referral organisations and potential donors. Highlights of the year to date include our “Volunteer Week” campaign and our “Cultural Diversity Week” campaign, both of which drew attention to the work of our volunteers and committee members. We have continued to share resources from partner organisations working in refugee health, and to draw attention to inspirational stories of refugee resilience. In the coming year we intend to expand our audience and our engagement with community organisations working on refugee health. We will foster a social media following in our new geographical areas of New South Wales and Geelong, making The Water Well Project a recognisable brand for organisations in those regions, and continue to celebrate the work of our wonderful volunteers.





(Community Participant)



Partner Community Organisations.

Those organisations asterisked below are new groups for the Jul 2016-Jun 2017 period.

Australian Multicultural Community Services Inc (Melbourne & Geelong)*
AMES Australia
CoHealth
Craigieburn South PS Community Hub
Dandenong Primary School
Dandenong South Primary School Community Hub
Dandenong West Primary School Community Hub*
Delahey Playgroup
Diversitat Geelong
Drummond Street Services
Fitzroy Learning Network
Holy Eucharist Primary School*
House of Welcome- NSW*
Meadow Heights Primary School Community Hub
North Melbourne Language and Learning (NMLL)*
Save the Children Victoria*
South East Community Links
Spectrum Migrant Resource Centre
St Albans Primary School Community Hub
St Anthony's Primary School Noble Park*
St Joseph's Flexible Learning Centre*
Stand Up*
Swinburne TAFE*
Western English Language School
Werribee Primary School*
Western Bulldogs Community Foundation*
Women's Health West

Volunteers involved in sessions 2016-2017.

The following listed volunteers were involved in the facilitation of community education sessions between Jul 2016 to Jun 2017. Thank you all for your contributions. We are humbled by the number of healthcare volunteers who give up their free time to facilitate health education within the community (in addition to the amazing contributions they make in their day-to-day work). We hope that you enjoyed your sessions and learnt as much from being involved as those who attended.

| | | | | |
|-------------------------|------------------------|-----------------------|----------------------|------------------------|
| Ahmad Syahir Mohd Soffi | Chavy Arora | Jack Tu | Marion Tissera | Ruby Leppik |
| Aimi Hino | Christine Fenton | Jack Turley | Marnie Slonim | Saima Wani |
| Alana Donaldson | Claire Felmingham | Jacqui Evans | Megan Byrne | Sally Egan |
| Alex O'Neill King | Courtney Gardner | Jade McLellan | Megan Dunstan | Sandra Zammit |
| Alicja Purchla | Diana Abu-ssaydeh | Jana Lau | Megan Whatley | Sarah Beynon |
| Amanda Jennings | Eleanor Bulford | Jane Wilson | Melanny Ho | Sarah Gelbart |
| Amelia Woods | Elena Adams | Jason Wu | Michelle Preeo | Sarah Syed |
| Amita Roy | Elisabeth Hatzistavrou | Jemima Cummings | Ming Fan | Shamen Gunawardena |
| Amy Harper | Elisabeth Ng | Jon Gillies | Monica Foong | Shamila Ginige |
| Amy Hoang | Elisha Price | Julie Knight | Monique Portelli | Shamitha Kathurusinghe |
| Andrew Dawson-Smith | Elizabeth Ryan | Karen Freilich | Nabrees Sinnalebbe | Shannon Trenwith |
| Andrew Wang | Emma Martin | Katarina Arandeljovic | Nadera Rahmani | Stephanie Kuek |
| Angus Wong | Fred Jansson | Katherine Fuller | Navera Ahmed | Suli Tera |
| Anna Power | Friyana Bilimoria | Katherine Welch | Nicole Fishlock | Timothy Martin |
| Annie Barry | Gabriel Paykin | Kathleen Withers | Nicole Mennie | Tracey Robinson |
| Arveen Kalapara | Genna Verbeek | Laura Antolini | Nishani Nithianandan | Victoria Casey |
| Ashleigh McLean | Grace Fitzgerald | Leisel Trompf | Nosh Sooriyakumaran | Victoria Holmes |
| Benjamin Loyer | Grace Hollands | Leonora Chiam | Ourania Hatzopoulos | Victoria Smith |
| Bharat Visa | Grace Hooper | Lily Ho-Le | Phuong Pham | Vincent Wong |
| Bishma Jayathilaka | Hannah Clark | Linnny Phuong | Queennie Reyes | Vivian Liang |
| Bridget Williams | Hannah Wallace | Liz Wyatt | Rachel Boyd | Waafiq Alam |
| Buddini Ekanayake | Hasna Ameti | Madeleine Emery | Rachel Goh | |
| Caitlin Farmer | Heather Rookes | Maria Nguyen | Rachel Kour | |
| Carolyn Brand | Hemma Valluvan | Mariam Hassan | Rachel Smith | |
| Cassidy Nelson | Imeshi Indigahawela | Marina Guertin | Rahul Barmanray | |



Jul 16
Elisabeth



Aug 16
Nishani



Nov 16
Liz



Mar 17
Rachel

Volunteer of the Month.

Our Volunteer of the Month award recognises those volunteers who have gone above and beyond in their volunteering efforts with The Water Well Project. Congratulations (and a big thank you) to all those listed below.



Apr 17
Karen



May 17
Imeshi



Jun 17
Anna

A Note from the Founder & Chair.

Over the past 18 months, we have watched The Water Well Project grow. Yes, we may be a grassroots organisation but with everyone's support and hard work, we are reaching more communities than ever. We are so thankful for everyone's contributions in helping us succeed. To our wonderful volunteers, thank you! You already do so much in your daily jobs, thank you for going that extra mile in helping us facilitate community sessions on your days off from your busy jobs.

A massive thank you to our wonderful committee - current and outgoing. There has been so much growth and change behind-the-scenes. Thank you for making it a wonderful and fulfilling experience for all involved. And thank you for coming along with me on this journey. I am extremely appreciative of the support and dedication that you all bring.

Here's to further reaching those communities who need us most, to improve their health literacy, so that they can achieve and maintain health.

Dr Linny Kimly Phuong
Founder & Chair

Special Thanks.

Thank you to our wonderful supporters for believing in us.

Barlow Foundation

R. E. Ross Trust

Ms Gail Rodgers, Geelong Communities Foundation

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John Nihill and the Translating Interpreting Services (TIS) team

Stephanie McLennan and Damien Wurzel, Maddocks Lawyers

Ms Grace Chong (Pharmacist)

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Marta Kreiser

Cameron Glover, Collective Spark

Patrick Byrne

Dr Lloyd Nash, Global Ideas team

Dr Georgia Paxton, Dr Sophie Oldfield and the Royal Children's Hospital Immigrant Health team

Dr Daryl Cheng and the team at Bubbles & Briefcases

Dr Jonathan Kaufman

Ms Janetta Ziino

Dr Louise Teo, The Medical Startup

Geoffrey Ahern

Sue Casey, Philippa Duell-Piening, Lauren Tyrrell, Samantha Furneaux & the team at Foundation House

Our Founding Committee members - Dr Caitlin O'Mahony, Dr David Humphreys, Dr Kiran Many, Dr

Anna Brischetto



Patrick Byrne.

Layout & Design

Patrick Byrne is passionate about architecture and design and is currently studying architecture at university. He has already begun his architectural endeavours, working on several residential and landscape projects in Melbourne. On the side, Patrick provided numerous creative solutions for organisations and companies such as Bar Oussou, Melbourne High School, Blame Magazine, Wonderbao and more. On top of his studies, Patrick volunteered to help The Water Well Project collate this amazing annual report because of his love of helping others and believes that The Water Well Project is a fantastic organisation that has reached out to those who need it most.



The Water Well Project

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