



FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE

ANNUAL REPORT

2003

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Vision

Mission Statement

The Frankston Community Support and Information Centre is committed to provide the citizens of Frankston with high quality services based on social justice to support their social, emotional and physical well-being.

In 1966 a project known as the Church and Life Movement was formed to make people more aware of the needs of the Frankston community. A public meeting was called by the Movement in 1967, at what is now the Frankston Campus of Monash University. At this meeting the Frankston Community Welfare Committee was formed, and one of its first projects was to establish a Citizens Advice Bureau.

In August 1968 the Bureau began operating, directed by the Frankston Community Welfare Committee until 1973 when a sub-committee was formed to take over the administration and planning responsibilities of the Bureau.

The Frankston Citizens Advice Bureau became autonomous and self-managing in April 1977 with its first Annual General Meeting taking place in August of that year.

In 1993 the membership voted to change the name of the organisation to Frankston Community Support and Information Centre as it was felt that this name provided the community with a better understanding of the organisations role and activities.

Statement of Purposes

The Frankston Community Support and Information Centre Incorporated is a non-profit Association whose purposes are to:

- (a) Provide direct aid for the residents of Frankston City in need of relief from poverty, sickness, suffering, distress, misfortune, destitution or helplessness.
- (b) Respond to the needs of local residents by offering a range of information and support services most of which can be provided capably by trained community volunteer workers.

- (c) Encourage the interest, and provide opportunities for residents of Frankston to become involved in providing services and addressing community issues.

- (d) Contribute to the development of Frankston by working in partnership with other local groups and organisations on community projects, services and activities.

- (e) Make representation to governments, other organisations and the community on behalf of individuals and groups whose needs are not being met adequately by current services.



Service Areas

- Crisis Intervention
- Community Information
- Assessment and Referral
- Budget Assistance
- Financial Assessment
- Relationship Counselling
- Grief Counselling
- Family Counselling
- Tax Help
- Client Advocacy
- Emergency Relief
- Internet Access

Combined Report

From the Chairman and Manager

"The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others." — DEANN HOLLIS

We are pleased to report that in the last year the Frankston Community Support and Information Centre has continued to thrive and this Annual Report demonstrates the ability of the Centre to provide services, programs and activities to our local community.

The Committee of Management has played a pivotal role in the strategic direction of the organisation by the adoption and implementation of new policies including *Privacy* and *Confidentiality*.

Members attending our last Annual General Meeting voted to accept the new Constitution which has allowed us to introduce modern day business practices into the agency.

The organisation constantly moves forward with the Centre's activities and service strengthened by the addition of newly trained volunteers, bringing our number of volunteer staff to 83. The Bayside Shopping Centre 1200 Challenge Swim held in February had the impressive support of a further 118 volunteers who assisted with the organisation of the event. Our volunteer staff training program reflects the importance of their development and our obligation to provide the people of Frankston with a professional service.

We continue our commitment to community development on a local, state and federal level. Our involvement includes the Pines Community Project, City of Frankston Social Housing Planning Reference Group, City of Frankston Access and Equity Committee, Frankston Mornington Peninsula Volunteer Group, City of Frankston Responsible Gaming Committee, Material Aid Trust, Frankston Swim, Community Christmas Appeal, Frankston and Victorian Emergency Relief Providers committees, Frankston Magistrate's Client Services group, the FaCS Emergency Relief Focus Group together with presenting a detailed submission to the Department of Family and Community

Services in response to its Emergency Relief Discussion Paper.

An exciting decision during the year was to use the experience of the Centre and its Emergency Relief Program to partner Mornington Peninsula Community Connections to produce a handbook which will assist small community emergency relief agencies in the distribution of emergency relief, and we look forward to its completion and publication early in 2004.

Our emergency relief program continues to dominate requests for service with it absorbing 56 per cent of enquiries. During the year the Centre distributed \$193,361.23 in emergency relief funds and our statistics indicate in excess of 90 percent of emergency relief went to new clients.

The Centre has been coordinating the annual Frankston Community Christmas Appeal fundraising event for twelve years. Last year the Appeal provided 224 Christmas hampers to Frankston families which were additional to funds spent on emergency relief assistance.

From 11,292 enquiries received by the Centre, as expected, most people were Australian born. However, it is interesting to note, our data shows that the Frankston community is becoming more culturally diverse. Residents from 60 different nationalities accessed the service for the first time, verifying that Frankston City is gradually becoming a multicultural society.

As a result of enquiries received, our community workers provided 18,479 referrals to services, organisations, businesses and government departments. The increase of referrals from 12,311 in the previous year indicates a more holistic approach our workers now take in providing information to their community.



From the Chairman and Manager (Cont)

Working with disadvantaged people has made the organisation more aware of community health issues and a major concern for the Centre is the health and wellbeing of the people we assist. The opportunities for affordable medical attention for disadvantaged people keep decreasing with fewer bulk billing general practices remaining within the municipal boundaries of Frankston where mental health, drugs and alcohol are still major problems for a number of our residents.

Frankston City continues to attract people with complex problems from other areas because of its diversity of perceived affordable accommodation that includes caravan parks, private and public rental properties. There are many difficulties associated with securing long-term accommodation for this group as there is insufficient appropriate and affordable housing in the area.

As a consequence, the Centre expended almost \$16,000.00 of its emergency relief funds to assist people experiencing an accommodation crisis. Our statistics indicate most clients visiting the centre in crisis are living in the 3199 postcode area — particularly Central Frankston which includes high numbers of unemployed and single households and the highest number of residents renting.

In addition, the Centre is attending to an increased number of people involved in cases of domestic violence. Our concern is that, without early intervention and sufficient support for domestic violence victims, this type of behaviour may increase in future years as the children of these families begin relationships of their own and possibly continue this cycle.

Statistical data on people contacting the organisation is not always a true indication of the need for the service. Firstly, many people are unaware of our service and secondly, when there is a high demand for service it cannot always be met. On a number of occasions the organisation has had to close its doors early because of the huge demand for service and the unrealistic expectation that, on these occasions, a team of volunteer community workers would work up to 2 to 3 hours in overtime.



John Tame

Throughout the year the Centre has monitored the length of time people have waited for an interview and excessive hours worked by volunteer staff. We are conscious that providing a service, which allows people to walk in 'off the street' without an appointment, will cause some problems when trying to manage additional demands for service.

The organisation of the Frankston swim is always a challenge. The sixth open sea event held to promote Frankston beach, raise funds for the Christmas Appeal and the Centre attracted 257 entrants mostly from Melbourne's South Eastern suburbs and the Mornington Peninsula. With the support of the naming sponsor Bayside Shopping Centre, HBA and Frankston City Council, local clubs and traders the event has become recognized for its high standard of organisation.

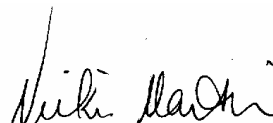
In the year ahead the Committee looks forward to implementing its newly developed IT Plan within the Centre that will provide us with a basis for future Information and Technology expansion, along with the completion of the Centre's Strategic Plan and further developing Occupation, Health and Safety strategies.

The Committee is in the early stages of developing a strategic plan that will take the Centre forward in service delivery for the next five years. This strategic plan will address issues such as promotion and education about the Centre's services, research projects and give more opportunities for people volunteering their time and skills within the organisation.

We believe that Frankston is evolving into a vibrant, multicultural city that will provide new challenges for the organisation and we trust the strategic plan will provide the vehicle to meet these challenges.

Our sincere thanks, respect and admiration goes to each and every volunteer who works for the Centre. They are a remarkable and talented group who lend their energies to support the organisation and the people of Frankston.

To the paid staff and members of the Committee of Management we wish to thank them for their valuable contribution to the organisation and the community.



Vicki Martin

Report

Emergency Relief Program

I have the audacity to believe that people everywhere can have three meals a day for their bodies, education and culture for their minds, and dignity, equality and freedom for their spirits — MARTIN LUTHER KING

Fifty six per cent of all enquiries to the Centre are enquiries about emergency relief.

In the 2002 Annual Report we gave details of a small survey the Centre distributed to people requesting emergency relief. From this document it was established that 71.43 per cent of the people surveyed were new clients to the Centre who had shifted to Frankston from other parts of Victoria.

This year's statistics show that a massive 90 per cent of the 5,767 occasions we assisted people with emergency relief were to new people to the Centre (4,134). Our data does not indicate whether these people lived in Frankston or were new to the area.

This is quite a turn around on the results of the 1994 surveys of the Centre's emergency relief clients which, according to the findings, stated that 94 per cent of people surveyed had received emergency relief assistance on more than one occasion within the previous 12 months.

The closure, in April 2002, of one of two caravan parks in Frankston City used mainly for emergency accommodation by agencies across Melbourne also has had some impact on the organisation. Caravan Park occupants frequently have multiple complex problems and often only stay short-term in a specific location. From experience, this usually creates waves of people constantly requesting assistance of many community service agencies in the Frankston area.

Frankston remains a popular option for people on low income, Centrelink benefits and allowances because of its cheaper cost of housing when compared to inner Melbourne. However, this may gradually change as, in the last 12 months, housing costs have risen dramatically which will eventually affect the rent people pay, making it increasingly difficult for financially disadvantaged people to live long term in our City unless they are in public housing.

Just on 24 per cent of people assisted with emergency relief were living in caravan parks, boarding, sharing or of no fixed address. Of this number 8.45 per cent were staying in caravan parks. For more information refer to Pages 7 and 8.

The Centre's Emergency Relief Program funds and food in-kind distribution totalled \$193,361.23 this year. These funds include money from the Commonwealth Government, Frankston Magistrates Court, Telstra Vouchers and other cash vouchers gifted to the Centre for distribution.

There was a 36 per cent decrease on the previous report's figures for donations of food in kind for distribution. The value of goods this year was \$26,810.00 compared to \$41,811.00 the previous year.

Some of this decline has been caused through the closure of Operation Larder's opportunity shop and the subsequent reduction in their receipt of cash donations which restricted the amount of non-perishable items they were able to supply to the Centre.



Emergency Relief Program (Cont)

We were fortunate during the year to have the on-going support of not only Operation Larder for food in kind but Seaford Uniting Church, Frankston Presbyterian Church, St James the Less, Chapel of the Resurrection – Peninsula School, Manning Village Baxter, Gateway Family Church Langwarrin, St Vincent de Paul – Karingal Conference, Centrelink and the Nuttelex Company.



As would be expected because of the size of the population in the area, most people who were assisted with emergency relief lived mainly in private rental in the postcode zone 3199 (Frankston, Karingal, East and South Frankston), with postcode 3198 (Seaford) being the second largest group.

There has been a decrease of 3.74 per cent in assistance provided compared to the Year 2002 (5,991), with an 8.22 per cent decrease also in emergency relief enquiries.

A major concern for the Centre is the reduction in numbers of medical practitioners who bulk bill. There are still a handful of practices in Frankston who provide this facility but they are gradually decreasing. Subsequently, the opportunity for financially disadvantaged people to access doctors is being continually reduced and, as many have poor health they will not be able to access doctors without causing huge financial stress.

Another concern is the increase in numbers of people shifting into the Frankston area presenting with problems associated with domestic violence.

Facts and Figures of the Centre's Emergency Relief Program for 2002 – 2003:

Commonwealth Department of Family and Community Services (FACS) Emergency Relief Program Grant for 2002 – 2003 was \$134,746.43

FACS funds available for distribution	\$129,746.43
Frankston Magistrate's Court funds	\$8,300.00
Telstra Bill Assistance Program	\$9,925.00

Distributed a total of \$193,361.23 in emergency relief funds

An additional 224 Frankston families were assisted with Christmas hampers and vouchers from Community Christmas Appeal funds.

Breakdown of Emergency Relief Distributed

Financial Assistance	\$166,551.23
Food in kind*	\$26,810.00

* Food in kind support decreased by 36% on 2002 figures.

Financial Assistance Breakdown

Accommodation	\$15,854.59
Car expenses	\$2,605.12
Counselling	\$1065.00
Education	\$608.24
Food vouchers	\$116,540.00
Miscellaneous items	\$2,524.26
Pharmacy/Medical	\$5,742.25
Phone Accounts	\$10,675.63
Takeaway meals	\$877.10
Travel	\$2,958.90
Utilities	\$3,722.54
Whitegoods/repairs	\$3,377.60

TOTAL \$166,551.23

Emergency Relief Program (Cont)

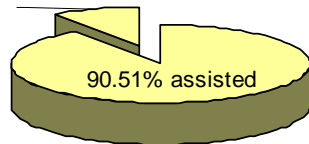
Emergency Relief Requests

56.43% of Centre's total enquiries were requests for emergency relief.

Emergency relief enquiries received 6,372

Occasions assisted with emergency relief 5,767

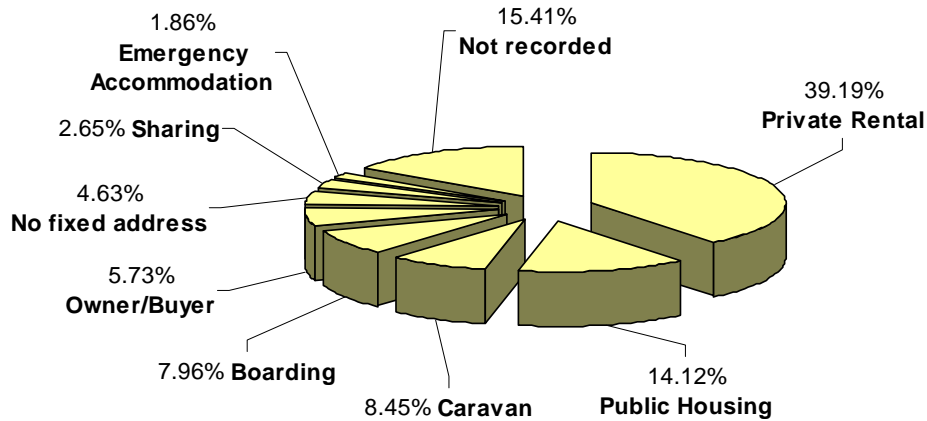
9.49% refused or referred on.



Postcodes of residents ASSISTED with Emergency Relief

P/CODE	SUBURB	OCCASIONS ASSISTED	
3199	Frankston, Karingal, East and South Frankston	2787	48.32%
3198	Seaford	1042	18.07%
3200	North Frankston	685	11.88%
3201	Carrum Downs	321	5.57%
3910	Langwarrin	215	3.73%
0000	No fixed address	120	2.08%
3977	Skye Frankston zone	37	0.64%
3911	Baxter Frankston zone	18	0.31%
	Address unknown	369	6.40%
	Areas outside Frankston	120	3.20%

People assisted with Emergency Relief came from the following housing groups:



Report

Frankston 1200 Challenge Swim

There are three kinds of people: Those who make things happen, those who watch things happen, and those who say, 'what happened?'



The Frankston 1200 Challenge Swim gives swimmers the opportunity to take part in a local major event at reasonable entry cost without having to travel great distances. The 2003 event was a successful day, drawing 257 entrants between the ages of 12 and 74 watched by their friends and families.

Volunteers

Staging the Swim would not have been possible without the assistance of the 118 volunteers from local organisations who came together on the day to donate their time and expertise to ensure public safety and the smooth running of this event.

- Frankston Community Support and Information Centre
- Frankston Life Saving Club
- Frankston Yacht Club
- Mornington Peninsula Triathlon Club
- Peninsula Hash House Harriers
- Rotary Club of Frankston North
- Rotary Club of Long Island
- Rotary Exchange Students
- St Johns Ambulance
- Victoria Water Police
- Victorian College of Health Care Education

The Swim encourages community participation by attracting volunteers, who often have different interests to those working within the Centre or a more limited time commitment, to assist in the promotion of Frankston.

Promoting family participation, a healthy lifestyle, Frankston City and raising funds for the Frankston Community Support and Information Centre and Community Christmas Appeal were the main objectives of the 6th annual Frankston Swim.

Sponsors

The Swim, which is the one of the few community events known to attract winners of the big Lorne and Portsea Swims, also provided a wonderful opportunity to focus on positive aspects of the Frankston area and highlight the new developments on the Frankston foreshore. Many sponsors offered prize vouchers for goods or meals at local businesses and restaurants.

The Frankston Swim could not proceed without the support of our many generous sponsors. Special thanks go to Bayside Shopping Centre, 33 other local traders, businesses and organizations who supplied equipment and special prizes for the event.

Swim Survey

127 (51%) of the 246 Swim entrants who completed the Swim responded to the Survey Form posted with their Race Certificates. Of these, 86 competitors chose to give us more feedback about the day.

52% of these additional comments complemented the Frankston Community Support and Information Centre on the standard of the event. These comments ranged from "great event" to "best run of all the seasons swims" to rating it "equivalent to the Lorne and Portsea events".



Frankston 1200 Challenge Swim (Cont)



Major Sponsors

Bayside Shopping Centre continued as the Naming Sponsor of the Frankston 1200 Challenge Swim for the third year.

HBA Health Insurance subsidised HBA members entry by \$5 when their membership number was quoted on the Entry Form.

Frankston City Council supplied and delivered their portable stage for the announcers to host the event and present prizes. The Council deep cleaned the beach area on the morning of the race, provided extra rubbish bins and clean facilities for the crowd and promoted the Swim through their website, local press releases and seasonal visitor guides.

Schweppes provided free sports drinks for all Swim Challenge competitors at the finish line.

Aquashop gave an Ironman Sprint Long John wetsuit voucher — the major prize drawn from 1st prize winners in each age section.

BBQs-R-Us, Mornington donated a four burner barbecue as the pre-entered swimmers prize draw.

Victorian College of Health Care Education students provided free massages to competitors between 9.30 and 12.30 on race day.

For the fourth year well-known Portsea artist **Jos Law** donated her time and expertise to create a design to symbolise the Swim. Over 300 T-shirts printed in five colours were distributed to pre-registered swimmers, major sponsors, organisers and swim volunteers. Major sponsor's logos formed part of the design on the back of the T-shirt.



Report

Frankston Community Christmas Appeal 2002

"Each year we raise funds for those in our community who, because of a crisis, struggle to have the same enjoyment as we do at Christmas."

The Centre co-ordinates the annual Community Christmas Appeal and only local families, assessed by trained counsellors from professional organisations throughout Frankston (i.e. Centrelink, Dept. Human Services, Anglicare), as being in crisis at Christmas time are given hampers.



In 2002, with the goodwill of the people of Frankston, we raised \$10,039.85 from the Bayside Shopping Centre Swim event and donations which provided 224 Frankston families (including 291 adults and 549 children) with food hampers. Supermarket vouchers totalling \$2,300 were also distributed. Meat vouchers, to the value of \$510, were donated by Frankston Community Church.

Many more families, not registered with any organisation for assistance, were provided with donated goods including toys.



The Frankston Cake Decorators Association again decorated miniature Christmas Cakes for distribution to clients visiting the Centre in the week preceding Christmas.

Frankston Emergency Relief Providers (FERP)

To ensure fairer distribution of goods to families, and stretch limited resources, local registered charitable organisations formed a working group (FERP) to reduce the duplication of their services and combine their efforts to provide assistance to as many families as possible.

FERP consists of the following local registered charitable organisations:

- Frankston Community Support and Information Centre
- Operation Larder
- St Vincent de Paul (Frankston, Frankston East, Mt Eliza and Langwarrin)
- Community Church Breakfasts
- Peninsula Christian Care
- City Life
- Frankston Community Church

Volunteers order, purchase, pack and deliver hampers to the distribution point. Volunteers also assist in the distribution of the hampers, administer referrals and process the paperwork.



Volunteers distribute Christmas hampers at St Andrews Uniting Church Frankston.

Report

Tax Help Program

*"Even if it's a little thing, do something for those who have need of a man's help, something for which you get no pay but the privilege of doing it. — ALBERT SCHWEITZER
Nobel Peace Prize winner, 1952*

The Centre has been involved in the Australian Taxation Office Tax Help program since its inception 14 years ago.

The Australian Taxation Office (ATO) describes Tax Help as a network of community volunteers and community centres providing assistance to people on low incomes with their taxation responsibilities.

Tax Help has been established in most rural and metropolitan areas to provide the greatest access for the people in the community who require the service.



The ATO limits the availability of the free Tax Help service to those with a genuine need for it. Their aim is to organise voluntary assistance for the elderly, first time lodgers, those disadvantaged through language difficulties and taxpayers on a low income.

It is the individual's responsibility to fully prepare and lodge their income tax return. The ATO is only available to assist with specific

enquiries. Consequently, the ATO is mindful that some people experience difficulties preparing their return and cannot afford the services of a tax agent, hence the establishment of Tax Help.

While the ATO sponsors the Tax Help program and accredits volunteers, it is essentially a service provided by the community for the community.

Many taxpayers who have used Tax Help have received a tax refund which they may not have received if the Tax Help service had not been available to them.

The Frankston **Tax Help** program was available from 18 July to 31 October 2002.

Number of appointments — **263**

Number of Tax Help volunteer staff — **4**

We would like to congratulate the following volunteers for their professionalism and commitment in providing this important community service.

The following years of service of the Tax Help Volunteers highlight their commitment to the program and the community they serve.

Report

Information Technology

We always overestimate the change that will occur in the next two years and underestimate the change that will occur in the next ten. Don't let yourself be lulled into inaction. — BILL GATES

IT Infrastructure Report

A number of changes were made to the centre's computers during the year. The purchase and implementation of a new Windows 2000 Server has improved the manageability and reliability of the computer network. A recycled Pentium III computer was purchased to replace an old 486 PC.

The Centre currently uses 9 computers connected to a Windows 2000 Server for Administration work, Statistics and Resources databases. Two other computers located in the Reception area are available for public Internet access, word processing and document printing.

On the completion of the SkillsNet Internet project, continued Internet access was achieved by upgrading the ISDN service to ADSL which provided a faster service to meet changing business needs. Implementation of new Antivirus software has provided a fully automated and comprehensive solution for virus protection.

An IT Plan has been developed as the basis for future Information Technology developments within the Centre. Achievement of these objectives is heavily dependent on funding opportunities.

The Microsoft Australia Community Assistance Initiative software donation, which included Windows 2000 and Office XP, was a tremendous help in upgrading much of the software, and providing an improved computing environment for staff and volunteers.

A second IT volunteer was recruited to help support the needs of the Centre during May.



Database

The Centre's Resource and Statistics databases are maintained and upgraded by the support of a Systems Officer working from home and at the Centre on Thursday evenings. A database, which will contain all relevant details of volunteers and other contacts associated with the centre, is currently being upgrading so we will be able to keep a history of Applications, Training, Emergency Information, Contact Information, Membership, Roles and Business Information at our fingertips.

FCSIC Website

The Centre's website lists all services offered by the Centre, how to contact us, opportunities for volunteering, links to other organisations, local MP contact details and emergency and crisis telephone numbers.

This year, the Internet has proven to be an excellent medium to promote the Frankston Swim with the www.frankston.net website Swim Information pages receiving over 2,100 hits in the 11 weeks preceding and 3 weeks after the Swim.

Swimmers viewed information on the 2003 Swim, competitors placing and times for the last 5 Swims, the 'Top 30' times to finish last year and a photo album of past participants.

As the Swim pages are only accessible via the www.frankston.net Home Page visitors gained an insight into the services, programs and activities offered by the Centre.

In 2003 55 per cent of Swim pre-entrants, compared to 19 per cent in 2002, chose to give a contact email address so they could be sent updated information.

Volunteers

Expansion, Growth, Change, Challenge

Never doubt that a small group of thoughtful committed citizens can change the world: Indeed it's the only thing that ever has. MARGARET MEAD

Since 1968 the Frankston Community Support and Information Centre has been responding to the needs of local residents.

Through crisis intervention, information, assessment and referral our volunteers have responded willingly and risen to the task with a passion and commitment that has become recognized by many in our local community. It's a reputation that is richly deserved, symbolizing the spirit of the Centre.



The Centre encompasses the many skills of people living in our City who are prepared to support and help develop their community through volunteer work.

Our services are provided by capably trained volunteer interview workers, and supported by paid staff and a number of community volunteer workers in diverse roles that involve planning, administration and various other activities.



Paid staff had the pleasure of working with 199 volunteers from our community during the past 12 months. Of this figure 118 assisted with the organisation of the *Bayside Shopping Centre* 1200 Challenge Swim held in February 2003. This event attracts a number of volunteers who are prepared to work in promoting Frankston and its beach as well as raise funds for the Centre to provide support for those experiencing some kind of short-term crisis in our community.



The Centre continues to provide opportunities for people to use their skills and time as volunteers. We are committed to the development of our hard working staff and continue to provide a training program that meets a variety of needs.

Volunteers

Volunteer Roles

Volunteerism is the voice of the people put into action. These actions shape and mould the present into a future of which we can all be proud. — HELEN DYER



There are varied positions offered to people wishing to become involved in the Centre. Many people take up these opportunities and find it very satisfying to work in our supportive and challenging environment.

Interviewers

These committed skilled volunteer staff spent 5,172 hours attending to people contacting the Centre for information and support. After selection as an interviewer they successfully completed a 12 week, one day a week Community Information Workers course. On completion of their accreditation as interviewers they must also attend on-going training sessions that include workshops and case discussion groups.

Receptionists

The volunteer staff provided 1,986 hours to this position, the first contact point for people telephoning or visiting the organisation. Their role is varied and they need to have good communication skills, be able to assist people fill in forms, attend incoming telephone calls and manage people waiting to be seen by an interviewer or counsellor.

Administration, Information, IT, Statistics

The organisation has become more reliant over the last few years on the expertise of IT volunteers. Our team of volunteers has brought new ideas, methods and plans to the Centre leading to expansion and improvement of many administration, statistics and information gathering roles. This year 3,444 hours were spent working in these areas. These volunteers provide enormous support to paid staff and assist in the smooth running of the service.

The Centre is fortunate to have people who also volunteer their time for additional important tasks such as roster coordination, advisory groups, maintenance work and group leadership.

The expansion of volunteer roles at the Centre is only limited to the amount of available work space and the ability to supervise an increased number of people without needing to add to the number of paid staff.

Volunteer Training

Professional Development

Volunteers give to community activity across the State. The economic value of their unpaid input is worth around \$10 billion a year. The contribution monetary value placed on their time is equivalent to an extra 7.6 per cent on the whole Victorian Gross State Product. — THE VICTORIAN COUNCIL OF SOCIAL SERVICES

Team Leaders and Case Discussion Group Leaders

Recognition and special thanks to those leaders who provided invaluable support and back-up to the Coordinator and fellow community workers.

Case Discussion Groups allow workers to be kept up-to-date with new information. Shared experiences promote individual and team confidence and give workers the opportunity of active participation in decision making and problem solving.



Training Sessions & Workshops offered:

July 4 & 11	Peninsula Community Integrated Health Service Update & Tour
July 2, 5, 9, 12 & 23	Centrelink Tours
July 15	FACS Training on Managing Violent & Potentially Violent Situations
July 24	Youth Activities & Services Information Afternoon
July 30	<i>"What makes your Teenager Tick?"</i> Provided by a Senior Clinical Psychologist
August 21	Mental Health Services
Sept 4	Orientation to the Drug & Alcohol Sector provided by DHS & Swinburne TAFE
March 3, 17	Budget Counselling A
April 14, 28	Budget Counselling B
May 20	<i>"Dealing with Difficult Clients"</i>
May 28	<i>"Dealing with Difficult & Potentially Violent Clients"</i> – (Provided by FACS)
June 17	Mental Illness Fellowship – Services & Programs
Throughout Year	Monthly Case Discussion Groups

Volunteer Statistics

*"Great opportunities to help others seldom come, but small ones surround us every day."
— SALLY KOCH*

The Frankston Community Support and Information Centre volunteers continue to contribute substantially to their community. The total number of people volunteering their time to the Centre this year were 83. This does not include the wonderful support of 118 volunteers who helped the Centre on the day with the Swim event.

Volunteer Hours

Total volunteer hours — 16,005.25

Breakdown of hours:

Accountants	48
Administration/Resources/Statistics/ Information	2771.5
Basic Training Day	22
CIWC course	288
Committee of Management meetings	686
Data Base Support	610
In-Service Training attendance & Case discussion groups	921
Information Day Speakers	8
Information Technology Support	672
Interviewing	5712
Maintenance & Gardening	50
Reception	1985.75
Rosters	153
Solicitors	11
Swim Advisory Group Meetings	144
Swim equipment collection and return	128
Swim Event	973
Tax Help	311
Trustees' Meetings	18
Volunteer Support	493

Volunteer Roles

Total volunteer roles — 132

Breakdown of roles:

Accountants from Accountancy Firms	8
Budget counselling	1
Committee of Management	9
Community workers (Interviewers)	29
Database	3
Information Technology	2
Maintenance	1
Media collation	1
Phone Interviews	4
Reception, Administration, Statistics & Information	41
Roster Co-ordination	1
Solicitors from Legal Firms	4
Swim Advisory Group	9
Tax Help	4
Trainee Interviewers	5
Trustees	3
Volunteer Support (Case Discussion Group Leaders)	4
Volunteer Support (Team Leaders)	3

Partnerships

"Through working together, business groups and community groups can develop productive relationships — build up trust and respect for one another, and learn about and develop an appreciation of one another's fields of work."

PARTNERSHIPS WITH BUSINESS — A Guide for Small Community Groups.

The Frankston Community Support and Information Centre has formed mutually beneficial partnerships with a number of organisations with diverse interests, who willingly come together both formally or informally, to achieve a common purpose through participation and sharing of resources.

Australian Taxation Department

The partnership between the Australian Taxation Office and the Centre was established in 1989. Trained volunteers provided a well-utilised Tax Help Program to assist the disadvantaged in Frankston.

Department of Family and Community Services

The Frankston Community Support and Information Centre received \$134,746.43 in funds via the Commonwealth Emergency Relief Program Grant from the Department of Family and Community Services.

Frankston City Council

The partnership between Frankston City Council and the Centre has been a long and harmonious one of 34 years standing.

In 1968 Frankston City Council had the foresight and initiative to recognise the ability of its community to provide a professional support and information service managed and staffed mainly by volunteers. In doing so, this has resulted in the Centre becoming one of the largest and most successful agencies of its type in Victoria utilising the services of volunteers.

We acknowledge the Council's valuable contribution in providing two permanent staffing positions and covering the costs of the Centre's office accommodation, telephone and electricity costs.

Frankston Magistrates Court

The Frankston Magistrates Court has worked in partnership with the Centre since the mid 1980s in providing financial assistance. Contributions are received on a monthly basis from the Clerk of Courts and distributed to Frankston people assessed as experiencing a financial crisis. The Centre's Manager attends the quarterly Client Services Meeting held at the Frankston Magistrates Court.

LifeWorks

This has been one of the longest and most successful partnerships for the Centre. Together we work to provide the community with relationship, family, personal and grief counselling services.

Mornington Peninsula Community Connections

Mornington Peninsula Community Connections is an independent, non-profit and free management advisory service for grass-roots community groups. The service had its origins in the work of John Murphy and Barrie Thomas when they were committee members at Frankston Community Support and Information Centre. The Centre's association with the Community Connections project is ongoing, and its involvement is mainly in the Centre's service planning and policy development and community development.



Partnerships

"A civilization flourishes when people plant trees under whose shade they will never sit."
GREEK PROVERB

Operation Larder

This partnership began in 1982 when a client of the Centre spoke to the congregation of St Andrews Church, Frankston on how the Centre's services assisted the community. From this Operation Larder was founded and has been run by a group of dedicated volunteers formed from the Church's congregation. Each year they raise funds to purchase food and toiletries for the Centre to distribute to people in crisis in our community. Their hard-working volunteers mainly obtain funds through donations and selling donated goods. They also restock the Centre's pantry on a weekly basis and pack the many hampers that the Community Christmas Appeal distributes at Christmas time.



SkillsNet Community Internet Project

The second SkillsNet project, funded by Victorian Government initiative, to introduce and promote the Internet to local people and groups disadvantaged by age, disability or income was wound up in March 2003.

Two computers in the Centre's reception area are still available for public Internet access but all training will now take place within Community Houses.

Triple A Foundation

The Triple A Foundation has supported the work of the Centre for a number of years through the employment of a staffing position, Special Projects Coordinator. This position helps in the coordination of projects that assist not only the disadvantaged but also the wider community of Frankston. The Centre has been fortunate that it has earned the respect and commitment from the founder of the Triple A Foundation.

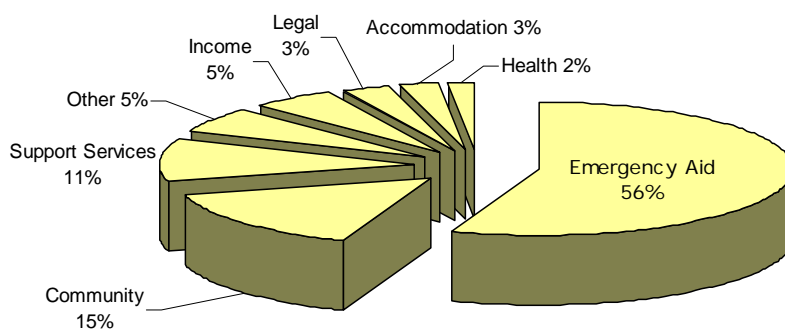
Statistics

"People from 60 different known nationalities utilised the Centre's service for the first time this year."

Breakdown of Services July 2002 — June 2003

TOTAL NUMBER OF ENQUIRIES: (Breakdown by type of enquiry on next page)	11,292
TOTAL OF INDIVIDUAL CONTACTS:	9,748
Face to Face Interviews:	5324
Telephone Interviews:	4328
Other forms (Mail, Email, Fax):	96
PEOPLE ATTENDING APPOINTMENTS FOR THE CENTRE'S SERVICES:	1,546
INDIVIDUAL PEOPLE ACCESSING INTERNET (164 hours)	99
TOTAL NUMBER OF REFERRALS PROVIDED:	18,479
NUMBER OF DAYS OPEN:	220

Breakdown of Enquiries by Percentage



Breakdown of Enquiries July 2002 – June 2003

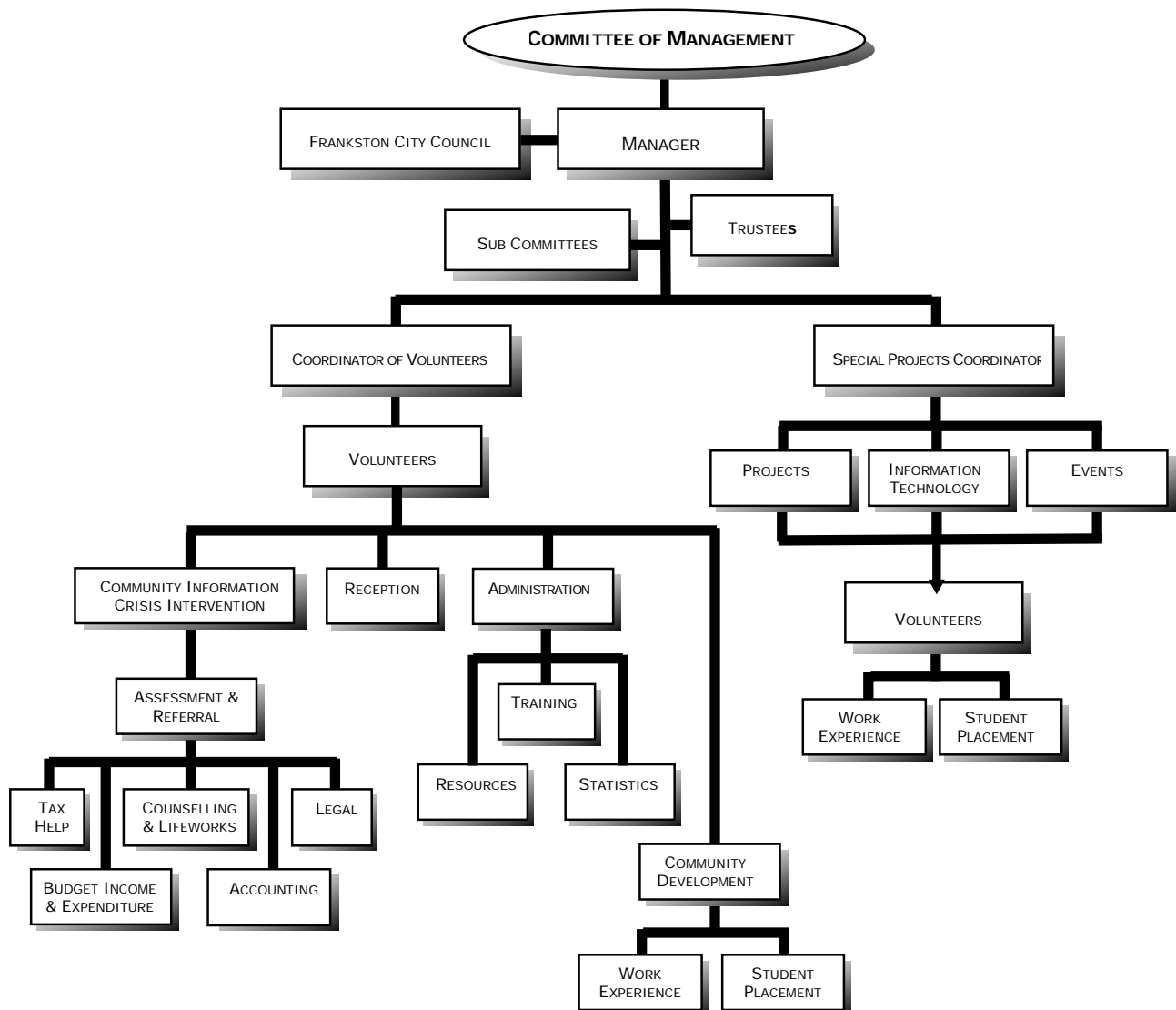
Total Enquiries: 11,292

ACCOMMODATION	307	ENVIRONMENT	74
Emergency	126	Animal Welfare	30
Home Ownership	6	Conservation	20
Long Term	20	Pollution Control	12
Short Term	12	Waste Disposal	12
Tenancy (<i>See also Legal</i>)	143		
CITIZENSHIP	29	HEALTH	181
Immigration	4	Complementary Health	22
Multiculturalism	3	Health Facilities	30
International Affairs	-	Preventative Health Care	34
Overseas Travel	2	Rehabilitation	18
Regulations/Rights/Duties	20	Reproductive Services	10
		Treatment	67
COMMUNICATIONS	60	INCOME	589
Communication Services	56	Allowances	34
Mass Media Communications	3	Concessions	21
Personal Communication	1	Financial Institutions	5
		Financial Services	483
COMMUNITY AFFAIRS	1763	Pensions	10
<i>Programs which enable citizens to become involved in activities and decisions related to public issues that are of general interest to the community.</i>		Taxes and Duties	36
Community Facilities	1412	LEGAL	343
Community Surveys	4	Civil Law	47
Community Involvement	128	Courts and Court Procedures	19
Government – Federal	8	Criminal Law	5
Government – Local	58	Family Law	77
Government – State	11	Law Enforcement	6
Volunteers	142	Legal Services	119
		Ombudsman	2
CONSUMER	62	Personal Law	25
Complaints - Goods	4	Real Estate (<i>See also Tenancy</i>)	21
Complaints - Service Providers	10	Traffic Offences	11
Complaints - Services Govt or Community	7	Tribunals/Appeals	3
Consumer Services	7	Wills	8
Credit	8	RECREATION	110
Insurance	1	Arts and Crafts	8
Motor Vehicles	3	Hobbies	9
Product Safety	1	Leisure	37
Service Providers	16	Recreation Facilities	28
Shopping	5	Social Clubs	18
		Sports	10
ECONOMIC DEVELOPMENT	17	SUPPORT SERVICES	1213
Business	10	Behaviour Management	59
Development of Resources	7	<i>(Disciplinary, educational or medical methods of controlling behaviour.)</i>	
EDUCATION	80	Care <i>(Services which provide care and have a focus of supervision and/or protection.)</i>	58
Educational Institutions	14	Companionship	7
Supplementary Services	11	Counselling	739
Type of Education	32	Home Services	71
Information Services	23	Mediation	58
EMERGENCY AID	6,372	Mutual Support	41
Disaster Relief	4	Personal Services	167
Financial Aid	3083	Victims of Crime Support	13
Material Aid (Food)	2964	TRANSPORT	65
Material Aid (Goods)	310	Education	3
Material Aid (Services)	11	Licensing & Regulation	7
EMPLOYMENT	27	Public Transport	10
Employment Conditions	8	Special Needs	44
Job Placement	12	Transport Facilities	1
Training & Preparation	7		

Structure and Personnel

Organisational Structure

"Unless your department has a budget infinitely greater than most, you will not get rich being a volunteer director/coordinator, but your life will be indescribably enriched by the people you meet and work with." --MARTIN TICHENOR, Volunteer Director



Committee of Management

Role of the Committee of Management

"You can't leave footprints in the sands of time while sitting down." — NELSON ROCKEFELLER

The Committee of Management meets on a monthly basis and comprises the maximum of nine members.

Generally, the Committee of Management has an administration and policy-making role. The

Committee is accountable to financial members of the Centre, to bodies from which the organisation receives funding, and to the community in which the Centre operates.

Committee Members and Positions

John Tame	CHAIRMAN
Michael Briggs	VICE-CHAIRPERSON
David Triplow	VICE-CHAIRPERSON
Terry Mackay	TREASURER
Carole Sweetnam	SECRETARY
Rob Vertigan	EXECUTIVE STAFF OFFICER
Joan Fitzpatrick	MEMBER
Anthony Glenwright	MEMBER
Peter Lukey	MEMBER

Staff

The Centre has two permanent paid staff, the Manager and the Coordinator of Volunteers. These staff are responsible for overseeing the day-to-day operations of the Centre which includes the support and supervision of volunteer staff, and liaison with the community.

The organisation is currently funded by the Triple A Foundation for a part-time Special Projects Coordinator. This position is responsible for coordinating projects and providing administration support to the organisation.

Vicki Martin	MANAGER
Maureen Macer	COORDINATOR OF VOLUNTEERS
Marion Lester	SPECIAL PROJECTS COORDINATOR

Life Members

Pat Arthur	Peg Hess
Rev. Alan Coulson	Sheina Thompson
Shirley Davies	Peter Lewis
Dorothy Lynch	Pat Runacres
Marie Wright	Anja Cadle

Honorary Member

Peter Martin

Acknowledgements

**Australian Taxation Office
Barrie Thomas
Bayside Shopping Centre
Frankston City Council
Frankston Community Church
Frankston Community Support and Information Centre volunteers
Frankston Life Saving Club
Frankston Magistrates Court
Frankston Police
Frankston Presbyterian Church
Gateway Family Church Langwarrin
LifeWorks
Lois Dennington
Microsoft
Mitre 10
Mornington Peninsula Community Connections
Mornington Peninsula Triathlon Club
Operation harmony
Operation Larder
Ritchies
Rotary Club of Frankston North
Seaford Uniting Church
Shepard, Webster and O'Neill Pty Ltd
Society of St Vincent de Paul (*Frankston, Karingal, Langwarrin and Mt Eliza*)
St Anne's Seaford
St James the Less Anglican Church
Triple A Foundation
Victoria Water Police**

Ace Printing
Ambassador Hotel – Frankston
Australian Geographic
BBQ's R Us
Beaches Restaurant – Mornington
Bembridge Golf Course
Cake Decorators Association of Victoria –
Frankston Branch
Collins Booksellers
Commonwealth Department of Family and
Community Services
Compton Computer Service
Danny's Meats, Karingal
Davey's Bar and Restaurant – Frankston
Elle Oop
Fernwood Fitness – Frankston
Frankston Colonial Motel – Frankston
Frankston Grand Hotel – Frankston
Frankston International Hotel
Frankston Leader
Frankston Retravision
Frankston RSL
Frankston Yacht Club
HBA
Hoyts Cinemas
Independent News
IOOB (International Order of Old Bastards)
Jac N' Jean – Frankston
Jay Jays (Just Jeans)

Jones Cycles – Frankston
Jos Law
La Porcetta Pizza – Frankston
Licciardo
Ling Wah Restaurant – Frankston
Manning Village Resident Social Club
Mt Eliza Brumby's Bakeries
Nepean Inner Wheel
Nuttelex Food Products Pty Ltd
Pancake Kitchen
Peninsula Camera Video and Duty Free
Reece Pty Ltd – Seaford
Robinsons Book and Coffee Shop – Frankston
Rotary Club of Long Island
Schweppes
Surf Girls – Frankston
Sygenta Seeds
The Chapel of Resurrection – Peninsula School
The Oaks Bed and Breakfast – Frankston
The Sands Hotel – Carrum Downs
Timezone Family Entertainment
Train Station (Gym) – Frankston
Trigger Brothers Surf and Sailboards
Victorian College of Health Care Education
Village Roadshow
Westfield Shopping Centre

**COVER PHOTOGRAPH BY
BILL BEAGLEHOLE**

Inscription inside annual reports
of the
Society for the Prevention of Pauperism in the City of New York,
1818-1824.

THE TEN CAUSES OF PAUPERISM:

- (1) IGNORANCE,
- (2) IDLENESS,
- (3) INTEMPERANCE,
- (4) WANT OF ECONOMY,
- (5) IMPRUDENT AND HASTY MARRIAGES,
- (6) LOTTERIES,
- (7) PAWN BROKERS,
- (8) BROTHELS,
- (9) GAMBLING HOUSES, AND
- (10) *CHARITIES THAT GAVE AWAY MONEY TOO FREELY.*

The First Annual Report
of the
Managers of the Society for the Prevention of Pauperism
in the City of New York
(1818)