

Frankston Community Support and Information Centre

Celebrating 40 Years of Service
1968 - 2008



Annual Report 2008

How you spend your time defines who you are. *Volunteer*



FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE

ANNUAL REPORT
2008

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ABN 95 426 151 625

Inspiration and Values



Mission Statement

"The Frankston Community Support and Information Centre Incorporated 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."

40 years service to the community

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, with one of its first projects being to establish a Citizens Advice Bureau.

In August 1968 the Bureau began operating, directed by the Frankston Community Welfare Committee until 1973 when a subcommittee 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 organisation's role and activities.

This year the Centre celebrates 40 years of continuous service to the Frankston community through the commitment of countless volunteers over the years.

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Chairman's Report

Presentation of the 2007 – 2008 Annual Report marks the 40th anniversary of the Frankston Community Support and Information Centre. Its growth and success has been a remarkable achievement and I wonder if those who founded it could ever have imagined it as it is today. The marvellous thing about this organisation is that it has never been passive; always looking for and implementing ways to improve services. It is pleasing to report this philosophy continues with the agency taking on more projects that benefit Frankston residents.

Following the storms and subsequent blackouts in April, our staff and volunteers worked with Council and DHS on disaster recovery. This was a sudden incident we had to deal with, but as usual, the staff and volunteers took the challenge in hand and performed brilliantly. Both Frankston Council and DHS recognised the agency for the high standard of assistance given to people affected by the incident. Recognition and appreciation of the agency continues to grow, with many other agencies requesting information and support, particularly from our Manager Vicki Martin. Frankston Council now involves the agency in numerous ways.

The Strategic Plan is currently under review and, as part of our Continuous Improvement, (subject to funding) the Committee of Management has approved a review of the organisation, which will be very useful for us to identify where and how we can do things better. The Committee of Management continues to provide strong leadership in addition to supporting the Manager. Our subcommittees also play a very important role as the varied expertise of committee members is maximised.

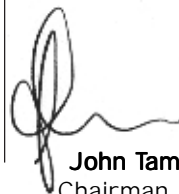
Throughout the year, the Manager and Coordinator of Volunteers have attended various training courses and seminars, equipping themselves with the latest

information and processes necessary to maintain their very high standard of management. Once again, I thank my fellow Committee of Management members for their support, dedication and unqualified enthusiasm in carrying out their duties.

Our partnership with the Frankston City Council continues, currently working to establish a Volunteer Resource Service and fulfilling a long-term vision the Centre has had. Thanks go to Frankston City Council for their continued support, without which we would not see our 41st Anniversary.

I also acknowledge the fine work by our manager, Vicki Martin. Vicki is a remarkable professional lady, who always has a vision and seeks ways to improve the agency or new projects to enhance our service. Maureen Macer, Coordinator of Volunteers, continues to carry out her difficult task with complete professionalism and dedication and we are indeed fortunate to have her on the team. Marion Lester, our Special Projects Coordinator, has again produced first class promotional material and the popularity of our website is testament to her special skills. Mark Bolton, Volunteer Resource Service Project Officer is part of our team and has done a tremendous amount of work on the project, which is reflected by the progress made.

As usual, our volunteers continue to be the front line of the organisation. They provide services to people, often in less than ideal conditions and always with good grace, dignity and professionalism. To our band of volunteers a huge thank you for another year of service carried out just brilliantly.



John Tame
Chairman, Committee of Management

From the Manager

This year commemorates 40 years of service to our community — a marvellous achievement by the hundreds of volunteers who have dedicated their time to provide residents of Frankston City with this essential service.

Our partnerships characterise what we are about — working with others; including all levels of government, business, organisations and individuals to achieve our common goals of providing the community with high quality services based on social justice.

We continue to build on our role to supply relevant information to our diverse community with the Internet being an important tool for this task. Each year our website grows in popularity with residents and people working in and outside of Frankston, accessing information that may assist with their work or personal interests.

The Public Internet Access Project focuses on giving visitors an opportunity of accessing the Internet free of charge. During the project period 1400 people utilised this facility. Such was the success of the project that the Centre plans to install a second computer for public use next year.

Working to establish a volunteer resource service in partnership with Council has been a passion of this organisation for many years because of our collected knowledge and experience in volunteering and working with volunteers. We appreciate that participation in community life goes a long way towards creating healthier individuals, families and communities. We look forward to this service operating sometime in 2009.

Our work in the emergency relief area continues as a benchmark for other organisations with publication of the second edition of *Emergency Relief, A Guide for Small Community Groups*. This book, which was written using our vast experience, was reprinted after successful distribution of 1500 books across Australia.

The Department of Families, Housing, Community Services and Indigenous Affairs increased the organisation's Emergency Relief Program Grant for assisting people in crisis to \$189,995.00. This contributed to the total of \$211,539.02 in relief which was distributed on 5,305 occasions with 1603 being new clients. Our Community Appeal, now in its 17th year, benefited 1054 people with 301 hampers last Christmas. The Centre's Material Aid Trust funds, cash donations and in-kind support received from business, schools and organisations made this achievement possible.

A major achievement this year was ensuring all experienced interviewing staff successfully completed the course *Emergency Relief Work* — a further accreditation to *Assess and Deliver Services to Clients with Complex Needs*.

Staff and visitor safety has been enhanced after the National Community Crime Prevention Program grant provided for installation of video surveillance to help monitor and deter antisocial behaviour within the Centre.

Unquestionably, the strength of the agency continues to be the staff, volunteers, trustees and partnerships. A wonderful aspect is the skill and enthusiasm of the volunteers who make the Centre not only a successful organisation but also a fulfilling place to work. My sincere thanks go to my two co-workers Maureen Macer and Marion Lester for their commitment and dedication to the organisation, to the Chairman John Tame and Committee of Management who give me their undivided support.



Vicki Martin
Manager

People — Our Main Resource

Being Innovative in Finding the Right Person

Volunteers are vital to our community. No man or woman is an island and sometimes we take the community we live in for granted. Volunteering is ultimately about helping others and having an impact on people's wellbeing.

Volunteering brings together a diverse range of people from all backgrounds and walks of life. Volunteering also offers an incredible networking opportunity — not only do volunteers develop lasting personal and professional relationships, but it is also a great way to learn about people from all walks of life and different socio-economic environments. Both the recipients of our volunteer efforts and co-workers can be a rich source of inspiration and an excellent way to develop interpersonal skills.

Recruitment of suitable volunteer staff remains a continuous challenge as many of the positions are demanding and require multiple interpersonal skills to deal with the complexities that can present themselves in a day at the Centre. Recruitment is an ongoing process with the majority of enquiries coming through the *Go Volunteer* website. Our website also provides information on volunteering opportunities.

position depends on the particular skills needed to fulfil the duties of that position. Commitment to the Centre's goals, values, policies and procedures is essential as is the ability to work as part of a team and accept relevant roles and responsibilities.

Many volunteers who demonstrate exceptional and varied skills are often approached to take on additional roles to support fellow workers and students. We are fortunate to have people who also volunteer their time for additional important tasks such as roster coordination, advisory groups, training, maintenance work and group leadership.

During 2007-2008 we welcomed fifteen new volunteers to the Centre and farewelled nine who have retired due to gaining employment, relocation, study or health issues. The aim of the Centre's volunteer program is to recruit and maintain a committed group of volunteers who provide the Centre's services. In achieving this task we attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations, thus helping the Centre achieve its goals and objectives.



Volunteer applicants are matched for their suitability to positions. Varying positions include reception, interviewers, information, administration, statistical and information technology. Selection criteria for each

Volunteering reflects and supports a complete picture of you, giving real examples of commitment, dedication and interests. Show people what you are passionate about and maybe you will inspire them too!

People – Our Main Resource

Scope of Volunteer Roles

- ◆ Accountancy Service
- ◆ Administration
- ◆ Budget Counselling
- ◆ Case Discussion Group Leaders
- ◆ Committee of Management and Subcommittees
- ◆ Database Development and Input
- ◆ Face-to-face and Telephone Interviewing
- ◆ Information and Resources
- ◆ Information Technology
- ◆ Maintenance
- ◆ Media Collation
- ◆ Mentoring
- ◆ Reception
- ◆ Roster Coordination
- ◆ Statistics
- ◆ Tax Help
- ◆ Team Leaders
- ◆ Trustees



Volunteer Training

Training Sessions & Workshops:

- | | |
|----------------------------|---|
| September 12 | WRACIC Training Day <ul style="list-style-type: none">— Dr Frank Imeneo - Peninsula Drug & Alcohol Program— Melissa Virtue - SHARPS program— WAYSS - Services & CHAPS program |
| October 17 | Peninsula Youth & Family Services - Open Day & Breakfast |
| November 15, 22, 29 | Emergency Relief Training (accredited) |
| November 23 | Energy Hardship Training - Chelsea |
| November 26 | Energy Hardship Training - Mornington |
| December 11 | Settlement Forum - Working with Refugee Families |
| February 11 | Energy Hardship Training - Cranbourne |
| May 8 | Youth Substance Abuse Service (YSAS) |
| June 13 | Legal Aid - Driving Offences Seminar |
| Monthly | Case Discussion Groups |

Emergency Relief Program

The Centre has a long history of assisting with the distribution of emergency relief funds to its local community. Thirty-one years ago there was a devastating power strike in Victoria which caused economic hardship for many people and the Centre was asked to assist with the assessment of people experiencing financial difficulties as a result of the strike.

In 1978 the Centre took on the responsibility of providing emergency relief funds to local residents and in its first year distributed \$2000. This financial year the Centre distributed \$202,376.12 to people in crisis with government, magistrates' court and donated funds.

An increase in Emergency Relief Grant funds from the Department of Families, Housing, Community Services and Indigenous Affairs made the sum for distribution for the year \$189,995. Each year the Centre looks at how its funds can be best expended when dealing with many people and their complex problems. Its aim is to utilise the funds in the most effective way, which means we often work in partnership with several local organisations to financially assist a shared client to overcome a particular crisis.

The Centre's Emergency Relief program is often referred to as the service benchmark for similar type agencies. Based on the Centre's experience, a guide was developed and published to assist small community groups working in the emergency relief field. It was well received by the sector.

During the last year several agencies worked together to address the increasing problem of homelessness in the Frankston community. The Centre was involved in

preventing approximately 22 single people with major complexities from becoming homeless when a privately owned supported accommodation house closed down. A number of local agencies worked together to address this crisis. By planning, sharing resources and working in cooperation appropriate housing was found before they became homeless. This was a huge accomplishment.

Shortage of affordable accommodation, particularly for single people, has seen an increasing number of family homes in Frankston City being adapted into private rooming houses for huge financial gain for the landlord. These homes often have poor or few facilities and the cost of a room is expensive. People living in this style of accommodation are often the very vulnerable. Our emergency relief statistics indicate that requests for assistance from this sector is on the rise as well as from people with no fixed address, living in public housing or shared accommodation.

In comparison we have seen a reduction in numbers of people seeking assistance who live in caravan parks, private rental accommodation, own their own home or are staying in emergency accommodation.

The Centre met the challenge this year when the Municipal Emergency Management Recovery Plan was activated after a storm caused a power outage which lasted several days and caused hardship for a number of residents. The Centre worked with the Department of Human Services and Frankston City Council in providing vital information to the community and assessing the needs of people on behalf of the Department who had suffered financial hardship because of the effects of the storm.

Emergency Relief Program

Municipal Emergency Management Plan

Frankston Community Support and Information Centre is part of the City's Emergency Management Recovery Plan which can be activated for any type of disaster that affects Frankston City. The organisation's role in the recovery process is to coordinate members of the Frankston Emergency Relief Providers Group, distribute emergency relief funds and give information. The Centre will also provide personal support and counselling when and where required.



Emergency Relief distribution figures 2007 — 2008

11,236	— Referrals to services
5,677	— Total clients requesting Emergency Relief.
1,603	— New emergency relief clients
5,305	— Number of clients assisted

Breakdown:

2,091	— Men
3,070	— Women
144	— Via Agencies

Emergency Relief distributed: **\$211,539.02**

Breakdown:

\$ 116,370.00	— Food vouchers
\$ 39,747.53	— Financial assistance (cheques)
\$ 12,301.00	— Food in kind
\$ 9,975.00	— Telstra vouchers
\$ 2,590.00	— Other vouchers (K-Mart, Myer)
\$ 27,460.49	— Food purchased (Ritchies)
\$ 1,008.00	— Wranglers Service Club

Frankston Community Appeal

There are many people living in Frankston City who are isolated from friends and family and when in crisis have no option but to turn to local organisations for support at Christmas. The annual Community Appeal, coordinated by the Centre, has been in operation for 17 years. The Centre works in conjunction with other local emergency relief agencies to stretch limited resources and provide assistance to more families. By working together, with one point for distribution, there is fairer allocation of hampers and it enables other local organisations to concentrate on providing different festive activities like the free Christmas breakfast and lunch to disadvantaged residents.

The FCSIC Trust Fund paid for contents of 150 hampers and **Operation Larder** assisted the Appeal by packing them for distribution to local families. Due to a generous donation Larder also provided 39 additional Christmas hampers making a total of 301 hampers available for distribution this year. **Frankston RSL** donated 350 Christmas puddings and boxes of bon-bons. The **Commonwealth Bank's** "Operation Plum Pudding" supplied 40 hampers to families in hardship for Christmas. Administration of the project was organised by the Centre and staff from the Commonwealth Bank delivered the hampers to families' homes. A total of 1054 people were assisted with Trust Fund, Commonwealth Bank and Larder hampers (404 adults, 650 children).

Others who contributed include **Mt Eliza Village Clinic** doctors, nurses, reception staff, patients, friends and well-wishers from the pharmacy industry who collected 83 boxes of Christmas fare and groceries which were made into hampers. **Mt Eliza Hair Studio** staff and customers placed gifts for local disadvantaged children under a "Wishing Tree" in their shop. **Chisholm Institute of TAFE** held an auction to raise funds for the Appeal.

The Community Appeal received cash donations and in-kind support from a number of local clubs, schools and individuals who we thank for their support and without which we would not be able to assist so many people in hardship particularly around Christmas.



Christmas gift wrapping

Each year in December, the Centre coordinates a gift wrapping project at the Karingal Hub Shopping Centre. Local church organisation volunteers wrap gifts for a gold coin donation using ribbon and paper supplied by the shopping centre. Volunteers provide a seven day service and funds raised are divided among participating organisations.

Reaching our Community

Frankston Volunteer Partnership Project

It is well documented that volunteers provide invaluable input into the communities where they work. Their activities have a positive impact on many different aspects of the environment, in addition to their own personal development and wellbeing.

Local research strongly suggests the good work currently carried out by volunteers would be greatly increased by the initiation of a Volunteer Resource Service. The service would provide information and advice, training and other resources (for individuals and organisations) towards bringing about the effective matching of 'would be' volunteers to opportunities. Ultimately it is envisaged that such a service will raise the profile of volunteering across all communities.

The Frankston Community Support and Information Centre has spent the last 18 months working in partnership with Frankston City Council on a Department of Planning and Community Development (former Department for Victorian Communities) funded project, the *Frankston Volunteer Partnership Project*, to prepare for the implementation of a Volunteer Resource Service in Frankston. Project coordinators initially established a working group comprising a number of local organisations to help steer the project.

Collectively, the project working group has succeeded in launching the project and carrying out initial promotion; designing and producing posters, banners (shown opposite), flags, and other materials for consultation and promotion; documenting the design blueprints for a website and database; the undertaking of a needs analysis to highlight specific areas of need in Frankston, and help bid for post project funding; and the identification of a governance model and potential partners to manage the service at all levels.

Currently work is underway to detail all aspects of the new Volunteer Resource Services' governing and funding partnerships. It is intended that the service will become operable in March 2009 and be centrally located in Frankston with additional information points around the municipality.



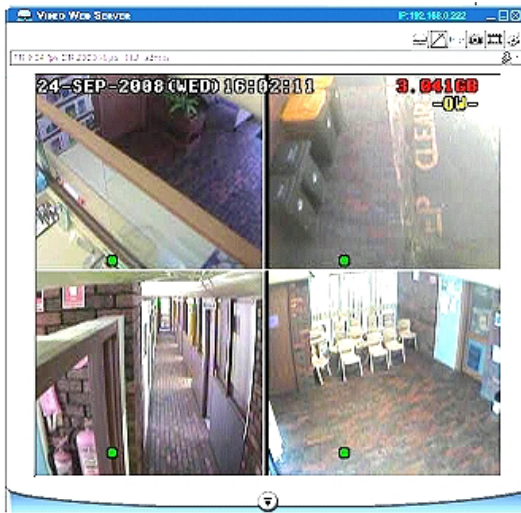
Reaching our Community

Public Internet Access Project

The Victorian Government, through the State Library, funded the Public Internet Access Project (PIAP) so the Centre could provide 1040 hours of free Internet access to the public over a two year period. The need for free access was proven by its popularity with a total of 1980 user hours recorded during its operation. The project finished in November 2007 with funding fully expended but Internet access will continue as long as the PIAP computer remains functional, with the Centre now absorbing costs. Public use continues to grow with over 100 user names recorded each month.

In June 2008 FCSIC applied for a new PIAP Grant to continue the project, update existing equipment and expand public Internet access by purchasing a second PC.

Volunteer and Community Safety Project



The Centre received a Grant from the National Community Crime Prevention Programme which was offered by the Attorney-General's Department. A digital video surveillance system was installed to monitor public areas and other key points in the Centre to:

- a) deter anti-social behaviour
- b) protect premises.

The CCTV cameras are in use to monitor client behaviour inside and around the Centre without intruding on or igniting any situations more than necessary in the interests of public safety. All staff and volunteers have been given a demonstration of the cameras effectiveness and the opportunity to observe 'real-time' activity at the camera locations around our premises.

Count Me In Project

This project is an initiative of FOCUS, a local disability service provider, who approached the Centre to participate in a program to help community organisations and entertainment venues develop an awareness of, and to be more inclusive of people with a disability. The project aims to have these organisations collaborate with people with disabilities with the view of making their premises not only more accessible, but to make any modifications necessary for better access. The other project partners are PAST and VALID.

Reaching our Community

Tax Help

Tax Help is a free service designed to help people on low incomes, especially those preparing their tax return for the first time. Volunteers have been trained and accredited by the Australian Taxation Office to help people with straightforward tax returns, baby bonus applications and those eligible for franking credits who don't have to lodge a return.

The program, which is now in its 17th year at the Centre, helped 179 people with returns for the 2007 – 2008 financial year, including people from indigenous or non-English speaking backgrounds and those with disabilities.



Years of Tax Help Service at the Centre:

Peter Lewis	12 years
Albert Chivilò	8 years

Budget Assistance

The Centre provides a service that helps people in the preparation of a personal budget. The aim of this service is to show individuals exactly where their money goes and provide them with a plan that helps organise their spending to ensure day to day expenses and bills are covered. The worker assisting with the budget will identify financial needs, explore options and consequences, prioritise commitments and help the person decide on what action to take if over-spending.

Information Resources

Brochures



Approximately 5,000 brochures and fact sheets produced by the Centre were printed in-house by volunteers and given out throughout the year.

Three different *Where to find Assistance* brochures publicising local services are available on issues including food and groceries, financial assistance, and housing options. Other brochures and fact sheets produced include *Homeless in Frankston*, *Emergency Accommodation Services*, *Local Bulk Billing Doctors*, *Crisis Support Service*, *Local Information and Assistance contact numbers* and *Residential Caravan Parks*. Volunteers update this information regularly and all brochures can be downloaded from the frankston.net website.

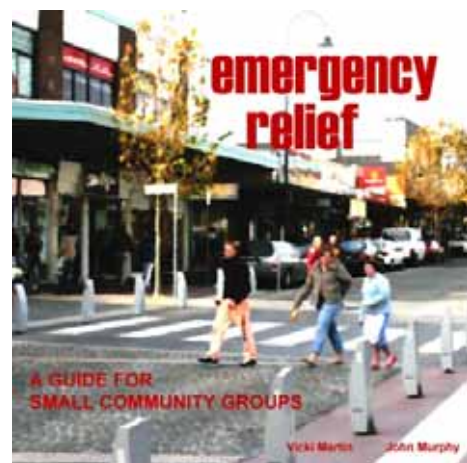
Each year a brochure promoting Christmas activities is distributed through Frankston City Council, church groups, the library and it can also be viewed on the Centre's website.

Client Database

Our team of database volunteers have entered enough information into the statistics database to make it viable for our interviewers to use. This is a huge project with over 12,000 profiles on file. It is not intended to replace handwritten notes but it is now the fastest way to locate data for statistical purposes.

ER Book Reprint

Emergency Relief, A Guide for Small Community Groups was co-written by Vicki Martin and John Murphy in 2004. The book provides practical advice and aims to assist staff and volunteers of small community groups to provide emergency relief services at the highest possible standard. The second edition features several changes in information with many updated photographs and cover. This edition was funded by the R E Ross Trust.



Information Resources

Websites

www.frankston.net

The Centre aims to provide up-to-date information to the community and more people are using our website to find it. This year www.frankston.net had 51,841 hits, averaging 142 every day. In comparison, the website received 14,406 hits annually in 2005, 26,337 during 2006 and 38,494 in 2007. Statistics show the most popular pages have been community information, bulk billing doctors and contact numbers for various industry ombudsmen.

Intranet

FCSIC volunteers and staff have been introduced to the frankston.net Intranet as a fast convenient method of sharing information. All PCs at the Centre have the Intranet as their homepage.



Mornington Peninsula Community Connections

The Special Projects Coordinator supported Mornington Peninsula Community Connections with graphic and website assistance on several projects including Men's Wellbeing Matters posters and their website, which have provided additional funds for the Centre.

Getting Involved



www.gettinginvolved.com.au shows a range of helpful information for local business people who wish to support their community, but not necessarily with a donation. The website provides case studies of local business people already helping their community, with many suggestions including 50 ways you can support your community.

The project is keen to support business people who are interested in taking the 'next step' and believe the community will will benefit from their involvement.

Our Partnerships

Frankston City Council

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 mainly staffed and managed by volunteers. In doing so, this has resulted in the Centre becoming a benchmark to agencies of its type in Victoria which utilise services of volunteers.

The Centre's partnership with *Frankston City Council* of 39 years has been long and harmonious. We acknowledge Council's valuable contribution to the community by providing two full-time staffing positions and covering office accommodation, telephone and electricity costs.

Triple A Foundation

Barrie Thomas, founder of the *Triple A Foundation*, first became involved with the Centre through its Annual Christmas Appeal in 1992, then as a co-opted member of its Committee of Management in 1994 and a full member in 1995 until his move to New Zealand in mid-December 1999. Barrie has made it possible for a part-time position to be provided to the Centre since 1996. This valuable support has assisted the Centre to create many programs and projects that have contributed to the wellbeing of Frankston residents.



Department of Families, Housing, Community Services and Indigenous Affairs

The Australian Government introduced the *Emergency Relief Programme* in 1977. Its purpose is to assist the Centre deliver emergency, financial or other assistance to individuals and families in immediate financial crisis.

Department of Justice

The Attorney-General's Department and the Centre are working together through the National Community Crime Prevention Programme to help deter anti-social behaviour and promote community safety.

Operation Larder

The *Operation Larder* program was formed in 1982 by the congregation of St Andrew's Church, High St, Frankston. The Centre has a strong and successful relationship with Larder volunteers who continue, on a weekly basis, to donate food items for distribution to residents in crisis.

Our Partnerships

Mornington Peninsula Community Connections

John Murphy has been involved with the Centre since being its Coordinator in 1989 – 1990. The following six years saw John's involvement in the development of the organisation as Chairperson of the Committee of Management. Since leaving the Centre and founding *Mornington Peninsula Community Connections*, John and the Centre have worked together on a number of successful projects, one being the publication of the book *Emergency Relief – A Guide for Small Community Groups* that was distributed throughout Australia and another being the *Getting Involved* project.

Frankston Magistrates' Court

The Centre has worked in partnership with Frankston Magistrates' Court since the mid 1980s. When available, the Court provides funds for distribution through the Centre's Emergency Relief Program. These funds are dispersed to the Centre from monetary penalties imposed by a Magistrate as a condition of an *Undertaking to be of Good Behaviour*. These funds go towards assisting people with the payment of emergency medical and pharmaceutical items, travel, accommodation and utility accounts.



Australian Taxation Office

In 1989 the *Australian Taxation Department* approached the Centre to establish a Tax Help Program. The Centre participates in this program each year by providing accommodation, equipment and support for the Tax Help volunteers working out of the Centre.

Good Shepherd Youth and Family Services

Good Shepherd Youth and Family Services, co-located at the Centre's premises since 2002, provide South East Water and generalist financial counselling service five days a week.

RE Ross Trust

The RE Ross Trust provided funds for the reprint of the popular *Emergency Relief, A Guide for Small Community Groups* book.

Governance

Committee Members and Positions

The Committee of Management has both administrative and policymaking roles and is accountable to financial members of the Centre, to bodies from which the organisation receives funding and to the community. The Committee meets on a monthly basis and comprises the maximum of nine members. Nine meetings were held during 2007 - 2008.

CHAIRMAN — John Tame

John joined the committee in 1993. He has held management positions in both the finance and credit union industries and was CEO of a disability service for 11 years. He has served on various not-for-profit committees and is a past president and a current member of the Rotary Club of Frankston North. John was appointed a Justice of the Peace in 1990.

Meetings attended: 9

VICE-CHAIRPERSON — David Triplow

David was a previous mayor of the City of Frankston and chief superintendent of Victoria Police and an active volunteer in the community. Currently a retiree who works part-time as required.

Meetings attended: 8

VICE-CHAIRPERSON

— Anthony Glenwright

Anthony is Product Development Manager for a technology company and is responsible for design, planning and management of software products. He has been a committee member since 1998.

Meetings attended: 7

TREASURER — Terry Mackay

Terry has been involved at the Centre since 1995 and has been a member of the committee for nine years. Terry's background is in banking.

Meetings attended: 8

SECRETARY— Stewart Harkness

Stewart has been involved with the Centre since 2003 and joined the committee in 2005. He has a background in organisational and counselling psychology.

Meetings attended: 8

MEMBER — Roslyn Wilson

Roslyn worked in the family farming business and has been an active member, committee member and volunteer for numerous community groups. She joined the centre in 2001, becoming a committee member in 2003.

Meetings attended: 5

MEMBER — Joan Fitzpatrick

Joan joined the Committee of Management in 1997. She was formerly a senior social worker at Centrelink.

Meetings attended: 4

MEMBER — Peter Wearne

Peter is a local solicitor specialising in immigration matters and general litigation. He had a social work and ministry background prior to taking up law in the early 1980s.

Meetings attended: 4

MEMBER — Peter Lukey

Peter has a 30 year background in information technology. He has been providing IT support for the Centre since retiring in 1999. Peter joined the committee in 2001 and retired in October 2007.

Meetings attended: 3



Governance

Board of Trustees for Material Aid Trust Fund

This Trust Fund was formed in September 1993 to manage donated money for emergency relief distribution. Funds from the Trust have been used during this time to purchase non-perishable grocery items for hampers and store vouchers for the purchase of fresh food. Trustees are responsible for all donated funds to the Frankston Community Appeal.

The Trustees meet quarterly with the Centre's Treasurer and Manager to receive reports and monitor the progress of the Trust Funds.

Peter Newman

Peter has held many responsible management positions during his working career, both as a regular military officer and in senior positions in the commercial, health and hospital, and local government sectors.

Peter's military career spanned 30 years and involved a complex variety of regimental, command, staff and training appointments including postings in South East Asia, USA and the UK. Peter is now retired and concentrates on Rotary, his community activities and responsibilities in helping serving and retired defence force personnel, their dependants, widows and widowers.

Brian Capon

Brian is a retired Mount Eliza and then Frankston public accountant who is now involved in consulting and volunteer accounting and administration. He has been a member, including past president, of the Rotary Club of Frankston North for 18 years.

Michael Ongarello (Chairman)

Michael is married with two adult children. He is a legal practitioner who has practised predominantly as a sole practitioner in Frankston since 1981; a former committee member of Woorinyan Inc. for 17 years; founding member of the Material Aid Fund – 1993; former member of Frankston North Rotary Club – 8 years; His interests include running, keeping fit, trekking and watching most sports.

Management

Staff

The Centre has two permanent paid staff, the Manager and the Coordinator of Volunteers, who are responsible for overseeing the day-to-day operations of the Centre, including the support and supervision of volunteer staff and liaison with the community. The Triple A Foundation partially funds the part-time Special Projects Coordinator position responsible for coordinating projects and providing administrative support to the organisation.



MANAGER — Vicki Martin

Vicki Martin has a background in marketing and business administration. She joined the organisation as a volunteer in 1982 until 1990 when she became manager. Under Vicki's leadership the Centre has developed its services and projects and has become a leader in its field. Vicki's contribution is strongly focused on community building, especially partnerships between the Centre, other community organisations, business and government. In 2001 Vicki received the Rotary Paul Harris Fellowship Award for her work in the community and in 2003 she was awarded the Centenary medal for her work with disadvantaged people.



COORDINATOR OF VOLUNTEERS — Maureen Macer

Maureen's recruitment to the Centre as a volunteer in 1989 led to a career move into the community sector and further studies and qualifications from Monash University. Maureen commenced employment at the Centre in 1992. She has a background in retail management.



SPECIAL PROJECTS COORDINATOR — Marion Lester

Marion has a background in photography, graphic art and instructional design, previously working in the training departments within Frankston College of TAFE and Pacific Dunlop. She commenced at the Centre in 1998 as the Community Internet Coordinator and moved into the Special Projects Coordinator role in 2001.

Service Milestones

Recognition of Service

OVER 30 YEARS

Peter Lewis	40
Marie Wright	39

OVER 20 YEARS

Francis Evans	21
Joan Mitchell	20

OVER 10 YEARS

Rhonda Holloway	19
Peter Martin	18
Judy Caraher	17
Carole Sweetnam	16
Christine Victor	16
John Tame	15
Iris Dale	15
Ada Fletcher	15
Sue Grogan	15
Barrie Holloway	15
Lyn Flatman	13
Terry Mackay	13
Mary Ricca	12
Joan Fitzpatrick	11
Anthony Glenwright	10

OVER 5 YEARS

Val Young	9
Ron Allan	9
Michael Briggs	9
David Triplow	8
Peter Verwoerd	8
Louise Wilkinson	8
Peter Lukey	8
Margaret Lade	7
Roslyn Wilson	7
Jan O'Brien	5
Vera Pazourek	5
John Roberts	5
Rae Clark	5
Stewart Harkness	5
Pam Newman	5
Sally-Ann Zetter	5
Judy Umney	5

Life Members

Pat Arthur	1982
Rev. Alan Coulson	1987
Shirley Davies	1990
Peter Lewis	1998
Pat Runacres	1998
Marie Wright	2000
Anja Cadle	2000
Joan Mitchell	2006
John Tame	2006

Honorary Member

Peter Martin	1991 — 2008
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Social Activities



Picnic in the Park

The Centre hosted its third annual social get-together barbecue and picnic in the George Pentland Gardens on the 18th May. This day was a great opportunity for volunteers, staff and their families to meet and chat socially with other volunteers outside of the Centre's work environment.

End of Year Dinner

Many volunteers gathered to celebrate the end of another busy year and reflect on their achievements at the annual staff Christmas function.

Treasurer's Report

Report 2007 — 2008

In the 40th year of operation the Centre continues the valuable work of providing assistance to the residents of Frankston.

Our financial position is sound with a tight rein kept on capital expenditure due to a significant increase in operating expenditure.

Funds received from the Government for Emergency Relief increased by \$14,815 to \$189,995, which continues the trend of previous two years. This enables the Centre to provide extra assistance as required. The Centre is again able to retain the interest earned on these funds to assist with the cost of providing this service.

Donations from the Magistrates' Court decreased by \$1,700 to \$4,800. The Centre is very appreciative of the assistance provided by the Court as there are now limited funds available for this purpose. Material Aid Trust interest and General Donations decreased by \$2,921 and \$1,807 respectively.

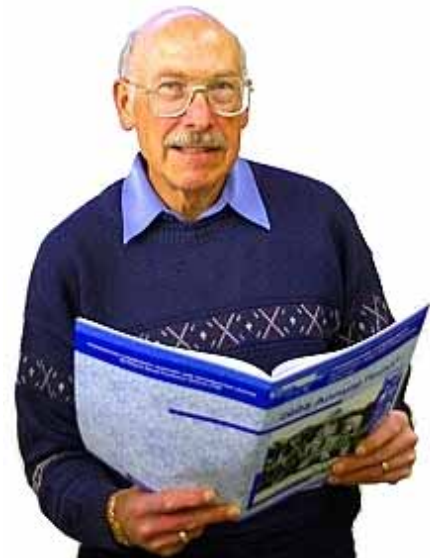
Emergency Relief expenditure increased by \$6,671 to \$194,899, which included Food Vouchers \$124,362, Food \$27,022, Accommodation/Rent \$16,432 and \$5,000 to assist administration of the programme.

Administration costs increased by \$13,951. The bulk of this increase was a donation of \$15,777 to Triple A Foundation to assist in paying the salary and retain the services of the Special Projects Coordinator. Decreases in Supplies, Volunteer Travel/Training, Furniture/General and IT equipment, totalling \$5,826 assisted to alleviate the effect of this expense.

Net surplus decreased by \$13,204 to \$2,167.04

Special thanks once again to Frankston City Council, Frankston Magistrates' Court, Triple A Foundation, residents, volunteers, organisations and local businesses for their invaluable support throughout the year.

Terry Mackay
Treasurer



Financial Documents

Income and Expenditure year ended 30 June 2008

Financial details are not available to the general public.
Please contact the Centre by email: fcsic@frankston.net to receive a complete copy of this report.

Thank you..

Financial Documents

Statement of Financial Position

Financial details are not available to the general public.
Please contact the Centre by email: fcsic@frankston.net to receive a complete copy of this report.

Thank you..

Financial Documents

Independent Audit Report

FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE INCORPORATED

AUDIT REPORT

Scope

I have audited the books and accounts of the Frankston Community Support and Information Centre Incorporated for the year ended 30th June 2008. The members are responsible for the preparation and presentation of the financial accounts and the information therein. I have conducted an independent audit of the financial accounts in order to express an opinion on it to the Frankston Community Support and Information Centre Incorporated.

The audit was conducted in accordance with Australian Accounting Standards to provide reasonable assurance as to whether the accounts are free from material misstatement. The procedures included examination on a test basis, of evidence supporting amounts disclosed in the financial accounts, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material aspects, the financial report is presented fairly and in accordance with Australian Accounting Standards and other professional reporting requirements so as to present a view which is consistent with our understanding of Frankston Community Support and Information Centre Incorporated financial position, the results of the operations and its cash flows.

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

Audit Opinion

In my opinion, the financial accounts present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements the financial position of Frankston Community Support and Information Centre Incorporated as at 30 June 2008 and the results of its operations and its cash flows for the year then ended.

Dated 13 September 2008



Auditor: Mrs Lois H Dennington CPA
14 Station Street, Frankston Vic 3199

Financial Documents

Material Aid Trust Fund Balance Sheet — 30 June 2008

Financial details are not available to the general public.
Please contact the Centre by email: fcsic@frankston.net to receive a complete copy of this report.

Thank you..

Financial Documents

Independent Auditor's Report

FRANKSTON COMMUNITY SUPPORT & INFORMATION CENTRE MATERIAL AID FUND

AUDITOR'S REPORT

Scope

I have audited the attached financial statements of Frankston Community Support and Information Centre, Material Aid Fund for the year ended 30 June 2008. I have performed an audit of these financial statements in order to express an opinion on them to the members of the Organisation.

My audit has been planned and performed in accordance with Australian Auditing Standards to provide a reasonable level of assurance as to whether the financial statements are free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of these procedures have been undertaken to form an opinion whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Standards and statutory requirements so as to present a view of the Organisation which is consistent with my understanding of its operations.

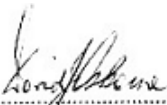
The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion, the financial statements of Frankston Community Support and Information Centre, Material Aid Fund are properly drawn up:

- a) so as to give a true and fair view of:
 - i) the state of affairs of the Organisation as at 30 June 2008 and of the results of the Organisation for the year ended on that date; and
 - ii) the other matters required to be dealt with in the financial statements;
- b) in accordance with applicable Accounting Standards.

Dated at Frankston on 15th September 2008

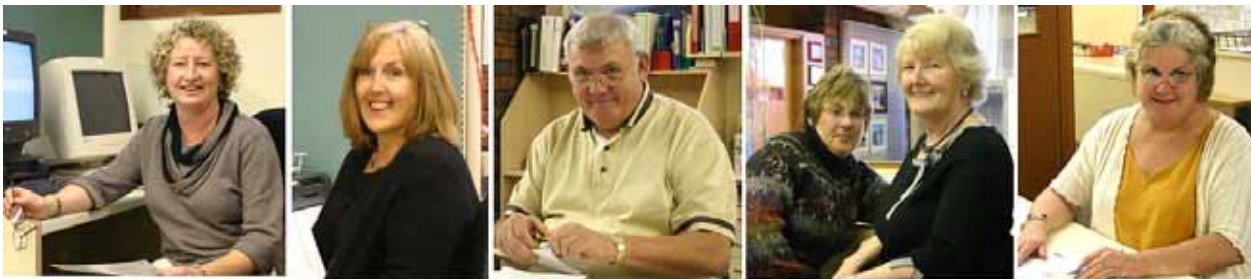

.....
David J Osborne FCPA
Registered Company Auditor 10244
C/o Shepard Webster & O'Neill Pty Ltd
1st Floor, 434 Nepean Highway
FRANKSTON VIC 3199
9781 2633

Volunteer Commitment

Monetary Value of Volunteer Commitment

In 2007 the US dollar value of volunteers was \$AUD20.83 per hour which equates to the average wage of non-management, non-agricultural US workers. If people with specialised skills volunteer, the value of their work is based on their volunteer work, not their professional earning power—unless they are using their special skills voluntarily.

It is difficult to put a price on volunteer time as there are many intangibles that cannot be easily quantified, so this tool is only one way to show the immense value volunteers provide to our organisation. Working on this basis the 13,776 hours worked by the Centre's volunteers this financial year would equate to **\$AUD 286,954.08** which is a massive contribution by our volunteers to the Frankston community.



Total Volunteer Hours - 13,776

BREAKDOWN

Interviewing - 5519

Reception - 1838

Administration and Resources - 3365

Information Technology Support - 151

Data Base Support - 20

Rosters - 170

Introductory Training - 576

Orientation and observation, Information Day, CHCCS6B Course, Mentoring

Ongoing training - 554

IST attendance - 292

Case discussion groups - 262

Volunteer support - 511

Team Leaders - 477 & Group leaders - 23

Staff training - 11

Tax Help Programme - 192

Tax Help - 172

Tax Help training - 20

Maintenance, Food resources & Gardening - 244

Committee of Management - 618

Meetings - 118

Centre finances - 350

Working with Manager - 150

Trustees - 18

Volunteer Commitment

Volunteers 2007 — 2008



Sara **Albion**
Ron **Allan**
Magdi **Attalla**
Bernadette **Belzunce**
Lesley **Black**
Michael **Briggs**
Tracy **Byrne**
Anja **Cadle**
Judith **Caraher**
Francine **Chadwick**
John **Chambers**
Elysia **Chase**
Rae **Clarke**
Sheron **Collins**
Carly **Currall**
Iris **Dale**
Lorraine **De Gille**
Mena **Denys**
Chris **Devine**
Val **Donald**
Frances **Evans**
Michelle **Fielding**
Joan **Fitzpatrick**
Lyn **Flatman**
Ada **Fletcher**
Gaye **Gaywood**
Margaret **Gerandt**
Deotilla **Gibbons**
Anthony **Glenwright**
Sue **Grogan**
Sverre **Gunnensen**
Stewart **Harkness**
Ann-Marie **Hendriquez**
Barrie **Holloway**
Rhonda **Holloway**
Breanna **Iredale**

Margaret **Lade**
Peter **Laverack**
Margaret **Lester**
Peter **Lewis**
Peter **Lukey**
Joy **MacEwan**
Terry **Mackay**
Peter **Martin**
Joan **Mitchell**
Meredith **Neumann**
Pam **Newman**
Jan **O'Brien**
Vera **Pazourek**
Steven **Phillips**
Lewis **Pratt**
Faye **Reavley**
Mary **Ricca**
John **Roberts**
Josie **Roberts**
Pam **Sheumack**
Christel **Somic**
Judi **Steele**
Claire **Stewart**
Mike **Stratton**
Patricia **Stretton**
Colleen **Sweeney**
Carole **Sweetnam**
John **Tame**
Eileen **Thompson**
John **Thompson**
Jarrod **Thomson**
David **Triplow**
Judy **Umney**
Peter **Verwoerd**
Christine **Victor**
Bill **Vincent**

Carla **Wijnschenk**
Louise **Wilkinson**
Ros **Wilson**
Marie **Wright**
Valerie **Young**
Delvene **Yun**
Sally-Ann **Zetter**

Student—Josie **Pain**

Tax Help

Albert **Chivilò**
Ted **Humphreys**
Peter **Lewis**

Trustees

Brian **Capon**
Peter **Newman**
Michael **Ongarello**

Auditors

Lois **Dennington**
Shepard Webster & O'Neill Pty Ltd
David **Osborne**
Judith **Davis**

Accountants

Bruce J **Stockdale** Pty Ltd
Flinders Partners Group
Lois **Dennington**
Shepard Webster & O'Neill Pty Ltd
A J **Wiber**
Woottons

Honorary Solicitor
Michael **Ongarello**

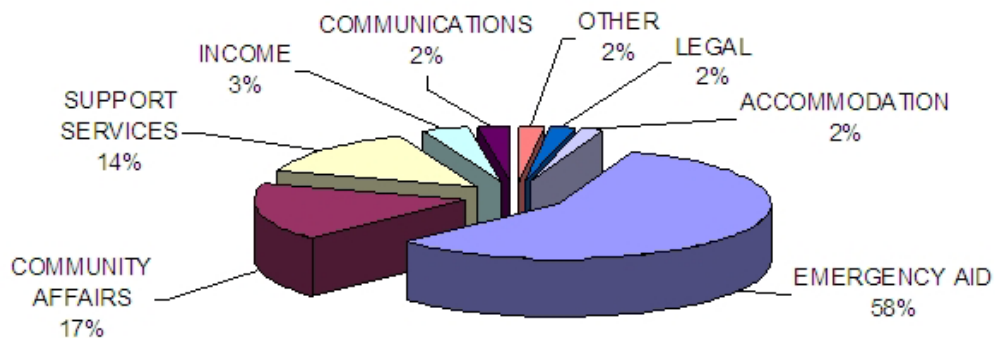
Operational Statistics

Statistics July 2007 — June 2008

Total number of enquiries:	11,672
Number of days open:	221
Total Of Individual Contacts:	8,490
Face to Face Interviews:	5,803
Telephone Interviews:	2,631
Other forms: (Mail, Follow up, Email, Fax)	56
Appointments for services:	338
Hits on frankston.net website	38,494
Hits on gettinginvolved.com.au	2,397

Breakdown of enquiries July 2007 — June 2008

ACCOMMODATION	209	EMPLOYMENT	12
CITIZENSHIP	7	ENVIRONMENT	11
COMMUNICATIONS	280	HEALTH	49
COMMUNITY AFFAIRS	2,007	INCOME	405
CONSUMER	53	LEGAL	219
ECONOMIC DEVELOPMENT	2	RECREATION	31
EDUCATION	31	SUPPORT SERVICES	1,635
EMERGENCY AID	6,641	TRANSPORT	35



Acknowledgements

Frankston Community Support and Information Centre
wish to thank all the following supporters
and anyone who anonymously donated:

SUPPORTERS OF THE CENTRE

Australian Taxation Office
Barrie Thomas, Triple A Foundation
Chapel of the Resurrection – Peninsula School
DBD Database Services
Department of Families, Housing, Community Services and Indigenous Affairs
Frankston City Council
Frankston Community Support and Information Centre volunteers
Frankston Magistrates' Court
Frankston Presbyterian Church
Good Shepherd Youth and Family Services
Lifeline
Lois Dennington
Mornington Peninsula Community Connections
Nth Degree IT
Nuttelex
Operation Larder
RE Ross Trust
Seaford Uniting Church
Shepard, Webster and O'Neill Pty Ltd
St James the Less
Telstra
Victoria Government Library Board
Woorinyan Inc



A cknowledgements

Community Appeal 2007

Monetary Donations and Goods In-Kind Support

Thanks to all the following people, schools, churches and other organisations who donated food, vouchers, toys, goods, gave cash donations or raised funds which made the 2007 Frankston Community Appeal successful.



Baxter Village Bowls Club
Beta Sigma Phi – Preceptor Tau Chapter
Cake Decorators Association, Frankston
Carrum Gardens Social Club
Centrelink Office Staff
Chisholm Institute, Frankston
Commonwealth Bank Staff Social &
Charity Club (Vic)
Elisabeth Murdoch College
First Church of Christ Scientist,
Frankston
Frankston Bridge Club
Frankston City Council
Frankston CWA
Frankston CWA – Gumnuts
Frankston Family Life
Frankston Garden Club
Frankston High School
Frankston Ladies Choir
Frankston Library
Frankston Naval Memorial Club
Frankston RSL
Frankston Wranglers Charity Club
Gateway Church
High Street Uniting Church
Karingal Bowling Club
Lions Club of Karingal
Local Spiritual Assembly of Bahais,
Frankston
Manning Residents Club
Manning Village Baxter Residents
Manning Village Social Club

Mayor, City of Frankston
Monash University, Frankston
Mt Eliza Hair Studio
Mt Eliza Village Clinic
Nurse Education Dept. Peninsula Health
Peninsula Country Golf Club
Peninsula War Widows
Polish Senior Citizens Club
Port Phillip Group
Rotary Club of Long Island
Seaford Park Primary School
Seaford Uniting Church
Seventh Day Adventist Church, Frankston
Soroptimist International Mornington
Peninsula
St Frances Xavier Church
St Lukes Anglican Church
St Pauls Church
Wesley Ladies Evening Group
Woodleigh School

Individual donations

- Anonymous donations
- Barbara Barber
- Don Jacobs
- G.H. & L.M. Caton
- Mary Irons
- Denise Nicholls
- Fred Renouf
- Pat Stretton
- Ted Tomlin

Celebrating 40 Years of Service 1968 - 2008



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