



FRANKSTON COMMUNITY SUPPORT AND INFORMATION CENTRE

ANNUAL REPORT

2004

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Background

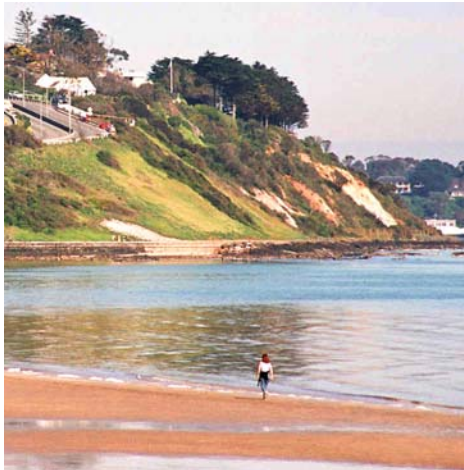
History

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.



In 1966 a project known as the Church and Life Movement was formed to

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***

Reports

From the Chairman and Manager

It is time to reflect on the Centre's achievements and activities of the past year and in

doing so, the many accomplishments of our dedicated volunteers and paid staff will become clear as you read this Annual Report.

One of the most exciting projects the Centre was involved in was the production and publication of the Emergency Relief book titled *'Emergency Relief – A Guide for Small Community Groups'* co-written by our Manager Vicki Martin and John Murphy of Mornington Peninsula Community Connections.

This project evolved from the many requests for emergency relief advice Frankston Community Support and Information Centre received from smaller agencies and from Vicki and John's involvement in emergency relief work, particularly following their participation in two major reviews of services offered by the Centre.

Following consultation with a number of colleagues, both at the Centre and from other agencies in the emergency relief service provision field, they decided to put their experiences and ideas into a book to assist small community groups with the delivery of their services. Funding for the publication was sought and secured through the Department of Family and Community Services, and it is significant to note that the Department ordered a thousand books for Australia wide distribution, thus bringing considerable recognition to the Centre.



A great deal of the Committee of Management and Manager's time has been taken up with the development of a Strategic Plan for 2004 — 2007, which is to be published in the latter part of 2004. The plan will be a 'living document' undergoing regular review, and is designed to grow and evolve over the term of its implementation. We wish to acknowledge the tremendous support given by all members of the committee in the development of this document, which will set our direction for the next three years.

Eight subcommittees have been formed to advise and assist the Committee of Management. These subcommittees will cover all operating avenues of the centre's operations, and will comprise of Committee of Management members with the power to co-opt relevant people such as staff members and other appropriately skilled people.

Following a great deal of research, the Information Technology subcommittee presented a future IT development plan to the Committee of Management. After consideration, new hardware and software has been purchased, with an upgrade of the Centre's computers scheduled for later this year.

A survey of all the Centre's equipment and other assets have been compiled into an Asset Register providing us with an accurate database we can constantly update when assets are disposed of or purchased.

Reports

Approval was also given by the Committee to purchase the *INFOCOM Community Information Management System* which will bring the Centre's information database in line with a number of similar agencies through out Victoria. Before it can be effectively used as a resource for the community, a major task over the next 12 months will be to provide all staff training in the use of this database.

The Centre's webpage has had a recent major revamp and has attracted a great deal of interest from people in Australia and overseas.

An important issue for the Committee of Management is an upgrade of our Occupational Health and Safety (OH&S) Policy and Procedures. Whilst current OH&S legislation does not cover volunteers, the Centre believes and recognises that it has a duty of care to all staff, both paid and unpaid. Consequently the Committee is currently updating our OH&S policies and procedures to reflect all requirements of the legislation applying to employees generally.



Reflecting the Centres commitment to diversity, staff and Committee members are involved in a number of committees and meetings outside the agency. One such committee developed a new accredited training course for interview staff in similar organisations across Victoria. This course, which became current on 1 January 2004, requires interview trainees to complete part of the course within their agencies. Although this appears to be an excellent course it has created an increased workload for staff, specifically the Coordinator of Volunteers.

For the last few years the Centre has also been actively working with a committee that intends to bring a much needed volunteer resource model to Frankston and the Mornington Peninsula.

In 1998 the Centre launched the inaugural Frankston Swim to encourage the promotion of Frankston City, family and community participation, a healthy lifestyle and raise funds for the Centre and the Community Christmas Appeal. When creating the event it was anticipated that the Centre would eventually pass it on to another organisation who would continue to run the event in coming years. The 2004 event has now come and gone and responsibility of the swim has now been handed to the Frankston Life Saving Club.

The Centre is fortunate to have three Material Aid Fund Trustees who voluntarily manage the funds held in Trust for the Centre. Sadly, we lost a good friend and Trustee of the Centre upon the death of Lloyd Worland in June this year.

Finally, we would like to thank Frankston City Council, our supporters, volunteers, paid staff and the members of the Committee of Management for their valuable contribution and their continuing interest in the Centre and the Frankston Community.

JOHN TAME VICKI MARTIN
Chairman Manager

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.

Reports

Emergency Relief Program

A large number of the Centre's emergency relief clients are still doing it tough. Complex personal and financial problems continue to dominate many lives even though it is reported that the Australian economy is much improved with less people unemployed.

It is our experience that problems faced by many of this client group cannot always be linked to the state of the economy. Unfortunate life experiences, combined with lack of skills to address their problems, may leave people in a state of continual crisis.



Even with good parenting skills it is often hard for a parent to cope 24 hours a day with the demands of small children. The majority of clients, especially those who are single parents, have a difficult time trying to balance family life and limited finances. This situation often leaves a single parent suffering depression which exacerbates their circumstances. For these people factors such as loneliness, affordable medical care, accommodation, clothing and shoes, school and transport costs remain major issues for them and their families.

Frankston is classified as an affordable place to live in comparison to some inner Melbourne suburbs and often attracts people looking for cheaper accommodation. Their problems can be complicated and numerous and often accompanied by frustration and desperation. The latter results with the Centre having to deal with a client's anger and disruptive behaviour which can often be difficult for staff to handle. This makes it necessary for the organisation to focus on continually upgrading training for dealing with stressful situations.

The Centre supports an ever-increasing number of people with emergency relief who are on a disability pension. This year, in this category of income, there was an increase of 7.37% in the number of people requesting assistance who mainly lived in postcode areas of Frankston, Seaford and Frankston North.

On 6039 occasions people requested some type of emergency relief assistance from the Centre which may have included one or more of items such as a voucher, food in-kind, pharmaceutical, travel, payment of utilities and accommodation accounts.

The majority of new clients requesting emergency relief live in privately rented accommodation, except those from Seaford, where a significant percentage of people live in caravan parks. Public housing is the next highest group represented, except in Carrum Downs and Langwarrin, where more people live in caravan parks in comparison to other areas. Frankston and Carrum Downs topped the owner/buyer category for new people requesting emergency relief assistance which may indicate that a number of families are suffering hardship because of relationship breakdown and/or unemployment.

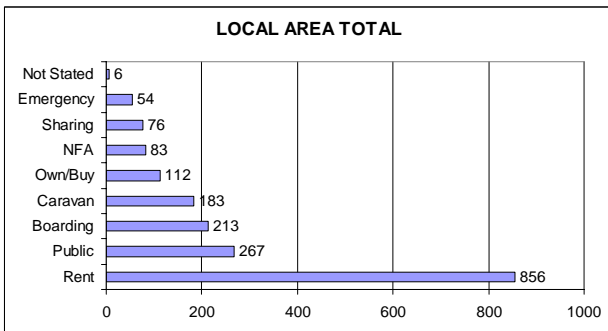
Reports

Emergency Relief Program

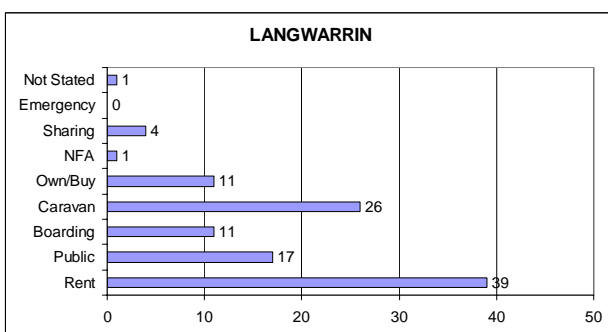
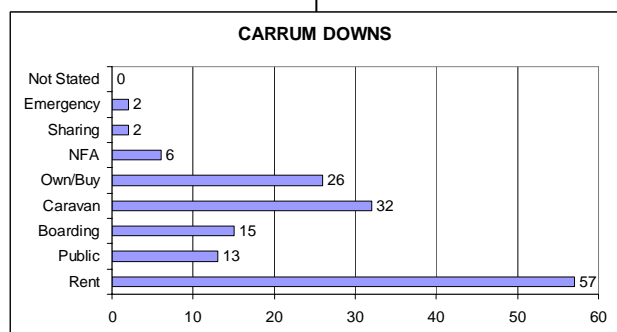
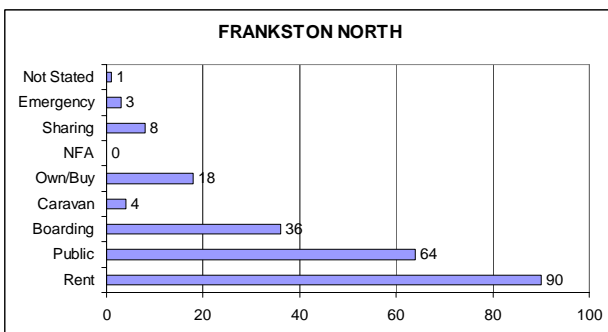
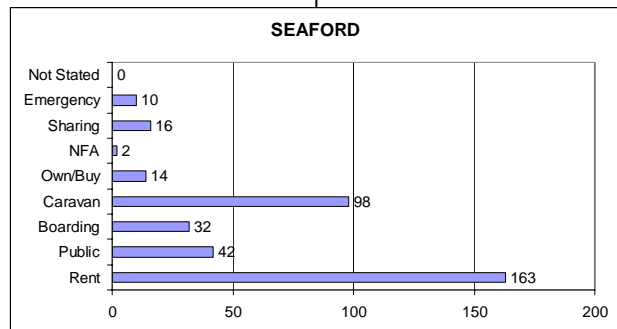
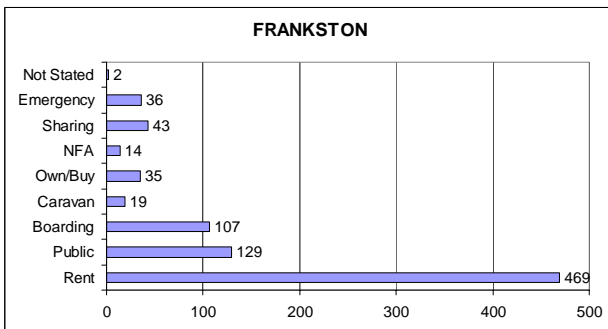
There were 1850 new clients, mainly aged between 26 and 60

years, who requested emergency relief in the last 12 months (of which 1060 were female and 790 were male). The majority (502 women) and (352 men) lived within the Frankston postcode area followed by Seaford (189/188), Frankston North (156/68), Carrum Downs (98/55) and Langwarrin (64/46).

As shown in the graphs, each neighbourhood is unique in the type of housing where the new Emergency Relief client group resides.



New emergency relief clients housing profile — top five local suburbs



Reports

Emergency Relief Program

Commonwealth Department of Family and Community Services (FaCS) Emergency Relief Grant was \$138,848.00.

ER funding received:

FaCS funds available for distribution	\$133,848.00
Frankston Magistrate's Court Funds	\$ 11,500.00
Miscellaneous	\$ 3,994.88
Total funds received	\$149,342.88

Breakdown of ER distribution

Telstra Bill Assistance Vouchers	\$ 14,425.00
Food and Goods	\$ 24,962.00
Food Vouchers and financial aid*	\$154,220.57
Total Emergency Relief Distributed	\$193,607.57

(Includes funds received and In-kind assistance)

Total Emergency Relief Clients	6039
People Assisted with Emergency Relief	4485
New Emergency Relief Clients	1850



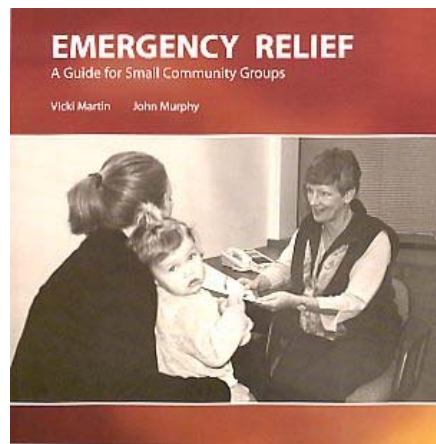
An additional 275 families were assisted with Christmas hampers and vouchers from the Community Christmas Appeal whose funds were not included in the above calculations.

Projects

Emergency Relief Book

One of the Centre's most exciting projects for the year has been the production of the book ***Emergency Relief - A Guide for Small Community Groups***. Co-authored by the Centre's Vicki Martin and John Murphy of Mornington Peninsula Community Connections, the unique book provides basic practical advice on a wide range of topics relating to the provision of emergency relief. It aims to assist committees, employed staff and volunteers to plan and operate their services at the highest possible standards.

Over the last 20 years there has been a dramatic increase in the number of community groups distributing emergency relief throughout Australia and the Centre has received many requests for advice about setting up and operating emergency relief services. Between them, Vicki and John have nearly 40 years of experience working in the emergency relief field and they felt that perhaps it was timely to share their knowledge in book form with others interested and involved in emergency relief.



Most of the material in the book is based on the experiences and activities of Vicki, John, Maureen and the volunteers of the Frankston Community Support and Information Centre, but the book's content has drawn from other sources as well, including the recent research findings of John Frederick, a doctoral candidate from Monash University. John Frederick conducted in-depth interviews with emergency relief clients and gained all kinds of important insights about their backgrounds, current circumstances and the wide range of supports required to help them. As well as sharing his research with Vicki and John, John Frederick found material in the book helpful for his study and has included parts of it in his thesis.

A special emphasis in the book is giving people who need emergency relief a hand up as well as a handout. This means providing them with information and support which helps them to improve their circumstances permanently rather than just temporarily. Other important parts of the project include a website containing further information on the topic and a free consultancy service for grass-roots community groups which can receive individual support from Vicki and John about planning and operating an emergency relief service.

The printing of the book was funded by the Commonwealth Department of Family and Community Services which ordered an extra 1000 copies to distribute to every agency in Australia that it funds through the Emergency Relief Program.

Reader feedback about the book has been overwhelmingly positive and a number of community groups have ordered multiple copies. The Centre may consider a reprint of the book if demand requires it.

Projects

Frankston 1200 Swim

Over the last seven years, the *Bayside Shopping Centre* 1.2k Challenge Swim has established itself as one of the best organised events in the Open

Water Swim calendar with this year's event providing a wonderful opportunity to highlight the new Frankston Life Saving Club beach area.

The Frankston Swim was run in perfect conditions on Saturday 7th February, attracting 217 entrants between the ages of 13 and 73. Seventeen year old Nick Cordner from Clifton Hill, won the Men's Open for the second year running, completing the course in 14 minutes 46 seconds and Marisa Oppendisano from Taylors Lakes winning the Female Open in 15 minutes 50 seconds. All proceeds assisted the Frankston Community Support and Information Centre and the annual Community Christmas Appeal.



Volunteers

107 volunteers from local organisations including the Frankston Community Support and Information Centre, Frankston Life Saving Club, Frankston Yacht Club, Rotary Club of Frankston North, Mornington Peninsula Triathlon Club, Victorian Water Police and Coast Guard donated their time and expertise on the day to ensure public safety and smooth running of the event.

Peninsula Swim Series

This year we formed a partnership with Point Leo (*John Marshall Classic*) and Gunnamatta (*Rye Pier to Pole*) Surf Life Saving Clubs. Open Water Swims are the major fundraisers for all three organisations and attract similar competitor numbers. The *Peninsula Swim Series* partnership aimed to cross-promote our events, encourage swimmers to pre-enter all three swims and draw visitors to the Mornington Peninsula area.

All swimmers pre-entering the Point Leo, Rye and Frankston events received a 10% discount entry to the three Swims, and were included in the Peninsula Swim Series Prize Draw for one of three DVD Players. Every swimmer who finished all three events, including those who entered each event on-the-day, was awarded an Achievement Medallion. The Peninsula Swim Series partnership gained 22 pre-entries, with another 10 choosing to enter each race on the day.

Projects

Frankston 1200 Swim

Training Sessions

On three Saturday mornings preceding the Swim, Mornington Peninsula Triathlon Club offered free coaching to novice open water swimmers planning on competing. As the experience is quite different to swimming in a pool the training sessions were designed to help combat any potential fear and give competitors the confidence they have achieved an adequate fitness level to enjoy and complete the event.

The sessions offered a number of practical tips such as pacing yourself to make the distance, breathing techniques, what to expect from the crowd of swimmers, benefits of wearing a wetsuit, getting around the marker buoys etc. A practice swim, building up to 1200 metres and following the Swim course, was held at the end of each session. An average of 15 swimmers attended each training session with two regularly travelling from Moe.

Sponsorship

Bayside Shopping Centre continued as the naming sponsor of the event for the fourth year, cash donations were received from RACV Frankston, Crowders Real Estate and one lucky placegetter won an Aquashop Ironman wetsuit. All entrants were offered free massages from Victorian College of Health Care Education students and received fresh sliced fruit and a bottle of Schweppes Gatorade at the finish line. Local traders gave donations of sporting goods, gift and restaurant meal vouchers, as they see the Swim as



a great opportunity to promote their business, help disadvantaged families in the local area, support the Frankston Community Support and Information Centre and showcase the developments at Frankston beach.”

All early entries received the popular and collectable race T-shirt designed by Jos Law. Portsea artist, Jos is well known for her colourful designs at previous Frankston and other Peninsula Open Water Swim Events.

Projects

Annual Christmas Appeal

Supporters of the 2003 Frankston Community Christmas Appeal were numerous once again this year. Schools, clubs, organisations and individuals assisted to raise in excess of \$12,000 in cash, toys and a few thousand dollars in food-in-kind for the Appeal.



Operation Larder volunteers did a splendid job in organising the purchase and packing of two hundred and seventy-five hampers which were distributed to more than 860 people, along with \$2,400 supermarket vouchers and \$780 in meat vouchers, the later donated by Frankston Community Church.

The Appeal continued to receive the support of Frankston City Council, Frankston Wranglers Charity Club and the Carrum Gardens Social Club.

A few other regular supporters have been the:

- St Paul's Opportunity Shop,
- Lions Club of Karingal,
- Frankston Branch of the Country Women's Association,
- Greenways and Baxter Retirement Villages
- Inner Wheel Club of Nepean,
- Frankston Ladies Choir,
- Karingal Primary School,
- Seaford Uniting Church,
- St Anthony's Coptic College,
- The Peninsula Junior School and the
- Chapel of the Resurrection

The Frankston Cake Decorators Association once again provided beautifully decorated miniature Christmas Cakes for the client's of the Centre.

Networking

Community Development

The Centre believes that working in partnership with and sharing knowledge, skills and other resources, with other community agencies is essential to the provision of efficient and effective services designed to promote the general well being of the community and thereby encourages trust, harmony and unity within the community.

The following Sub Committees and meetings have Frankston Community Support and Information Centre staff involvement:

- Community Information Victoria — Policy and Standards Sub committee
- Community Information Victoria — Training Sub Committee
- Victorian Emergency Relief Victoria
- Coordinate the Frankston Emergency Relief Providers Group meetings
- Youth Network Member
- Frankston Mornington Peninsula Volunteer Group – Volunteer Resource Service Steering Committee
- Representation at the Western Port Regional Community Information and Support Services
- Attend meetings of The Pines Community Building Project
- Frankston Magistrate's Court Client Services
- Fund Raising Institute of Australia
- Primary Care Partnerships
- Reference Group Frankston City Council Social Housing Policy
- Frankston City Responsible Gambling Committee
- Frankston City Council Access and Equity Committee



Community Development Activities

- Training of Volunteer staff
- Frankston Community Christmas Appeal
- Frankston Swim
- Emergency Relief – A Guide for Small Community Groups book
- Student Placements

Networking

Frankston Emergency Relief Providers

In 1990 the Frankston Emergency Relief Providers (FERP) consisted of the

Frankston Community Support and Information Centre, Brotherhood of St Laurence, Operation Larder and the Frankston Conference of the Society of St Vincent de Paul.

Initially, the group got together to provide a more coordinated and cooperative Christmas fundraising program that would provide a better use of limited community resources and help stimulate the community's interest.



The Centre coordinates meetings held every second month to discuss issues affecting their client base, volunteer staff and services. They also endeavour to identify gaps in service provision particularly for the disadvantaged living in the Frankston community.

The outcome from these meetings has been the cooperation between organisations, sharing of resources, information and networks.

Representation of FERP In 2003-2004 included the following:

- Frankston Community Support and Information Centre:
- Citylife
- Frankston Church Breakfasts
- Operation Larder
- Brotherhood of St Laurence – Small Loans Program
- Brotherhood of St Laurence –
- Open Door Seaford
- Salvation Army – Frankston North
- Salvation Army – Carrum Downs
- South Care Community Care
- Society of St Vincent de Paul - Frankston Conference
- Society of St Vincent de Paul - Frankston East Conference
- Society of St Vincent de Paul - Langwarrin Conference
- Society of St Vincent de Paul - Mt Eliza Conference
- Gateway Family Church
- Peninsula Christian Care
- Frankston Community Church
- Pencare

Programs

Australian Tax Office

The Australian Taxation Office describes Tax Help as

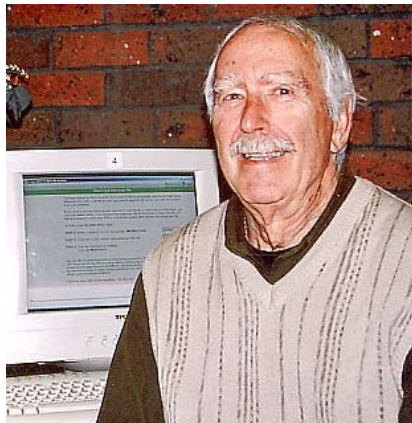
a free community service where volunteers are trained to help low Income earners in their communities fill out their tax returns and baby bonus claims. The Centre and its volunteers have been involved in this program with the Australian Taxation Office for the past 13 years.

Accredited volunteers work from the Centre to help people prepare and lodge their income tax returns and baby bonus claims. These volunteers don't need to have a tax background or other special qualifications as the Tax Office provides full training, an information kit and ongoing support.

During the 2003-2004 Tax Year five volunteers at the Centre had 349 appointments arranged from 18 July to 30 October 2003.

Years of Tax Help Service

Ted Humphreys	- 13 years
Peter Lewis	- 8 years
Michael Briggs	- 6 years
Albert Chivilo	- 4 years
Tony Runacres	- 1 year



Extending the Tax Help Service

During the 2003 Tax Help season, the Australian Taxation Office conducted a pilot of an extended Tax Help service called Retire Help.

This program was created to complement the current Tax Help program and provide assistance to senior clients with the following additional topics:

- Capital gains on shares only
- Income Activity Statement
- Managed Funds
- Superannuation (tax implications including eligible termination payments)

The ATO is also looking to expand the topics covered to include assistance with multiple year returns.

In 2004, the Taxation Department decided to make this extra level of assistance available to all Tax Help clients via participating Tax Help centres throughout the community and refer to it as Extension of Tax Help.

The Australian Taxation Office met with the Centre in early 2004 to ascertain our and the volunteers' interest in providing this extended program to our community for the 2004-2005 Tax Year. The Centre and its volunteers look forward to participating in this extended service.

Volunteers

Teamwork – together we achieve the extraordinary.

Frankston Community Support & Information Centre volunteers are ordinary people making an extraordinary contribution at all levels of the organisation. In a constantly changing workplace environment, with only three paid staff positions, volunteer staff are required to assume many diverse and challenging roles. They are the donors providing vital lifeblood that enables efficient function and operation of the Centre services.

- Reception Staff** Multi-skilled and requiring good communication skills, they are the welcoming voice for visitors and callers to the Centre.
- Interviewing Staff** Once again, interviewing staff have extended themselves beyond their rostered shifts to address the complex needs of many clients.
- Resource Staff** The Centre's information system is being continually researched and updated to enable staff provide accurate information to clients.
- Administration Staff** Statistical information is processed and collated for Committee of Management reports. They also assist paid staff.



Each and every volunteer's contribution is recognised, highly valued and respected with the Centre priding itself on the personal development and growth of its workers. Many volunteers who demonstrate their exceptional and varied array of skills are often approached to take on additional roles as well as their rostered shifts. These roles providing support to fellow workers, students and the Coordinator of Volunteers include Information Officer, Roster Coordinator, Case Discussion Group Leaders, Team Leaders, Student Mentor and Trainer.

Reliable, accepting of change, willing to take up a challenge and committed are just a few words that describe our wonderful volunteer staff.

Volunteers

Training Sessions

Training — Both initial and on-going training

remains crucial in maintaining the level of skill standard required to deal with the complexity of issues presented by many of the emergency relief clients.

New Training Course — As the Community Information Work course was due for reaccreditation, Community Information Victoria Inc. decided to take a lead role in redefining the course, making it more useful and meaningful for agencies. The reaccredited course became current on January 1, 2004.

The new course *Competency: CHCCS6A Access and deliver services to clients with complex needs in Community Information Centres* requires potential interviewing volunteers to complete 36 hours of class contact and 14 hours of workplace training, which is particularly intense and requires much support from Centre staff. The workplace training consists of activities that must be completed under the supervision of a mentor and this has introduced another role in the agency.

Reception Training — With the aim of expanding training to reception staff, an interviewing volunteer most kindly took on the task of writing and presenting a valuable session on dealing with difficult clients.

Training Sessions offered to volunteers over the last 12 months:

July 8	<i>“Effective use of Interpreters”</i> — South Eastern Migrant Resource Centre Inc. series of workshops.
July 14	WAYSS Domestic Violence Outreach Service
August 5	<i>“Sri Lankan Culture and Community in Australia”</i> — South Eastern Migrant Resource Centre Inc. workshop.
August 8	Family Law Conference
August 19	Changes to the Residential Tenancies Act — Peninsula Community Legal Service
September 2	<i>“Working with Refugee Young People”</i> — South Eastern Migrant Resource Centre Inc. workshop.
September 18	Frankston Visitor Information/Tourism — Maxine Sando
September 22	<i>“Surviving in the Workplace”</i> Peninsula Health
November 20	An Overview of local Psychiatric Services
March 25 – 26	Emergency Relief Conference St Kilda Townhall
March 30	<i>Food for Thought</i> Forum — Mornington
April 28	Training for Receptionists – <i>Dealing with Difficult Clients</i> — Stewart Harkness
May 12	<i>Court Network</i> — Iris Forte
June 23	<i>Drugs in Sport – Reducing the Harm</i> — Peninsula Health and the City of Frankston
Throughout Year	Case Discussion Groups

Volunteers

Volunteer Hours

Total volunteer hours — 15,338

Breakdown of hours:

Accountants		48
Administration	TOTAL	2550.5
— Administration	1602.5	
— Resources Information	948	
Basic Training Day		30
CIWC course		262
Committee of Management meetings		512
Data Base Support		83.5
Additional volunteer activities	TOTAL	555
— In-Service Training attendance	277	
— Case Discussion Groups	278	
Information Technology Support		658
Interviewing	TOTAL	6289.5
— Interviews	5887	
— Phones	353.5	
— Trainees	49	
Maintenance & Gardening		50
Reception		2377.5
Rosters		168
Solicitors		11
Student Mentoring		168
Swim Advisory Group Meetings		116
Swim equipment collection & return		130
Swim Event		640
Tax Help	TOTAL	453
— Tax Help	349	
— Tax Help Training	104	
Trustees' Meetings		18
Volunteer Support		218

Volunteers

Volunteer Roles

Number of volunteer roles at FCSIC — 126

Breakdown of roles:

Accountants from Accountancy Firms	8
Budget counselling	1
Committee of Management	9
Community Workers (Interviewers)	28
Database	1
Information Technology	3
Maintenance	1
Media collation	1
Phone Interviews	4
Reception, Administration, Statistics & Information	34
Roster Co-ordination	1
Solicitors from Legal Firms	4
Swim Advisory Group	9
Tax Help	5
Trainee Interviewers	7
Trustees	3
Volunteer Support (Case Discussion Group Leaders)	4
Volunteer Support (Team Leaders)	2
Trainee Mentor	1

Obituary

Lloyd Cecil Worland OAM, MBE 2/11/1921 — 10/6/2004



Trustee of the Centre's Material Aid Fund

Lloyd's contribution to community of Frankston and Rotary was significant. He was a councillor with the Shire and later with the City of Frankston, holding the position of Shire President. His activities with the Frankston City Band, of which he was for many years the Band Master, Carols by Candlelight, and as a Rotarian were among his renowned achievements. Lloyd established the Rotary Club of Frankston North and was a Paul Harris fellow with Sapphire. In his profession he managed the cinemas in Frankston and was highly respected within that industry, being at one time President of the Victorian Branch of Cinema Pioneers.

Resources

Information Technology

IT Infrastructure Report

The provision of appropriate, reliable Information Technology service continues to play an important role in supporting the Centre's operations. With the purchase of a new computer, the donation of another, and replacement of two monitors, the network of nine computers has been further upgraded towards the desired standard. The Emergency Relief Book project provided an opportunity to purchase a new scanner and web site development software and training.

Through the repeated generosity of the Microsoft Australia Community Assistance Initiative, we were able to purchase additional Windows and Office licenses to deploy on upgraded computers. Other software included in this grant included an upgrade of the Server Operating System and licences for Publisher and Visio to help with documentation activities.

In order to provide improved access to information, the INFOCOM Community Information Management System was purchased from Datascape. This system, which includes the Community Information Victoria Statewide Database, provides an opportunity to greatly enhance the quality and efficiency of information services.

Restructuring of our Internet Service, including changing to a lower cost plan and eliminating the need for a dedicated Internet server, has been a welcome change. Specialised Asset Management software was also purchased to ease the task of recording and tracking purchases of office furniture and equipment.



FCSIC Website

Several design changes improved user friendliness and functionality of the www.frankston.net website with information such as emergency contacts, important local services, MP and councillor phone numbers being frequently checked or updated. Web pages offering crisis information, including eligibility for assistance, types of Emergency Relief and other assistance available to local residents information were added or upgraded. New pages, giving links to community information,

bus and train timetables, history, events, tourism, restaurants, accommodation, things to see and do, schools, churches, organisations and clubs around the Frankston area were developed during the year. The website also lists all services offered by the Centre and volunteering opportunities with all FCSIC brochures available to download and print.

The Frankston Swim Information pages received 1,962 hits during the 11 weeks preceding and 3 weeks after the Swim. 145 hits to the Emergency Relief Book web-pages were monitored between 20 May - 30 June as a measurable outcome of the ER project evaluation.

Partnerships

Australian Tax Office

In 1989 the Centre was approached by the Australian Taxation Department to establish a Tax Help Program at our premises. The Centre has participated in this program each year by recruiting and providing accommodation, equipment and support to the Tax Help volunteers who work at the Centre.

Department of Family & Community Services

The Commonwealth Department of Family and Community Services provide funding through its Emergency Relief Grant to the Centre for distribution to people in crisis. The Department recently funded the Centre for the printing of a book written to assist small community groups that distribute emergency relief.

Frankston City Council

The partnership between Frankston City Council and the Centre

has been a long and harmonious one of 35 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 Centre has worked in partnership with the Frankston Magistrates Court since the mid 1980s in providing funds on a monthly basis for distribution through the Centre's emergency relief program.

These funds have been dispersed to the Centre from monetary penalties that can be imposed by a Magistrate as a condition of an Undertaking to be of good behaviour. Money paid into the Court Fund is dispersed by the Registrar of the Court to assist the community.

The funds from the Court Fund go towards assisting people with the payment of emergency medical, pharmaceutical items, travel, accommodation, utility accounts, etc.

Partnerships

Good Shepherd Youth & Family Services

A partnership was formed with Good Shepherd in October 2002 in which the

Centre agreed to provide accommodation for one of their financial counsellors working in the Frankston area.

LifeWorks

LifeWorks have a long standing and successful relationship with the Centre. It has two staff located at the Centre who provide the community with relationship, family, personal and grief counselling services.

Operation Larder

Without the assistance of Operation Larder the Centre would not be able to provide food in-kind to people in crisis. Larder restocks the Centre's pantry on a weekly basis and packs the hampers that we distribute at Christmas time. They are a group of hard working and dedicated volunteers from the congregation of St Andrews Church who since 1982 tirelessly fund raise and purchase the items required for distribution.

Triple A Foundation

The Special Projects Coordinator's position is funded by the Triple A Foundation. This position helps in the coordination of projects that assist not only the disadvantaged in the community but also the wider community of Frankston. The principal of the Foundation as been a supporter of the Centre for more than ten years.



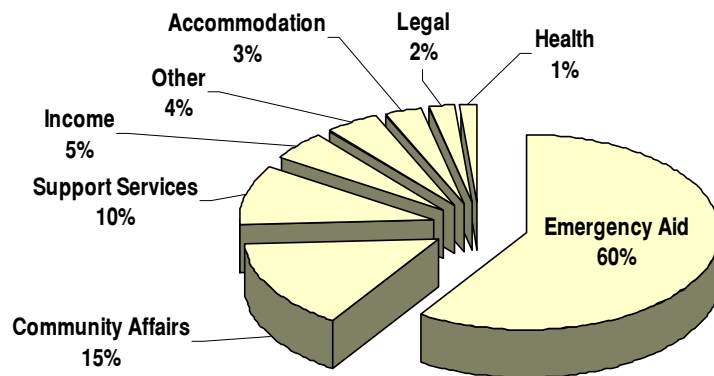
Statistics

Services 2003 — 2004

Breakdown of Services July 2003 — June 2004

Total Number Of Enquiries: (Breakdown by type of enquiry on next page)	12,326
Total Of Individual Contacts:	10,070
Face to Face Interviews:	5760
Telephone Interviews:	4279
Other forms (Mail, Follow up, Email, Fax):	31
People Attending Appointments For The Centre's Services:	1,116
Individual People Accessing Internet	50
Total hours:	1444.2
Total Number Of Referrals Provided:	18,479
Number Of Days Open:	226

Enquiries 2003 — 2004



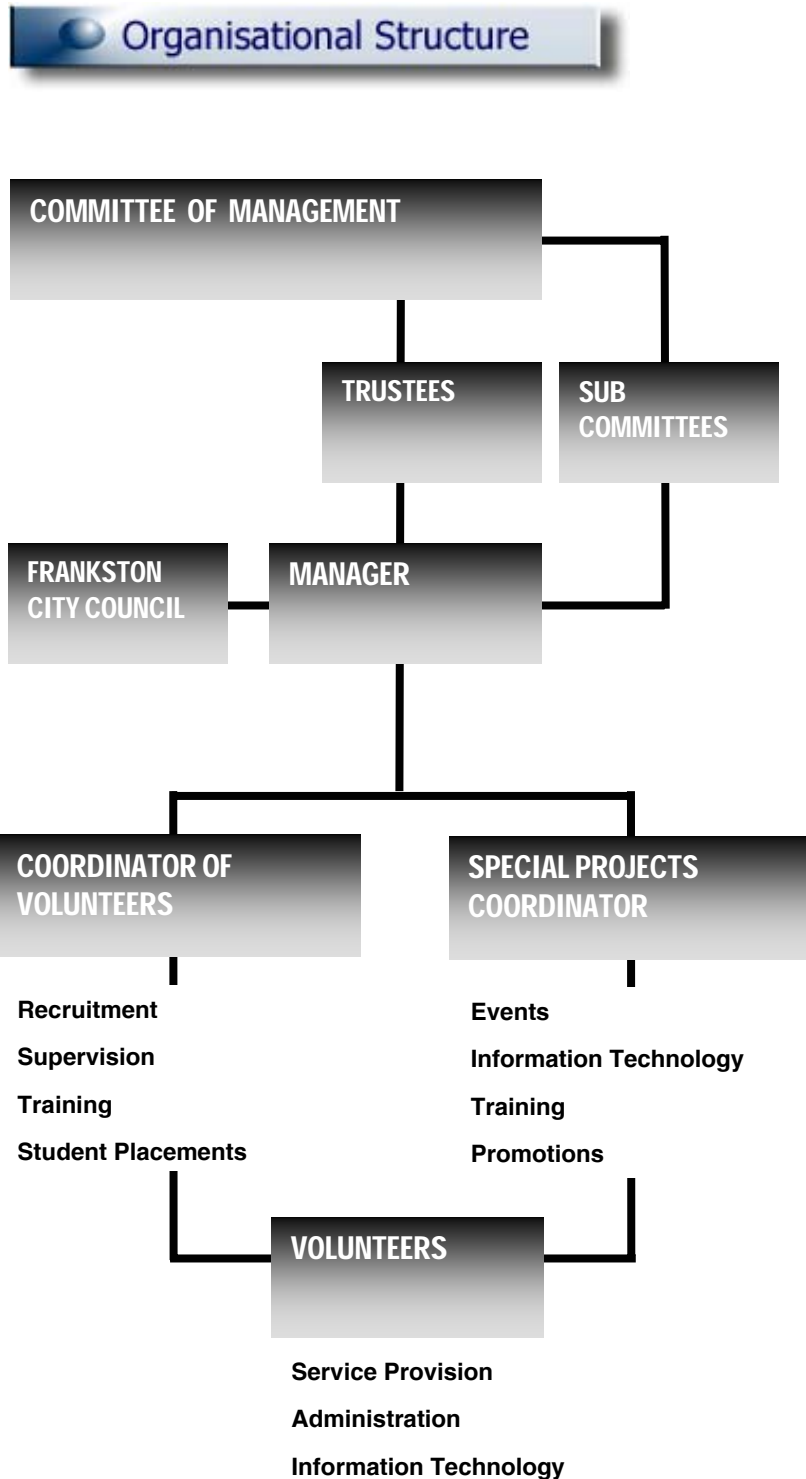
Statistics

Enquiries 2003 — 2004

— Total Enquiries: 12,326

ACCOMMODATION	364	ENVIRONMENT	37
Emergency	145	Animal Welfare	12
Home Ownership	7	Conservation	3
Long Term	16	Pollution Control	8
Short Term	17	Waste Disposal	14
Tenancy (<i>See also Legal</i>)	179		
CITIZENSHIP	26	HEALTH	156
Immigration	11	Complementary Health	20
Multiculturalism	1	Health Facilities	27
International Affairs	1	Preventative Health Care	26
Overseas Travel	2	Rehabilitation	11
Regulations/Rights/Duties	11	Reproductive Services	1
		Treatment	71
COMMUNICATIONS	61	INCOME	579
Communication Services	52	Allowances	62
Mass Media Communications	8	Concessions	27
Personal Communication	1	Financial Institutions	5
		Financial Services	432
COMMUNITY AFFAIRS	1858	Pensions	5
<i>Programs which enable citizens to</i>		Taxes and Duties	48
<i>become involved in activities and</i>			
<i>decisions related to public issues that are</i>		LEGAL	296
<i>of general interest to the community.</i>		Civil Law	35
Community Facilities	1510	Courts and Court Procedures	15
Community Surveys	3	Criminal Law	14
Community Involvement	85	Family Law	45
Government – Federal	8	Law Enforcement	6
Government – Local	51	Legal Services	113
Government – State	8	Ombudsman	10
Volunteers	193	Personal Law	24
		Real Estate (<i>See also Tenancy</i>)	15
CONSUMER	75	Traffic Offences	4
Complaints - Goods	3	Tribunals/Appeals	6
Complaints - Service Providers	12	Wills	9
Complaints - Services Govt	3		
Consumer Services	6	RECREATION	155
Credit	17	Arts and Crafts	26
Insurance	1	Hobbies	7
Motor Vehicles	1	Leisure	53
Product Safety	1	Recreation Facilities	42
Service Providers	26	Social Clubs	20
Shopping	5	Sports	7
ECONOMIC DEVELOPMENT	9	SUPPORT SERVICES	1236
Business	8	Behaviour Management	49
Development of Resources	1	<i>(Disciplinary, educational or medical</i>	
		<i>methods of controlling behaviour.)</i>	
EDUCATION	93	Care	62
Educational Institutions	23	<i>(Services which provide care and have a</i>	
Supplementary Services	20	<i>focus of supervision and/or protection.)</i>	
Type of Education	28	Companionship	8
Information Services	22	Counselling	656
		Home Services	86
EMERGENCY AID	7,289	Mediation	34
Disaster Relief	5	Mutual Support	52
Financial Aid	4055	Personal Services	270
Material Aid (Food)	2861	Victims of Crime Support	19
Material Aid (Goods)	357		
Material Aid (Services)	11	TRANSPORT	58
		Education	3
EMPLOYMENT	34	Licensing & Regulation	4
Employment Conditions	14	Public Transport	15
Job Placement	12	Special Needs	36
Training & Preparation	8	Transport Facilities	0

Structure and Personnel



Committee of Management

Committee Members

The Committee of Management has an administration and policy-making role 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

Committee Members and Positions

John Tame	CHAIRMAN
Michael Briggs	VICE-CHAIRPERSON
David Triplow	VICE-CHAIRPERSON
Terry Mackay	TREASURER
Rob Vertigan	SECRETARY
Joan Fitzpatrick	MEMBER
Anthony Glenwright	MEMBER
Peter Lukey	MEMBER
Ros Wilson	MEMBER

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 currently funds the part-time Special Projects Coordinator position responsible for coordinating projects and providing administrative 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

Volunteer Commitment

 **Volunteers 2003 — 2004**

Ron **Allan**
Kevin **Barker**
Bernadette **Belzunce**
Garry **Brereton**
Michael **Briggs**
Silvana **Butto**
Anja **Cadle**
Judith **Caraher**
Marie **Caton**
Francine **Chadwick**
Albert **Chivilo**
Ping Ting **Chong**
Margaret **Clark**
Rae **Clarke**
Sheron **Collins**
Beverley **Conlan**
Iris **Dale**
Karen **Day**
Sarah **Dawes**
Jenni **Dean**
Frances **Evans**
Diane **Fawcett**
Michelle **Fielding**
Joan **Fitzpatrick**
Lyn **Flatman**
Ada **Fletcher**
Janet **Freeman**
Judy **Gardiner**
Anthony **Glenwright**
Carol **Green**
Sue **Grogan**
Valerie **Hamilton-McNeil**
Stewart **Harkness**
Gwen **Hatch**
Barrie **Holloway**
Rhonda **Holloway**
Ted **Humphreys**
Gemma **Hurley**
Vicki **Jans**
Anushia **Jeevakumar**
Nikita **Kalev**
Margaret **Lade**
Peter **Lewis**
Matthew **Lindsay**
Veronica **Ludbrook**
Peter **Lukey**
Terry **Mackay**
Lynda **Melen**

Joan **Mitchell**
Meredith **Neumann**
Pam **Newman**
Lorraine **Nicholls**
Lyll **Nottingham**
Jan **O'Brien**
Caroline **O'Hehir**
Leesa **Orford**
Dorothy **Pattison**
Mary **Ricca**
John **Roberts**
Margaret **Ross**
Pat **Runacres**
Tony **Runacres**
Therese **Santon**
Margot **Smith**
Fran **Spencer**
Betty **Stirling**
Carole **Sweetnam**
John **Tame**
Doug **Thompson**
David **Triplow**
Veronica **Tuenker**
Judy **Umney**
Robert **Vertigan**
Valerie **Vertigan**
Peter **Verwoerd**
Christine **Victor**
Leanne **Ward**
Louise **Wilkinson**
Pamela **Wilkinson**
Ros **Wilson**
Marie **Wright**
Mindafil **Wunder**
Valerie **Young**
Sally-Ann **Zetter**

Trustees
Michael **Ongarello**
Lloyd **Worland**
Peter **Newman**

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

Accountants
Bruce J **Stockdale** Pty Ltd
Flinders Partners Group
Lois **Dennington**
PR **West** and Associates
Shepard Webster
& **O'Neill** Pty Ltd
Weber Crawford Pty Ltd
A J **Wiber**
Woottons

Solicitors
Meier Denison Solicitors
White Cleland Pty Ltd
Richard **Calley** Pty Ltd
Willerby's

Honorary Solicitor
Michael **Ongarello**

Swim Advisory Group
Don **Albers**
Bill **Beaglehole**
Judy **Birkenhead**
Ken **Burgess**
Michael **Caraher**
Kevin **Hatton**
Peter **Martin**
John **Tame**

Swim Event
Kristin **Allison**
Bill **Birkenhead**
Jenny **Birkenhead**
Phil **Birkenhead**
Lucy **Day**
Huw **Goddard**
Persia **Hill**
Simon **Lewis**
Graeme **Macer**
Judith **Mackay**
Roy **Ricca**
John **Sweetnam**
John **Wright**

Volunteer Commitment

Record of Service

OVER 30 YEARS	Peter Lewis	36
	Marie Wright	35
	Pat Runacres	33
<hr/>		
OVER 20 YEARS	Anja Cadle	29
	Betty Stirling	21
<hr/>		
OVER 10 YEARS	Francis Evans	17
	Joan Mitchell	17
	Rhonda Holloway	15
	Peter Martin	14
	Judy Caraher	13
	Ted Humphreys	13
	Carole Sweetnam	12
	Christine Victor	12
	John Tame	11
	Marie Caton	11
	Iris Dale	11
	Ada Fletcher	11
	Sue Grogan	11
	Barrie Holloway	11
Dorothy Pattison	10	
<hr/>		
OVER 5 YEARS	Lyn Flatman	9
	Janet Freeman	9
	Terry Mackay	9
	Margaret Ross	9
	Mary Ricca	8
	Meredith Neumann	8
	Michael Briggs	8
	Valerie Vertigan	7
	Joan Fitzpatrick	7
	Anthony Glenwright	6
	Robert Vertigan	6
	Val Young	5
	Ron Allan	5

Acknowledgements

Frankston Community Support and Information Centre
wishes to thank all the following supporters:

MAJOR SUPPORTERS OF THE CENTRE

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
LifeWorks
Lois Dennington
Microsoft
Mitre 10
Mornington Peninsula Community Connections
Mornington Peninsula Triathlon Club
Operation Harmony
Ritchies Stores
Rotary Club of Frankston North
Shepard, Webster and O'Neill Pty Ltd
St Anne's Seaford
Triple A Foundation
Victoria Water Police

AGENCIES AND ORGANISATIONS ASSISTING WITH MATERIAL AID AND EMERGENCY RELIEF PROGRAM

Telstra
Operation Larder
Seaford Uniting Church
Frankston Presbyterian Church
St James the Less
Manning Village Baxter
Chapel of the Resurrection – Peninsula School
Nuttelex
Gateway Family Church Langwarrin
Society of St Vincent de Paul
(*Frankston, Karingal, Langwarrin and Mt Eliza*)
Brotherhood of St Lawrence
IGA
Greek Orthodox Church
Carrum Downs Primary School

Acknowledgements

2003 Christmas Appeal Donations

Beta Sigma Phi Perceptor Tau Chapter
Cake Decorators Association of Victoria – Frankston Branch
Caritas – St James The Less
Carrum Gardens Social Club
CentreLink
Chapel of the Resurrection
Chisholm Institute
Cooinda Trefoil Guild
CWA Frankston
First Church of Christ
Frankston Bridge Club
Frankston City Council
Frankston CWA
Frankston Ladies Choir
Frankston Library
Frankston Naval Memorial Club
Frankston RSL
Frankston Swim
Frankston Wranglers Charity Club
Greenways Retirement Village
Gum Nuts CWA
Individual donations:
— Barbara Barber
— Anja Cadle
— Mr D & Mrs F Chadwick
— John Clarke
— Verna Downes
— Mary Irons
— Don Jacobs
— D Nicholls
— Cecily Ray
— Lois Senior
— Ted Tomlin
Ingram Growers Association
Inner Wheel Club of Nepean
Karingal Primary School
Kingsley Park Primary School
Lions Club of Karingal
Lorikeet Trefoil Council
Manning Residents Club
Manning Village Social Club
Peninsula Community Legal Centre Inc.
Peninsula Junior School
Peninsula War Widows
Polish Senior Citizens Club
Rotary Club of Long Island
Seaford Discussion Group
Seaford Park Primary School
Seaford Probus Club
Seaford Uniting Church
Seventh Day Adventist Church
St Anthony's Coptic College
St Pauls Opportunity Shop

Business Supporters of the 2004 Frankston Swim

Ace Printing
Aquashop
Baxter Tavern
Bayside Shopping Centre
Beaches Mornington
Bembridge Golf Club
Berettas Langwarrin Hotel
Bevinco
Bunnings Frankston
Cousins Travel
Crowders Real Estate
Danny's Meats Karingal
Davey's Bar & Bistro
Frankston City Council
Frankston International Motel
Frankston Motor Inn
Greg Jones Cycle Shop
HBA Frankston
Input Fitness
Just Cut's
Karl of Switzerland
Kingswim Mornington
La Porchetta Frankston
Le Tan
Licciardo's Restaurant
Ling Wah Restaurant
Monash University
Mornington Country Club
Ozmosis
Peninsula Camera Centre
Peter Oram Shoes
RACV
Rebel Sports
Reece Plumbing Seaford
Retravision
Robinson's Book Shop
Schweppes
South East Water
Super Cheap Promotional Products
Taco Bill Frankston
Tamari Seafood Restaurant
Telstra Countrywide
The Grand Hotel
The Pancake Kitchen
Trigger Bros Surf Shop
Victorian College of Health Care Education
Westfield Southland

