



COMMUNITY

SUPPORT

FRANKSTON



ANNUAL REPORT 2024



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**COMMUNITY SUPPORT FRANKSTON ACKNOWLEDGES
THE TRADITIONAL CUSTODIANS OF THE LANDS ON
WHICH WE LIVE, WORK AND HELP OTHERS.
WE PAY OUR RESPECTS TO ELDERS PAST, PRESENT
AND THOSE EMERGING OF ALL ABORIGINAL AND
TORRES STRAIT ISLANDER NATIONS.**

OUR SERVICES

COMMUNITY INFORMATION

Connecting vulnerable people in our community to appropriate services, supports and programs.

COMMUNITY ASSESSMENTS

Individualising intake sessions with trained community workers to assess people in need.

VOLUNTEER RESOURCE SERVICE

Promoting / providing volunteer opportunities and community engagement.

EMERGENCY RELIEF WORK & CASEWORK

Assisting people experiencing financial crisis with material aid, personal and practical help.

ADVOCACY & REFERRAL SERVICES

Providing access and linkages to specialised services and workers.

SERVICE PARTNERSHIPS

Creating community links, networks and programs that best serve the needs of people experiencing hardship.



MESSAGE FROM CHAIR & MANAGER

As we reflect on another year of service to the Frankston community, we are filled with immense gratitude, pride, and a deep sense of responsibility. This year has been particularly challenging for so many of our local residents, with rising living costs, a persistent housing crisis, and new families and individuals seeking help for the first time. Yet, despite these difficulties, Community Support Frankston (CSF) has continued to provide vital support, thanks in no small part to the incredible commitment of our volunteers and the generous support from service groups, local businesses, and government agencies.

Volunteer Contribution: A Cornerstone of Our Work

One of the most remarkable aspects of CSF is the strength and dedication of our volunteers. This year alone, our volunteers contributed over 17,000 hours of their time to assist Frankston City's most financially vulnerable residents. Whether it was through our emergency relief programs, food distribution, or financial support services, these volunteers played a crucial role in ensuring that those in need had access to essential resources and support.

To truly understand the magnitude of their contribution, we must look at the bigger picture. Over the past ten years, CSF's volunteers have given an astounding 150,000+ hours of their time, a figure that represents more than \$7 million dollars in in-kind wages. This contribution includes hours given by a completely volunteer board of management that has also needed to absorb additional staffing responsibilities and obligations.

This invaluable effort was highlighted in the release of our 'Decade of Impact' report, which reflects not only the sheer volume of volunteer hours but also the profound impact these hours have had on the Frankston community. We are incredibly proud of this legacy, and our heartfelt thanks go out to every individual who has volunteered their time over the past decade.



Responding to New Challenges: A Growing Number of First-Time Clients

This financial year, we assisted 791 unique individuals and households in Frankston City who had never before sought financial or food assistance. Many of these new clients found themselves struggling due to the current housing and cost of living crisis, with private rental tenants particularly hard-hit. These residents, who had been managing their housing costs in the past, suddenly faced soaring rent prices, utility bills, and other expenses, putting them at risk of homelessness and financial hardship.

Our data shows that those struggling to maintain their private rental properties made up the largest segment of our client base this year. This growing group of residents needs ongoing support, and we must prepare to provide sustained assistance as housing pressures continue to grow.

The Ongoing Housing Crisis

Frankston's housing crisis has been decades in the making, and it remains one of the most pressing issues facing our community. The lack of affordable and suitable housing options, particularly for disadvantaged people, continues to leave many families without secure and stable homes. For years, this crisis has forced people into unsafe, inadequate, or temporary living situations.

As an organisation deeply embedded in the community, we see firsthand the long-term impacts this has on the well-being of Frankston's residents.

The need for comprehensive and long-term solutions to the housing crisis cannot be overstated. CSF has played an integral role in supporting people at risk of homelessness, providing financial assistance not just for food but for housing, medical expenses, and essential bills.

Over the past 10 years, we have distributed more than \$1 million dollars in non-food-related support, and the need for this assistance is only increasing. We are committed to continuing this critical work in the years ahead, but we will need strong leadership, collaborative efforts, and sustained investment from all levels of government and the wider community to make a meaningful difference.

A Holistic Approach to Emergency Relief

CSF has long prided itself on being more than an emergency food provider. While food security remains a core element of our mission, we have always understood that financial relief is equally important in helping people regain stability in times of crisis. This holistic approach to emergency relief has allowed us to provide a range of supports, from help with utility bills to medical expenses and housing costs, that go beyond food assistance.

We are grateful to Frankston City Council, the Federal Government, and other partners for their ongoing support, particularly for their contributions to our Emergency Relief program. Their commitment has made it possible for us to continue meeting the growing needs of Frankston's most disadvantaged residents. As more people face financial hardship, committed leadership and a focus on comprehensive relief efforts will be essential in the years ahead. Emergency relief must encompass more than just food – it must address the root causes of financial distress and provide the necessary resources for people to rebuild their lives.

A Community United in Support

We would like to take this opportunity to thank the numerous service groups, local businesses, and other organisations that continue to support CSF.

Without their collaboration, we would not be able to offer the breadth and depth of services that we provide to those in need. In particular, we extend our gratitude to the Frankston Emergency Relief Providers Network for their friendship, collaboration, and unwavering commitment to helping people in need.

The collective effort of all these groups is a testament to the power of community, and we are proud to stand alongside them in our mission to support Frankston's vulnerable residents. We were deeply moved by the unwavering friendship and support of the late Peta Murphy MP, who, even in her passing, chose to have donations made to CSF in lieu of flowers.

A special mention goes to the Frankston Community Appeal, which raised over \$60,000 in cash donations alone this year to provide Christmas hampers and toys to the most disadvantaged in our community. The joy and relief this brought to many families during the festive season cannot be overstated, and we are incredibly grateful to all who contributed to this heartwarming effort.

Looking Forward

As we look to the future, we know that the challenges facing Frankston's disadvantaged residents will only continue to grow. Rising living costs, the ongoing housing crisis, and an increasing number of first-time clients seeking assistance all point to the need for expanded services and support. CSF remains committed to its mission of providing emergency relief and financial assistance to those in need, but we cannot do it alone. We will continue to advocate for greater investment in housing, financial support services, and comprehensive emergency relief programs that go beyond food assistance.

In closing, we extend our deepest thanks to everyone who has supported Community Support Frankston this year. Whether you volunteered your time, donated to our programs, or worked with us in partnership, you have made a lasting impact on the lives of many. Together, we will continue to be a source of hope and support for Frankston's most vulnerable residents.



Sue Smith
Chair

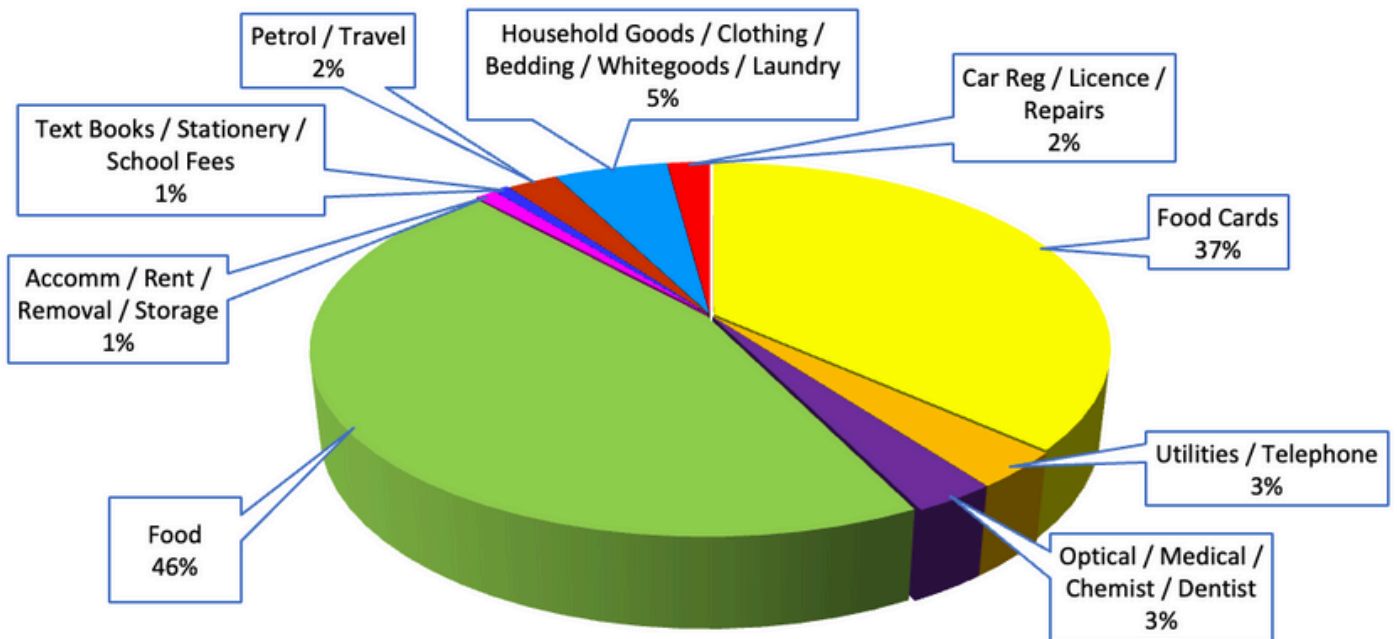


Steve Phillips
Manager

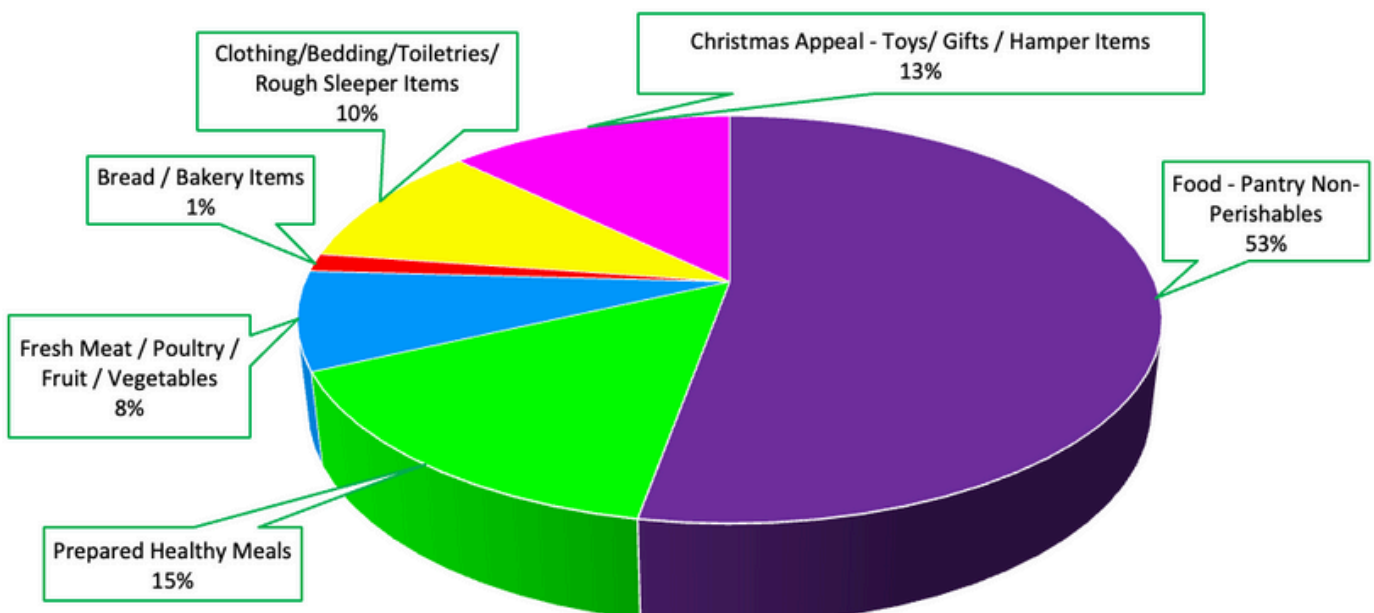
EMERGENCY RELIEF CLIENT ASSISTANCE DISTRIBUTED TO CLIENTS

\$1,013,668.30

DISTRIBUTED TO CLIENTS THROUGH EMERGENCY RELIEF ASSISTANCE - 2023-24
TOTAL VALUE - \$535,431.67 (PURCHASED)



DISTRIBUTED TO CLIENTS THROUGH EMERGENCY RELIEF ASSISTANCE - 2023-24
TOTAL VALUE - \$478,236.63 (DONATED)



TREASURER'S REPORT

As in previous years the demand for Emergency Relief is increasing as the current cost of living crisis continues to have a significant impact on the vulnerable residents in our community, as evidenced by the number of new clients accessing our services.

We still rely heavily on the continuation of Department of Social Services funding to support our Emergency Relief program. A new tender process to continue as a recipient of funding is required this year.

Emergency Relief income saw an increase from last year, which included the Department of Social Services Grant of \$544,287, Magistrates Court contributions, and general donations from organisations, businesses and individuals.

Emergency Relief expenditure provided a wide range of assistance that included food, food cards, utilities, phone, optical, medical, pharmacy, car registration and petrol.

Administration Income totalled \$54,156 and included donations of \$37,353 and Bank Interest on investments.

Total Administration expenditure was \$41,983, which funded our everyday running expenses and included Volunteers/Staff \$7,026, Stationery/Office and General Supplies \$9,232 and Depreciation of \$15,143.

Our Material Aid Fund is a Trust administered by three Trustees who oversee the operation of our yearly Frankston Community Appeal. Funds raised are used to stock hampers that are distributed over the Christmas period to underprivileged families and residents of the City of Frankston.

The Trust has a healthy Balance Sheet with Assets of \$119,964 and no Liabilities. Expenditure for last year was \$54,249, including \$43,595 to stock hampers, as well as purchasing hamper bags, cinema vouchers, toys, etc.

I again acknowledge the invaluable support provided by Frankston City Council who provide our building, Manager and Coordinator wages, and major running costs.

Also, a big thank you for the ongoing financial and in-kind support received throughout the year from a range of businesses, organisations and individuals, including the Peninsula Kingswood Foundation, Rotary Club of Frankston, Lions Club of Frankston, Rotary Frankston Sunrise, StreetSmart, Freemasons amongst others.

In closing we are very fortunate to have such a great leadership team in Manager Steve and Coordinator Kim, supported by Nat, Kate, Donna and our dedicated team of volunteers for their input in providing such a high level of service and assistance, often under trying circumstances, to those vulnerable residents in our community.



Terry Mackay
Treasurer

GOVERNANCE



CHAIR: Susan Smith

Susan is a local Chartered Accountant specialising in small business accounting and tax, has a keen community spirit and became a Board Member in 2010. Susan commenced as Chair in 2013.



MEMBER: Glenda Girvan

Glenda retired in 2015 after working in Commercial Credit for over 30 years for the Building Industry. Following her commencement as a volunteer at CSF in 2016, Glenda was appointed as a Board Member in 2018.



VICE-CHAIR 1: Janet McCahon

Janet was President of the Frankston Community Breakfast for almost two decades and founded the Voices of Frankston choir. A past District Governor of Rotary International and a counsellor, Janet commenced volunteering at CSF in 2016 and joined the Board in 2017.



MEMBER: Peder Whelan

Peder is a partner of Kemp & Partners, Accountants in Frankston, and is a Business Advisory and Taxation Specialist. He attended The Peninsula School, then completed his degree in Accounting at Monash University, and became a CPA in 2008. Peder was appointed as a Board Member in 2021.



VICE-CHAIR 2: 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 member of the Board since 1998.



MEMBER: Mark Gowans

Mark joined the Board in February 2022 and is a volunteer interviewer at CSF. Prior to retirement, he held senior corporate roles. Mark has a Master of Business Administration and is a graduate of the Australian Institute of Company Directors



TREASURER: Terry Mackay

Terry has been involved at CSF, both as a volunteer and a Board Member, since 1995. Terry's background is in banking, and he has been Treasurer of the organisation since 1995.



MEMBER: Peter Cracknell

Peter has 30+ years' experience in sales, marketing & business development across consumer goods, intellectual property, business services and products, and is currently President of the Rotary Club of Frankston Sunrise. He is a keen golfer and joined the Board in May 2023.



SECRETARY: Marisa Kleisterlee

Marisa has over 30 years' experience in senior management roles in the Building & Seniors Living industries, with a focus on financial management, governance and regulatory compliance. Marisa joined CSF as a new Member and was appointed as Board Secretary in 2018.



EX-OFFICIO MEMBER: Steve Phillips (CSF Manager)

Steve joined CSF as a volunteer in 2005 and was a Board Member from 2008-2010. Steve has a professional background in a number of community related roles and has served as CSF Manager since May 2014.

CURRENT STAFF

MANAGER - Steve Phillips

Steve joined CSF as a volunteer community worker in 2005. He became a Board Member in 2008 and Manager in 2014. He has a Bachelor of Communications-International Studies, with a professional background in case-management, counselling and social engagement programs, previously working for Monash University.



OPERATIONS COORDINATOR - Kim Baskett

Kim commenced full time as Operations Coordinator of CSF in May 2024. With a professional background in case management, volunteer management and community support, Kim has previously worked in Emergency Relief, Disability and Accounting, and has Cert IV qualifications in Community Services, Accounting, Assessment & Workplace Training.



COMMUNITY SUPPORT OFFICER - Kate Mowat

Kate commenced as a volunteer in Feb 2024 at CSF, completing her placement and achieving a Diploma of Alcohol & Other Drugs. She commenced her role as a full-time CSO in August. Kate has a background in customer service, working as a photographer, property manager, and in business development.



COMMUNITY SUPPORT OFFICER - Natalie Reeve

Nat joined CSF to complete her Community Services Diploma placement in 2017, and continued to volunteer until she commenced her full-time position as Community Support Officer in 2021.



ADMINISTRATION SUPPORT OFFICER - Donna Waixel

Donna has had an extensive career working in local government throughout her 35-year association with Frankston City Council. Donna was appointed to her part-time role in August 2022.



THANK YOU TO EX-STAFF

We bid farewell to Julian Kilmartin, Gemma Lambe and Alice Frigo, whose dedication and contributions have greatly supported Community Support Frankston's Emergency Relief efforts. We wish them all the best in their future endeavours and sincerely thank them for their service.

RECOGNITION OF SERVICE

ACTIVE VOLUNTEERS - OVER 5 YEARS OF SERVICE

Barrie Holloway	33	Lidio Bastidas	8
Terry Mackay	29	Glenda Girvan	7
Anthony Glenwright	27	Judith Mackay	7
Stewart Harkness	21	Sylvia Payne	7
Jan O'Brien	20	Lynne Wood	7
Chris Devine	16	Graeme Wood	6
Joy MacEwan	16	Glen Payne	6
Gail Forbes	15	Michael Morrison-Story	6
Illy Barnes	13	Jeanette Taylor	6
Susan Smith	13	Marisa Kleisterlee	6
Armored Rae	9	Mark Gowans	5
Janet McCahon	8		
Kerrie Firth	8		

LIFE MEMBERS

<i>Pat Arthur*</i>	1982	Terry Mackay	2008
<i>Gwen Shenton*</i>	1986	<i>John Murphy*</i>	2008
<i>Alan Coulson*</i>	1987	Carole Sweetnam	2009
Shirley Davies	1990	Vicki Martin	2011
<i>Dorothy Lynch*</i>	1993	Maureen Macer	2011
<i>Margaret (Peg) Hess*</i>	1996	Judy Caraher	2012
<i>Sheina Thompson*</i>	1996	Susan Grogan	2014
<i>Peter Lewis*</i>	1998	Peter Martin	2015
<i>Pat Runacres*</i>	1998	Stewart Harkness	2015
Marie Wright	2000	<i>Mary Ricca*</i>	2016
Anja Cadle	2000	David Triplow	2018
Joan Mitchell	2006	Gail Forbes	2023
John Tame	2006		

**Deceased*

VOLUNTEER COMMITMENT

TOTAL VOLUNTEERS: **99 (86 CURRENTLY ACTIVE)**

TOTAL HOURS: **17,025**

BARBER, Kevin
BARKER, Katrina
BARKER, Mia
BARNES, Ilme
BASTIDAS, Lidio
BISTA, Fran
BOWMAN, Corinne
BROWN, Sonya
BROWN, Susan
CAPO, Carol
CAPO, Toni
COX, Stewart
CRACKNELL, Peter
DE SILVA, Janithya
DEVINE, Christine
DUNNING, Frances
FINN, Carolyn
FIRTH, Kerrie
FISCHER, Cara
FORBES, Gail
FOX, Gaynor
FULLER, Vanessa
GARD, Kylie
GIRVAN, Glenda
GLENWRIGHT, Anthony
GOWANS, Mark
GRANT, Olivia
GROVES, Kate
GUASCH, Diva
GUZYS-MCAULIFFE, Judith

HANN, Karin
HARKNESS, Stewart
HOFFMAN, John
HOFFMAN, Patricia
HOLLOWAY, Barrie
HUME, Manu
HYSON, Aleta
KANE, Samantha
KING, Alfreda
KLEISTERLEE, Marisa
LAURETTA, Alana
LIVERSIDGE, Elvira
LONGSHAW, David
MACEWAN, Joy
MACKAY, Judith
MACKAY, Terry
McCAHON, Janet
McCOLL-JONES, Jacinta
MEDHURST, Sophie
MORRISON-STORY, Michael
MOWAT, Kate
O'DONNELL, Debra
O'NEILL, Trish
ONGARELLO, Michael
PAYNE, Glen
PAYNE, Liz
PAYNE, Sylvia
PEREIRA, Treherne
PIGGOTT, Jacquie
PIPER, Owen
PIPER, Rose

PULE, Annette
RAE, Armorel
REDFERN, William (Bill)
SELKRIG-JONES, Anna
SIMPSON, Debra
SMART, Judith
SMART, Max
SMITH, Susan
TAYLOR, Clare
TAYLOR, Jeanette
TEMPLETON, Wendy
TETLEY, Sue
VENVILLE, Annie
WALKER, Kylie
WALL, Amanda
WALLACE, Melissa
WALSH, Frances
WATERMAN, Sarah
WHELAN, Peder
WILLIAMS, Tanya
WILLIS, Hazel
WOOD, Graeme
WOOD, Jemima
WOOD, Lynne
YOUNG, Harley

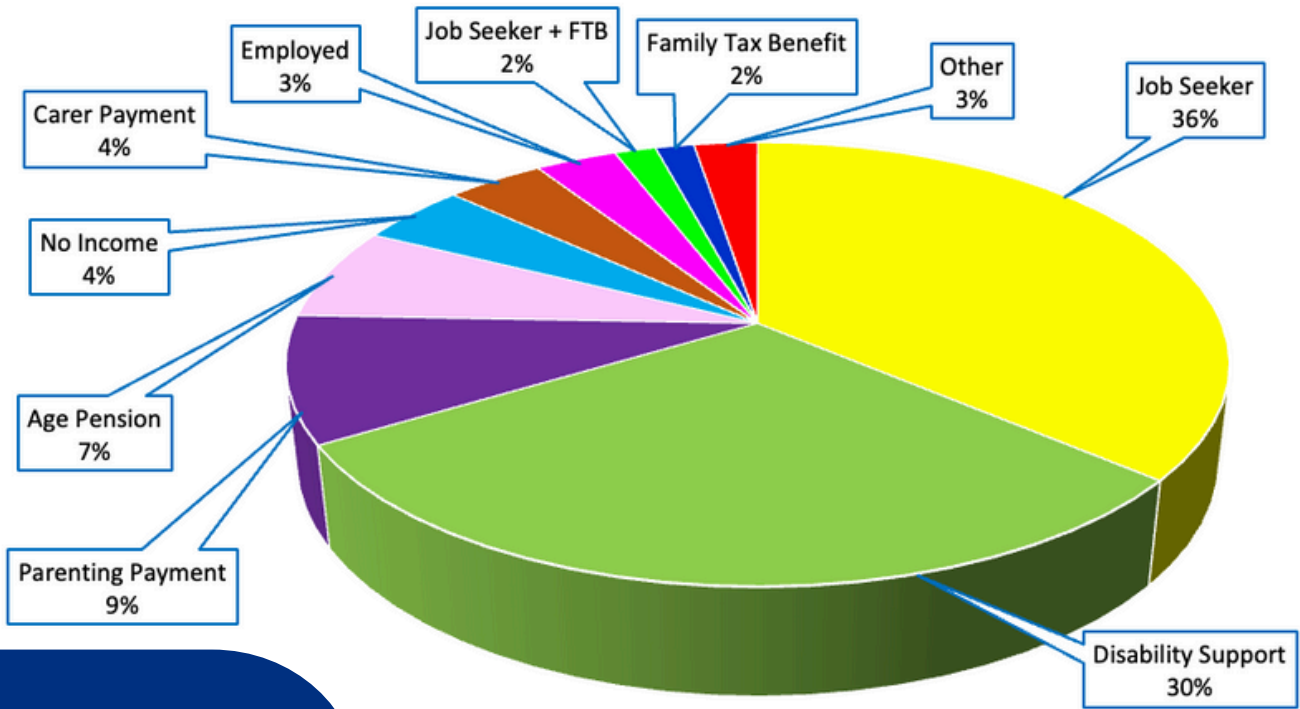
(Those who logged 10+ hours
In the CSF Sign-in Book for
the financial year)



OPERATIONAL STATISTICS

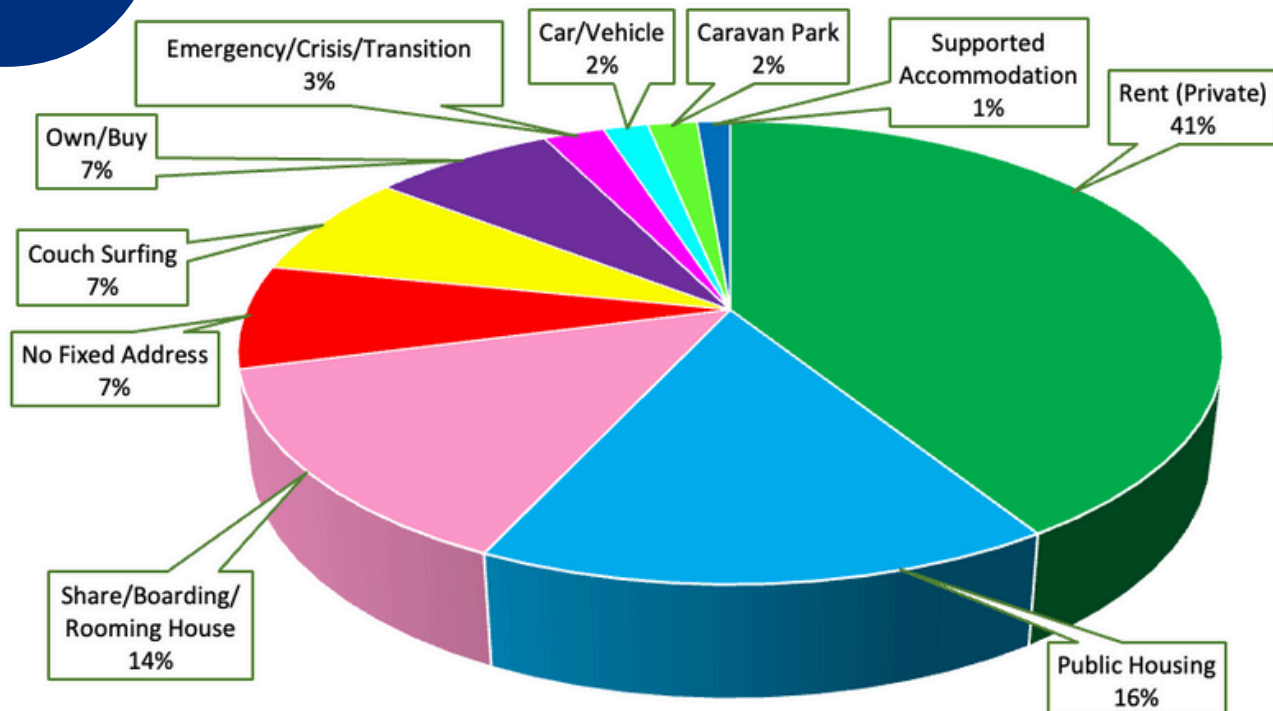
20,000+
EMERGENCY
RELIEF
CASES/CONTACTS

% BREAKDOWN OF TOP 10 CLIENT INCOME TYPE



\$1 MILLION +
TOTAL VALUE OF CLIENT
ER/MATERIAL AID GIVEN

% BREAKDOWN OF TOP 10 CLIENT HOUSING TYPE



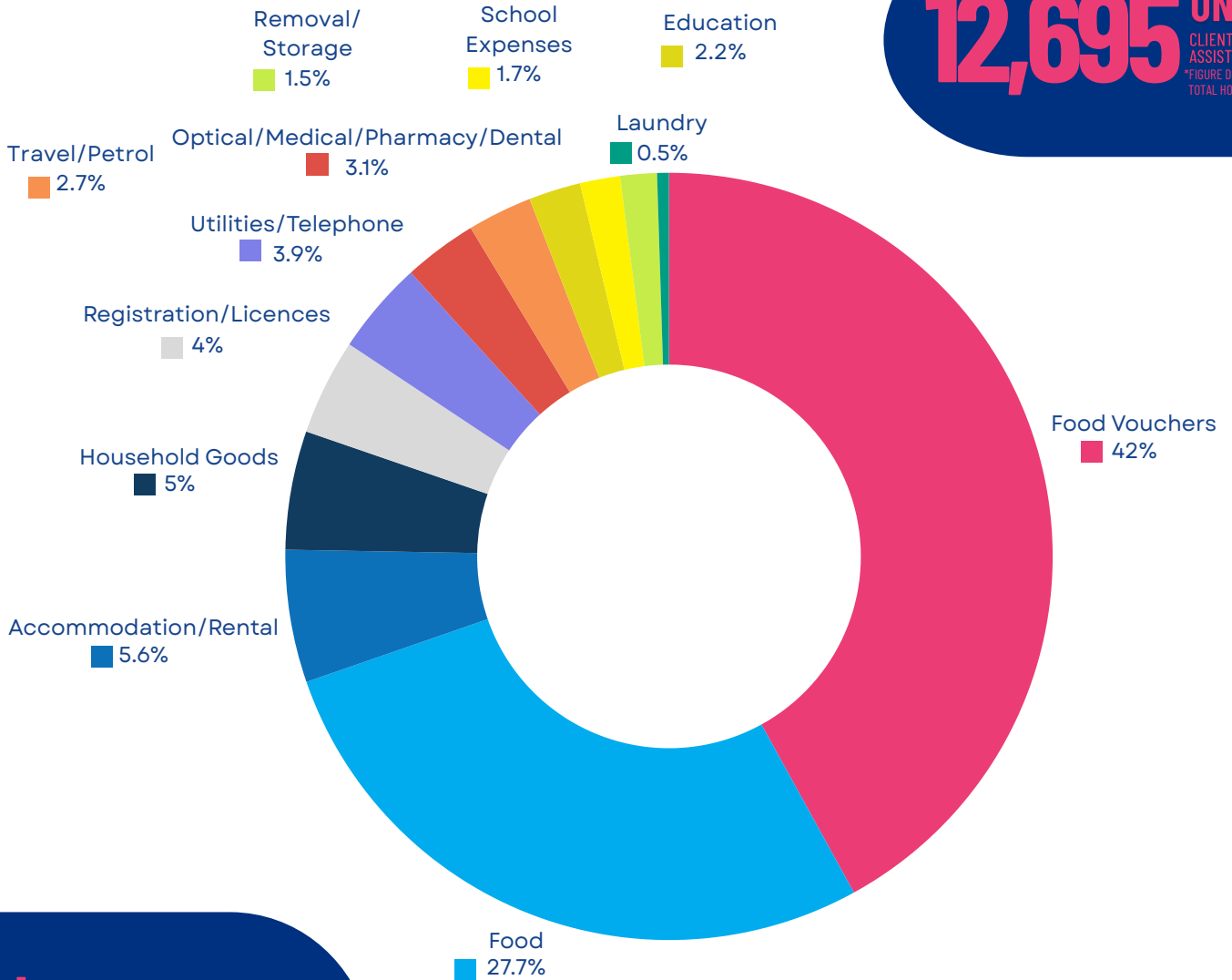
115,653 CASES
 NUMBER OF TIMES
 ER ASSISTANCE
 WAS PROVIDED



\$3,220,546

OF **FOOD RELATED SUPPORT** (PURCHASED
 FOOD AND VOUCHERS)

How our funding for Emergency Relief was distributed in the last decade (excludes in-kind support)



12,695 UNIQUE
 CLIENTS/FAMILIES
 ASSISTED*

*FIGURE DOES NOT INCLUDE
 TOTAL HOUSEHOLD COUNT

\$489,061

OF FINANCIAL SUPPORT WAS PROVIDED
 TO CLIENTS REQUIRING **HOUSING/
 ACCOMMODATION** ASSISTANCE

\$494,631

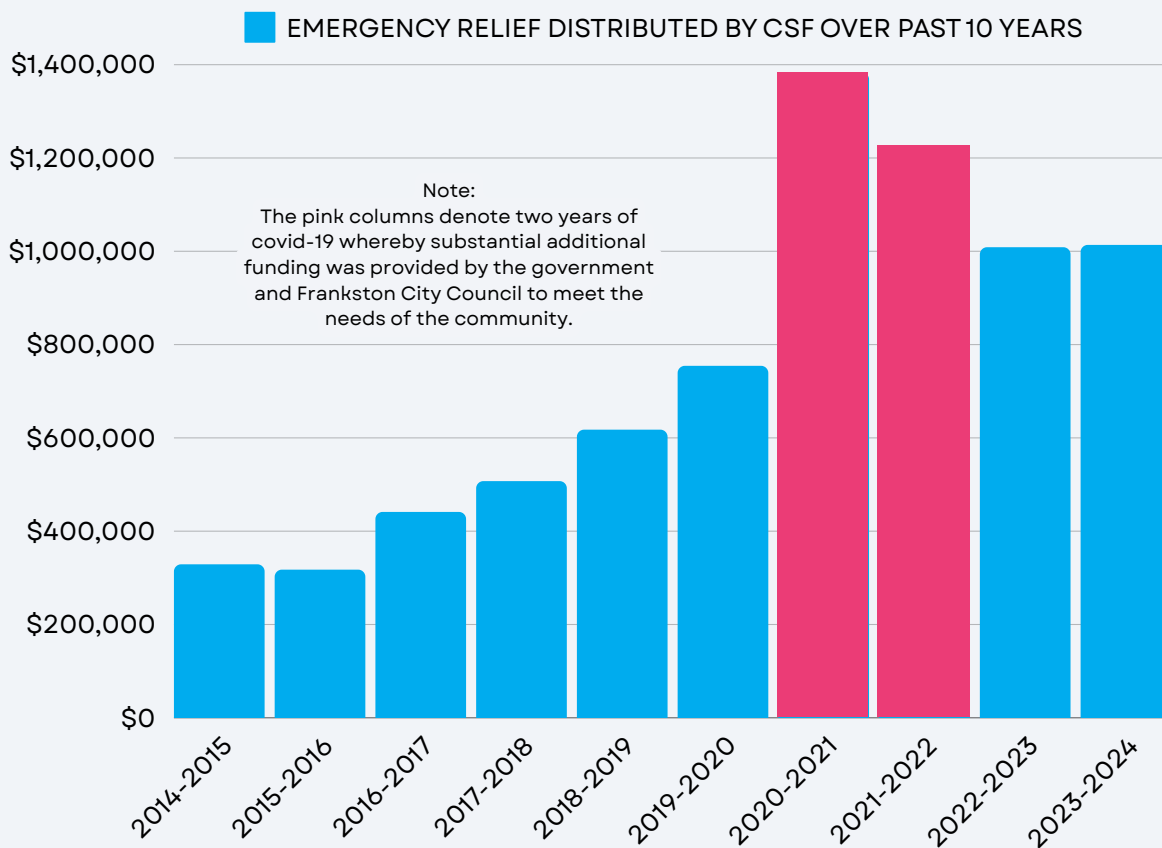
**TRANSPORT
 AND BILL
 RELIEF**



\$7.6M

CASH & IN-KIND AID DISTRIBUTED

(\$4.6M DIRECT FINANCIAL & MATERIAL SUPPORT
+ \$3M OF IN-KIND DONATIONS)



152,477

VOLUNTEER HOURS

\$7.1M

EQUIVALENT VOLUNTEER WAGES*

CSF was successful in maintaining a direct ER Grant Fund relationship when the Federal Government introduced Competitive Tendering a decade ago.

During this period CSF volunteers have recorded 152,477 hours, equating to an in-kind wages value of \$7,108,477

*The basis of this calculation is taken from the bi-annual Australian Bureau of Statistics (ABS) average weekly earnings figures for Australia.



SUPPORTER ACKNOWLEDGEMENTS



REGULAR SUPPORTERS

2 Pairs Each
 Absolute Bangers
 Advantis
 Aldi
 Amrita International
 Anglican Parish Mt Eliza
 Baker's Delight
 Bayside Shopping Centre
 Belvedere Park Community Centre
 Boomerang Bags
 Brekky Club
 Bright Sparqe (Alex Makes Meals)
 Brumbys Bakery
 Foodbank
 Frankston Netball Club
 Frankston Red Cross
 Frankston Garden Club
 Fratelli's Restaurant
 Freemasons
 Guest Group
 Hastings Retirement Village

Igniting Change
 Knit a Row & Go
 Kogo
 Langwarrin Community Centre
 Langwarrin CRC
 Leo & Lotus
 Lions Club of Frankston
 Operation Larder
 Oz Harvest
 PARC
 Peninsula Health
 Peninsula Kingswood Foundation
 Pets of the Homeless
 Rotary Club of Frankston
 Rotary Club of Frankston Sunrise
 Seaford Uniting Church
 Seventh Day Adventist Church
 Somerville Knitters & Crocheters
 St John of God
 St John's Church
 St Luke's Church

St Luke's Knitting Group
 Streetsmart
 Tempur Australia
 Thread Together
 Uniting Church Frankston
 Welsh Ladies Choir
 Woolworths Frankston
 Zanta Club of Melbourne SC

INDIVIDUAL SUPPORTERS

Alan Cutlidge
 Anne Wood
 Belinda Phillips
 Corinne Bowman
 Elizabeth Wood
 Emma Liveridge
 Illy Barnes
 Jean Allchin
 Jenny Craig
 Jonathon Otto
 Kate Williams
 Voller Family

33RD FRANKSTON COMMUNITY APPEAL

“LIVE LOCALLY, GIVE LOCALLY”

This year 400 festive family hampers were prepared for the Frankston Community Appeal (worth more than \$100 each, including food and vouchers to purchase toys) and distributed through the Frankston Emergency Relief Providers (FERP) Network to Frankston families struggling with the cost-of-living crisis and unable to afford festive treats.

In addition, the generous donations of many local businesses, organisations and schools enabled CSF's volunteers to prepare 400+ extra hampers for families, couples, and individuals (including rough sleepers), because of their generosity.

Once again, Dr Mrin Nayagam donated the largest individual donation for the Appeal, and we are sincerely appreciative of her continued support and friendship.

A huge thanks also to Paul Edbrooke MP and his wonderful team who once again not only helped fill hampers – they also stored them for us until we needed them!

Record numbers of hampers and toys were able to be distributed to those in need through the Appeal, and we were also able to give out many more singles and couples hampers when compared to the previous year – yet again another record year:

840 Festive Hampers (Across 1,111 adults and 1,242 kids)

Cash & In-Kind Donations

The Frankston Community Appeal donations for 2023 saw the Trustees of the Fund able to cover the full cost of hampers, which is apart from the thousands spent on gifts, toys and vouchers.

Cash donations reached an all-time high this year of \$60,591.63. In-kind toys / gifts, with an estimated value of \$40,385.00, were also received, as well as in-kind food donations tracked and given a conservative estimate of \$20,790.00 – in total \$61,750.00 worth of in-kind contributions – a grand overall total of \$121,766.63 in donations.

Financial figures represent the 2023 calendar year



FRANKSTON COMMUNITY APPEAL 2023

Monetary Donations & In-Kind Support

Community Support Frankston would like to thank the following businesses, schools, organisations and individuals who donated food, vouchers, toys, goods, gave cash donations or raised funds for the 2023 Frankston Community Appeal

BUSINESSES, ORGANISATIONS, CHURCHES & SCHOOLS

Amrita International
Barry Dean Pharmacy
Bayside Shopping Centre
Blessing Bags
Boomerang Bags
Cake Decorators Association of Vic
Cooinda Trefoil Guild
CWA Victoria - Frankston Branch
Frankston Council
Frankston District Girl Guides Assoc
Frankston Football Club
Frankston Garden Club
Frankston High School
Frankston Library
Frankston Rotary
Frankston North Rotary
Frankston Rotary Sunrise
Frankston RSL
Frankston Wranglers Club
Grace Christian Church - Hope Shop
Harcourts
Hoyts Cinemas
Igniting Change
Langwarrin Gumnut Guides
Lifegate
Lifstrong Physio
LLK Lifts

Lux Panels
Manning Village Craft Group
Maree's Bus Tours
McGraths Real Estate
Mutual Trust
Operation Larder
Peta Murphy MP
PARC Frankston
Paul Edbrooke MP
Peninsula Health
Peninsula Kingswood Country Club
Pollard Insurance
Ranelagh Club
Ray White Real Estate
Langwarrin
Redgum BBQ
Revamped Jewellery
Salvation Army
Scotties Garage Social Club
Services Australia
Seventh Day Adventist Church
Soroptomist International
St John's Primary School
St Luke's Church
Uniting Church Frankston
Wildcats
Wintringham
Zanta Club of Melbourne SC

INDIVIDUAL SUPPORTERS

\$5,000 & OVER

Dr Mrin Nayagam
MJ & BJ Walsh
Jamie Usher

\$1,000 & OVER

Kate Groves
Corinne & Tim Bowman
Cath Pauline
Amy Tennent

\$500 & OVER

Evan Webb
Toni Capo
Lisa Felmingham
Robyn Mildon

\$100 & OVER

Illy Barnes
Karen Vanderkaay
Gary Bullock
Jean Alchin
Michelle O'Neil
Eileen Haycock
Elizabeth Hughes
Anthony Pearce
Anne Wood
Elizabeth Wood
Paul & Joan Cavanagh
Burnham Family

INFORMATION & RESOURCES

Administration

The housing and cost of living crisis continues to affect thousands of families and individuals across the Frankston area. As our client numbers rise, so does our need for additional administrative staff, especially in light of increasing Government reporting needs.

We're also actively seeking new volunteers to support our existing team and help meet the growing demand for our services. If you're interested in making a difference, we'd love to hear from you.



Social Media/ Website

Our streamlined website platform is now live, and the time and effort spent were absolutely worth it! A huge thanks to Corinne for the fantastic design, and to Donna and Jeanette for their invaluable content contributions 😊

Our Facebook page remains the key platform for showing how vital our supporters, volunteers, and partnerships are to us.

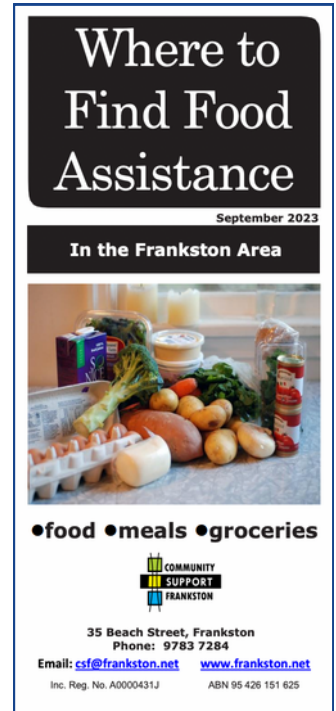
Government reporting has significantly increased since last year, with additional statistical data now required each month.

A sincere thank you to our Database Manager Barrie, Admin Officer Donna, volunteer Team Leader Glenda, and the local IT team at Whole I.T., who manage the ongoing updates and maintenance of our database.

Brochures

Updating CSF's brochures is an ongoing task managed solely by Donna, our Administration Officer, as some brochures require changes nearly every month.

The brochures most frequently requested by disadvantaged clients in our community are 'Where to Find Food Assistance' and 'Homeless in Frankston'. This high demand reflects the severe impact of the cost-of-living and housing crisis, which continues to affect both long-standing and new households in the Frankston area. A full list of brochures is available on our website at www.frankston.net.



Reception

Reception is the busiest area at CSF, as it serves as the first point of contact for those seeking emergency relief or material aid. While we rely mostly on a phone-based service, the introduction of in-person appointments has increased the workload for our receptionists.

We are still actively seeking volunteers for this crucial role, as two volunteers per shift are essential to manage the daily workload.

Database Systems

REACHING OUR COMMUNITY

THROUGH SERVICES, PROJECTS & PARTNERSHIPS - **EVENTS**

ID CONNECT

What an event!! CSF hosted the first ever 'ID Connect Clinic' in Victoria, thanks to the partnership of the Frankston ZERO Launch Housing initiative, which included over a dozen unique services and supporters helping out Frankston's homeless. More than just hot meals and giveaways, this Homelessness Week event connected many of our rough sleepers and other disadvantaged residents with the likes of Services Australia supports, housing applications, legal advice, mental health, medical supports (including free flu/covid vaccinations), emergency relief, laundry service and most importantly, ID (Birth Certificates thanks to Births Deaths & Marriages). Having ID, being able to prove who you are, is the first step of hope out of homelessness. A huge thanks to everyone involved 😊

Outcomes included:

- 200+ people attended the event
- 100+ people benefited from giveaways/food
- 80 people accessed legal services
- 40 people registered for ID/ Housing support
- 25 Birth Certificates were issued on the day
- 10 Medicare cards issued
- 2 Concession cards and 2 Healthcare cards were provided, and 13 other Centrelink matters resolved
- 8 Housing applications completed
- 4 IAP assessments completed
- 10 Vouchers provided
- 10 Vaccines provided



RUN FOR COMMUNITY

CSF runs to raise funds! An awesome day was had by our volunteers with Frankston High School's Interacts Run for Community Event 2024, which was held at Core24 Health Club. Thanks to the combined effort of Interact, Rotaract, and Rotary International clubs across Frankston - raising much needed support for CSF's Frankston Community Appeal. Special thanks to Rotary Frankston Sunrise, Rotary Club of Frankston, Rotary Peninsula 2.0, McClelland College and Peninsula Rotaract for fielding teams

Run for Community is a fundraiser dedicated to supporting our community's most vulnerable households through the current cost of living crisis.



REACHING OUR COMMUNITY

THROUGH SERVICES,
PROJECTS &
PARTNERSHIPS

Community Support Frankston partners with many organisations to provide a range of emergency relief services to those disadvantaged in our community. Below is a description of what they provide us and their logos



Operation Larder has been a key partner of CSF for many years, serving as the main supplier of essential pantry items. In addition to their generous contributions, they provide crucial volunteer support, assisting with the collection of goods from Foodbank. This year, their donations are conservatively valued at \$70,000, playing a vital role in sustaining the community's access to essential food supplies and resources.



Oz Harvest is the primary supplier of free fresh fruit and vegetables to Community Support Frankston, providing an estimated \$40,000 worth of produce this year. Their partnership helps ensure that vulnerable community members have access to nutritious food, making a significant impact on local food security and well-being.



Foodbank supplies Community Support Frankston with bulk pantry staples at a significantly reduced cost, along with free bread, fresh fruit, vegetables, and frozen meat/meals. This year, the value of these donated goods is conservatively estimated at \$100,000, greatly supporting the community's access to essential food and resources.



CSF maintains a strong relationship with Bright Sparqe, a charity dedicated to supporting the homeless and vulnerable. Through their partnership with Alex Makes Meals, over 15,000 meals have been distributed in food parcels, alongside thousands of fresh food items nearing their use-by dates. This collaboration ensures that at-risk community members receive essential nourishment and support, making a tangible difference in their daily lives



Fratelli's Restaurant is a valued member of CSF's meals team, generously providing around 50 delicious pasta meals each week for our clients. This incredible contribution from a local Frankston restaurant showcases their dedication to supporting the community and helping those in need with nourishing, home-cooked meals.



CSF partnered with Council's Meals on Wheels Program to distribute over 10,000 meals to Frankston residents this year. This achievement was made possible by the dedication of our 'Hot Meals Program' volunteers, ensuring vulnerable community members received regular, nutritious meals and essential supports.



Aldi's Bayside store is a valuable partner to Community Support Frankston, providing surplus meat, fruit, vegetables, and bread that would otherwise go to waste. Last year, their contributions were valued at an estimated \$40,000, allowing CSF to deliver fresh, essential food to vulnerable community members. This partnership not only supports those in need, but also helps reduce food waste, making a significant impact in both social and environmental sustainability.



Mamma Lees

Community Support Frankston partners with Mama Lee's to offer hot meals to the homeless through Meal Vouchers redeemable daily. Clients can enjoy a nutritious Asian lunch or dinner, valued up to \$15.00. This initiative ensures access to healthy meals, providing essential nourishment and support to vulnerable community members.



CSF's long-standing partnership with Ritchies IGA Frankston has been vital for years. They provide discounted pantry items for distribution to clients and contribute goods for our Festive Hampers. This collaboration ensures that vulnerable families receive essential supplies throughout the year, especially during the holiday season, offering much-needed support and care. Their ongoing support strengthens our ability to meet the needs of the Frankston community in times of hardship.



Barry Dean Pharmacy supports Community Support Frankston by providing prescribed medications to clients via referral letters. Additionally, Peninsula Health's Mobile Immunisation Service regularly attends CSF, especially during public events, offering COVID and flu vaccinations to residents. This partnership ensures vulnerable community members have access to essential healthcare services, promoting overall health and well-being throughout Frankston.



CSF partners with Orange Sky Australia, a free mobile laundry service for people experiencing homelessness. What began as an initiative to improve hygiene and restore dignity has grown into something deeper. The real impact lies in the conversations and connections formed. Orange Sky Laundry operates at CSF two days each week, fostering community support while providing essential services to those doing it tough.



CSF volunteers assist qualified vets and nurses at the monthly Pets in the Park Clinic, where Frankston residents experiencing homelessness can bring their pets for free check-ups, immunizations, parasite control, and desexing. This vital service ensures that vulnerable community members and their pets receive essential care and support, fostering wellbeing for both.

WORKING TOGETHER

Community Development

CSF believes that resource sharing, knowledge, engaging in feedback and networking, are essential for the provision of efficient and effective services. Staff have maintained involvement with the following community committees, peak bodies and/or organisations in 2023-2024:

- Australian Council of Social Services (ACOSS)
- Community Information & Support Victoria (CISVic)
- Frankston City Strategic Housing & Homeless Alliance
- Frankston Emergency Relief Providers (FERP) Network
- Peninsula Health Community Speaker Program
- Frankston Zero Committee
- Frankston Municipal Emergency Management Planning Committee (MEMPC)
- Frankston Municipal Emergency Recovery Planning Committee
- Frankston / Mornington Peninsula Primary Care Partnership
- Institute of Community Directors Australia
- Victorian Council of Social Services (VCOSS)
- Volunteering Victoria
- Westernport Regional Association of Community Information Centres (WRACIC)
- Winter Shelter Program



Meals on Wheels

Meals on Wheels, managed through Frankston City Council, provides the 10,000 hot meals that CSF distributes to homeless and disadvantaged families and individuals.

These meals are distributed through the Hot Meals Program, which operates four days a week from 12:00 pm to 2:00 pm. The number of meals distributed has increased in the current financial year (24/25) due to the rising demand caused by the cost-of-living crisis.



Operation Larder

Operation Larder, one of our largest food pantry partners, has provided over \$70,000 in support this year alone—an incredible achievement for such a small, local not-for-profit dedicated to food relief for the residents of Frankston. In collaboration with CSF, they are helping to meet urgent needs across the area. Their contribution extends even further through their integral role in the Frankston Community Appeal, where they've generously donated thousands of items to fill hampers for those in need.



Bolton Clarke Homeless Persons Program (HPP)

Bolton Clarke's Homeless Persons Program (HPP) works tirelessly with individuals who are homeless or at risk of homelessness, many of whom are facing significant physical, mental, and psychological health issues. The team provides essential primary healthcare, meeting people where they are—whether on the streets, in parks, at food programs, or in low-cost hotels and crisis accommodation. Beyond medical care, they help connect clients with vital services such as housing, meals, legal assistance, and financial aid.

At CSF, HPP runs a co-located service where the dedicated Jodie and Claire offer compassionate, hands-on support. Together, they help clients navigate through some of the toughest circumstances imaginable, ensuring they receive the comprehensive care and resources they need to rebuild their lives.



Department of Social Services

In response to the rising challenges of the cost-of-living crisis, the Department of Social Services (DSS) once again provided crucial additional funding to help CSF meet the growing demand for emergency relief.

These much-needed funds have allowed CSF to continue delivering essential support—whether through food assistance, housing help, or financial aid—to those most vulnerable in our community. During these difficult times, this support has been a lifeline for many.

Services Australia

CSF is proud to have a nominated Community Engagement Officer from Services Australia, whose role is to support the most vulnerable members of the community, particularly those at risk of homelessness.



As one of Services Australia's external co-locations, CSF provides a crucial platform for delivering this essential support. The team has now transitioned to telephone interviews, but despite the shift, they remain dedicated to offering the same compassionate care and guidance to those in need.

Frankston City Council

CSF's close partnership with Frankston City Council (FCC) has enabled us to continue operations through their provision of in-kind facilities support and wages, which covers some staffing costs.



This generous contribution has been instrumental in ensuring that we can sustain our services at full capacity, helping those most in need throughout the Frankston area. We are deeply grateful for the Council's ongoing commitment to our mission and look forward to strengthening this vital partnership in the years to come.

Frankston Magistrates' Court



Since the 1980s, the Frankston Magistrates' Court has been a steadfast supporter of CSF, providing vital funding through fines and penalties imposed by the Magistrate.

These funds are channeled into our Emergency Relief (ER) Program, where they are used to assist those in need with essential costs like food, housing, travel, emergency medical/ pharmaceutical items, accommodation, and utility bills.

Thanks to the ongoing support from the Court, CSF can continue to offer critical relief to individuals and families facing significant hardship.

Australian College of Optometry

CSF operates an Optometry Clinic on a regular basis,



offering free eye health checks from a qualified optometrist. If glasses are needed, they are provided at no cost to low-income earners, with CSF covering the expenses. This service ensures that individuals with limited financial means have access to vital eye care, and for many, receiving glasses can greatly improve their quality of life, helping them work, study, and engage more fully with their community.

Australian Tax Office (Tax Help)



Tax Help volunteers at Community Support Frankston (CSF) offer free assistance with tax returns for individuals earning under \$50,000 per year. This confidential service,

available from July to October, helps those who cannot afford to hire a tax agent.



Mental Health Legal Clinic

The Mental Health Legal Clinic offers free legal advice for low-income earners who cannot access other free community services. Bookings are available for those dealing with legal issues related to mental health, ensuring they receive the support they need during challenging times.

TESTIMONIALS



“Not only did I receive food assistance, I was supplied information and an application for an entitlement I had no idea that I was entitled to. Greatly appreciated thankyou for your support.”

Gary, Client

“I just wanted to say a massive heartfelt thanks for the help I received today. I feel terrible for not remembering the beautiful lady's name that helped me but you were so kind, encouraging, full of empathy and made me feel so much better asking for help. It is truly an experience I will never forget. Thank you to everyone for everything you do it is so appreciated.”

Melissa, Client



“A Big Thank you to the team at CSF for all the help and support they give to the community. Food hampers, financial counselling, referral services and a whole lot more. If you need help and aren't sure where you can go call Community Support Frankston. If they can't do it themselves they will know who can. Don't be afraid to ask for help.”

Kaspar, Client

HOW YOU CAN HELP

CSF has launched an appeal for our Emergency Relief program, with a goal to raise \$100,000. Every dollar raised will go directly to helping someone in Frankston with financial and material aid assistance. Help us share the appeal through our website - www.frankston.net/donate-now or scan the QR Code to link directly to our fundraising page.



All Donations over \$2.00 are tax deductible.



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