



**ANNUAL REPORT
2023**



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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.**

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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

PROMOTING / PROVIDING VOLUNTEER OPPORTUNITIES AND COMMUNITY ENGAGEMENT.

EMERGENCY RELIEF WORK & SERVICE CO-LOCATIONS

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.



Messages from the Chair & Manager

It's with a great sense of community pride, service, and purpose that we write these 2022-23 messages. Frankston is still rebounding from a health pandemic - with our service and volunteers now first responders on the front-line of the housing and cost of living crisis - we're here to help as best we can.

For thousands of people living in Frankston, Emergency Relief (ER), information and advocacy has been the very last resort and only available safety net for survival. It's vital to understand that even a marginal increase in housing and living costs hurts those living in the margins the most.

The vast majority of those CSF assisted to help with ER relief were families and individuals struggling to hold onto private rental properties, including those needing bill assistance. CSF provided this service free of charge, thanks to volunteer help.

We can't thank our volunteers enough for everything they do, contributing almost 17,000 recorded hours of service, allowing Community Support Frankston (CSF) to get more direct financial support into the community, rather than admin and wages. A recent survey of our volunteers showed that 100% of all respondents would recommend CSF as a place for friends and family to support and volunteer with.

Our volunteers live and breathe our culture of being there for Frankston, and for each other. Our understaffed paid team are nothing if not for them. Having an adequate staff to volunteer ratio is crucial to maintaining a healthy and safe place to work.



Independent reporting has highlighted a Social Return on Investment for CSF clients by volunteers at a 10:1 return.

“Based on Australian Bureau of Statistics (ABS) figures, volunteers are now worth \$46.62 per hour (if you look at what you probably would've had to pay for the services if you hadn't got it from a volunteer)”, which in CSF's case equates to just under \$800,000 in in-kind wage support!

We're also thankful to Frankston City Council for showing great leadership in continuing to support our tried and tested model of service. A gold standard of service provision, referred to as “the heart of Frankston”, we are also grateful to the Federal Government's Department of Social Service (DSS) for our recurring ER funding.

CSF maintains a direct relationship with the Federal Government (DSS), covering an entire Local Government Area as a single outlet of ER. This has become increasingly rare over the past decade, with larger national charities and consortium models moving into the space.

Although support continued from the Government, Federal funding for ER decreased over the financial year, with a return to base level funding nationwide. This was despite the increased demand for help, including many new community members contacting CSF for the first time.

Messages from the Chair & Manager Continued...

Even with local member support, expecting the community to make up for funding shortfalls shouldn't become a government expectation. Emergency Relief is often a start-point and final resort for people when no other services can assist. It's an essential service, with growing community demand, and we can't afford to see funding go backwards.

Without the tremendous support of local individuals, philanthropy, and service clubs, a number of families would have lost their homes, or had utility bills left unpaid and essential medicines unpurchased.

It's been upsetting to see the real impact of cost of living pressures on those we do our best to help. As a service based on a "hands up" rather than "hands out" model, it's a challenge for how we help others.

Requested in all humility – as people who care – the disadvantaged residents of Frankston deserve better and a fairer go.

As a grass-roots community service that respects and understands the issues happening outside of our community, Frankston continues to have the highest rate of homelessness across the Mornington Peninsula (based on findings from the ABS 2021 Census).

Hidden homelessness also impacts our communities in devastating ways - continuing to hurt the minds, health and opportunities of our most vulnerable people.

CSF continues to work with funded homeless services within Frankston, and we're grateful for these important relationships. With a lack of place-based services and workers currently in Frankston, good communication between services has been fundamental to achieving positive outcomes for the people we help.

Over a MILLION dollars in direct client support was provided to Frankston residents in the past financial year, and that's after any admin or wage expense – representing an accurate picture of true ER value being provided to the community.

For example, over 9,000 hot and healthy takeaway lunches were given out by our lunch program volunteers, including to those receiving no income, with those on an Aged Pension increasing in number.

Another example would be that \$60,000 was fundraised just for the Frankston Community Appeal (Xmas Appeal). CSF made that mark with a record fundraising target, and we humbly thank our supporters and friends for getting us there, helping us to help others enjoy a more festive season.

A snapshot of service co-location and outreach programs included: Services Australia, Victorian Public Tenants Association, Mental Health Legal Clinic, Australian College of Optometry, Bolton Clarke Homeless Program, Orange Sky Laundry, Pets in the Park and the ATO Tax Help initiative. These services have continued to be vital for our service wrap-around.

Since our inception, over 55 years ago at the Frankston Mechanics Hall, we haven't seen this kind of living disadvantage – please help us to help others – it takes a community.



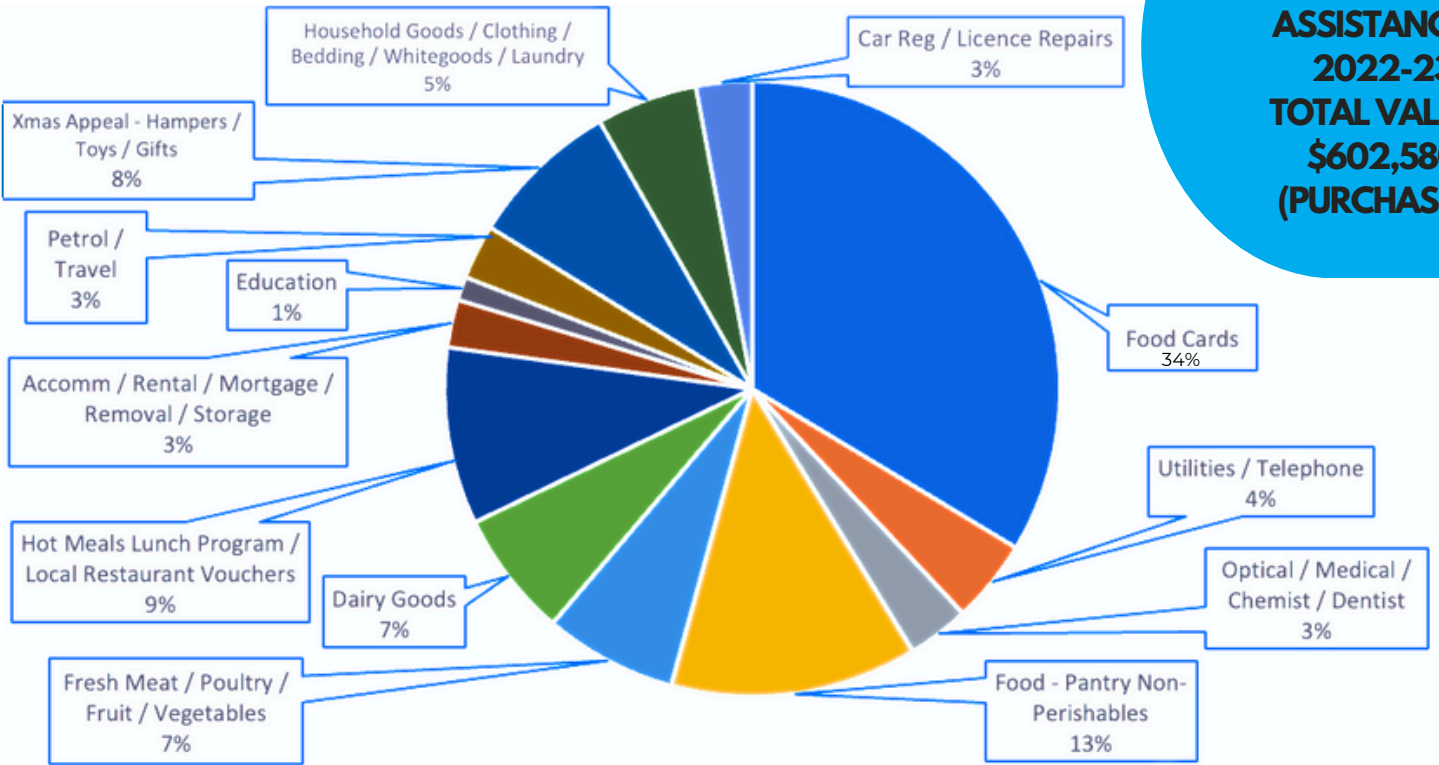
Sue Smith
Chair



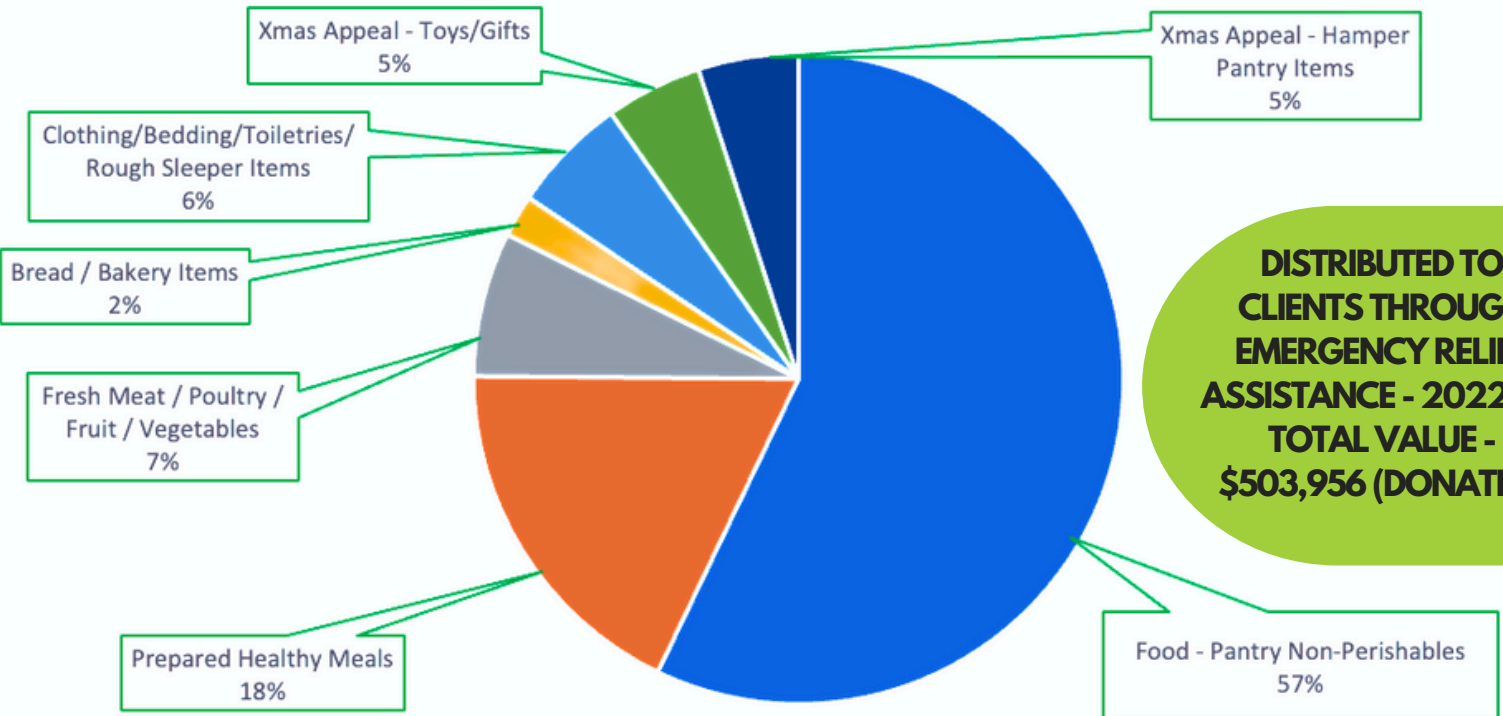
Steve Phillips
Manager

Emergency Relief Client Assistance

DISTRIBUTED TO CLIENTS THROUGH EMERGENCY RELIEF ASSISTANCE - 2022-23 TOTAL VALUE - \$602,580 (PURCHASED)



DISTRIBUTED TO CLIENTS THROUGH EMERGENCY RELIEF ASSISTANCE - 2022-23 TOTAL VALUE - \$503,956 (DONATED)



Treasurer's Report

Community Support Frankston has had another busy year as the current economic conditions continue to have a significant impact on those vulnerable residents in our city struggling to meet everyday living expenses.

Total Income received to fund our Emergency Relief program totalled \$628,332, which included \$496,517 from the Department of Social Services (a decrease of \$50,138 from last year), general donations of \$75,929, Magistrates Court donations totalling \$26,950 and Frankston City Council and Victorian Government Covid 19 funding of \$28,066.

Emergency Relief expenditure totalled \$589,051, with assistance provided for a wide range of needs and included Food, Food Cards, Utilities, Phone, Optical, Medical & Chemist and Car Registration & Licences.

Staffing expenses for the year totalled \$100,000.

Community Support Frankston has a strong Balance Sheet, with Net Assets of \$616,237 and minimal Liabilities, and is well placed to meet our ongoing commitments.

Administration income totalled \$75,255, which included \$67,146 in donations.

Total expenditure was \$45,007, with stationery /office supplies of \$8,867 and general supplies of \$6,771 being the main items of expense.

Depreciation totalled \$17,043.

We again acknowledge the ongoing support received from Frankston City Council, who supply our building and pay our major running expenses.

Many thanks also to the many businesses, organisations and residents for their generous support both financial and in-kind, which includes Rotary Club Frankston Sunrise, Rotary Club Frankston, Australian Philanthropic Society (APS), Peninsula Kingswood Foundation, Igniting Change and Coles who discount our food card purchases.



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: 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 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: 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

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: 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.

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 and International Studies, with a professional background in case-management, counselling and social engagement programs, previously working for Monash University.



OPERATIONS COORDINATOR – Gemma Lambe

Gemma was a volunteer with CSF, and recently completed a Diploma of Community Services. Gemma commenced at CSF through student work placement, then continued on to become a volunteer Team Leader. In August 2020, she commenced in her full time Operations Coordinator role.



OPERATIONS COORDINATOR - Julian Kilmartin

Julian commenced volunteering with CSF in 2016. In 2018 he was appointed to the role of Casual Operations Coordinator before becoming full time in 2021. He has a Bachelor of Social Science, majoring in Psychology.



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.



COMMUNITY SUPPORT OFFICER – Alice Frigo

Alice joined CSF in May 2023 in the role of Community Support Officer (CSO) after having completed her Diploma of Community Services in February.



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.

Recognition of Service

ACTIVE VOLUNTEERS – OVER 5 YEARS OF SERVICE

Barrie Holloway	32	Lidio Bastidas	7
Terry Mackay	28	Glenda Girvan	6
Anthony Glenwright	26	Judith Mackay	6
Stewart Harkness	20	Sylvia Payne	6
Jan O'Brien	19	Lynne Wood	6
Chris Devine	15	Graeme Wood	5
Joy MacEwan	15	Glen Payne	5
Gail Forbes	14	Michael Morrison-Story	5
Illy Barnes	12	Jeanette Taylor	5
Susan Smith	12	Marisa Kleisterlee	5
Armored Rae	8		
Janet McCahon	7		
Kerrie Firth	7		

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		
John Tame	2006	<i>*Deceased</i>	



Volunteer Commitment

ADAMS, Ellie
 ALJASSIM, Alya
 ANNABLE, Jackie
 AUGUSTINE, Ross
 BARBER, Col
 BARBER, Kevin
 BARKER, Kevin
 BARKET, Mia
 BARNES, Ilme
 BASTIDAS, Lidio
 BISTA, Fran
 BROWN, Sonya
 BROWN, Susan
 CAPO, Carol
 CAPO, Toni
 CAPON, Brian
 CINAR, Levent
 COX, Stewart
 DEVINE, Christine
 EDELBUETTEL, Megan
 ELLERS, Grant
 FINN, Carolyn
 FIRTH, Kerrie
 FORBES, Gail
 FOX, Gaynor
 FULLER, Vanessa
 GARD, Kylie
 GUASCH, Diva
 GIRVAN, Glenda
 GLENWRIGHT, Anthony
 GOWANS, Mark
 GROVES, Kate

GUZYS-MCAULIFFE, Judith
 HAMMILL, Eleanor
 HANN, Karin
 HARKNESS, Stewart
 HASSETT, Rebecca
 HOFFMAN, John
 HOFFMAN, Patricia
 HOLLOWAY, Barrie
 HOLLOWAY, Rhonda
 HOWE, Cassandra
 HUME, Manu
 HYSON, Aleta
 KENNEDY, Terina
 KING, Alfreda
 KLEISTERLEE, Marisa
 KORSCHAN, Bonnie
 KUMAR, Sam
 LAURETTA, Alana
 LIVERSIDGE, Elvira
 MACEWAN, Joy
 MACKAY, Judith
 MACKAY, Terry
 MARCHE, Ashlee
 MARKS, Dennise
 MARTIN, Leanne
 McCAHON, Angus
 McCAHON, Janet
 McCARTHY, Erin
 McCOLL-JONES, Jacinta
 McCOSKER, Lisa
 McLACHLAN, Hayden
 McNAUGHTON, Honi

MEDHURST, Sophie
 MORALES, Nancy
 MORRISON-STORY, Michael
 ONEILL, Trish
 ONGARELLO, Michael
 O'BRIEN, Jan
 PALMER, Madelyn
 PARKER, David
 PASSMORE, Nick
 PAYNE, Glen
 PAYNE, Liz
 PAYNE, Sylvia
 PEREIRA, Treherne
 PETERSEN, Jane
 PIPER, Owen
 PIPER, Rose
 PULE, Annette
 PURDIE, Sarah
 QUILL, Andrew
 RAE, Armored
 RAFFERTY-BROWN, Callan
 REDFERN, Bill
 SIMPSON, Debbie
 SINGH, Puneet
 SMART, Max
 SMART, Judith
 SMITH, Susan
 TAYLOR, Clare
 TAYLOR, Jeanette
 TEMPLETON, Wendy
 TETLEY, Sue
 VENNVILLE, Annie

VOLLER, Jennifer
 WALKER, Kylie
 WALL, Amanda
 WALLACE, Melissa
 WALSH, Frances
 WATERMAN, Sarah
 WHELAN, Peder
 WILLIAMS, Tanya
 WILLIS, Greg
 WILLIS, Hazel
 WOOD, Graeme
 WOOD, Jemima
 WOOD, Lynne
 YOUNG, Harley

Those who volunteered a minimum of 10 hours of time in the financial year

**115
VOLUNTEERS**

**73
CURRENTLY
ACTIVE**
(1 JULY '23)

TOTAL HOURS: 16,795



CSF PHOTOBOARD



Information & Resources

Administration

With current cost of living expenses impacting thousands of families and individuals throughout the Frankston area, our client numbers continue to grow, as does the need for additional administration staff, particularly due to our ever-increasing Government reporting requirements. We are also continually on the lookout for new volunteers to help alleviate the burden on existing team members.



Social Media/ Website

Our Facebook page continues to be our main platform for showcasing to our followers just how important our supporters, volunteers and partnerships are to us.

After two years, along with a change to a new designer, it is envisaged that our streamlined website platform will be up and running by the end of this year - well worth the time and effort expended in the end we hope 😊

Database Systems

Government reporting on statistical data is ongoing and from July this year an increasing requirement, and our thanks go to our Database Manager Barrie, Admin Officer Donna, as well as our local information technology people at Whole I.T.

Brochures

Updating CSF's brochures continues to be a huge task, particularly with changes to some that seem to change every month.

The two main brochures sought after by most clients disadvantaged in our community are – 'Where to Find Food Assistance' and 'Homeless in Frankston' – an indication that many households are struggling in the Frankston area.

A full list of brochures is available on our website – www.frankston.net – click on the 'green' brochures button.



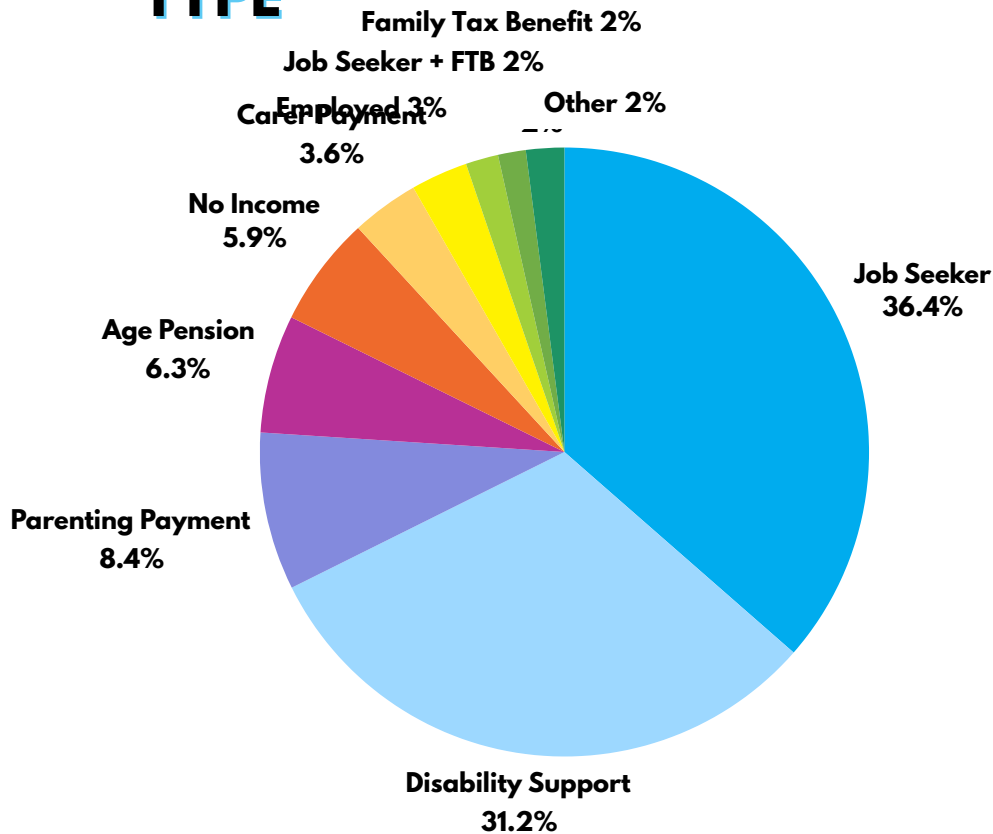
Reception

Our reception is the first port of call for anyone seeking emergency relief or material aid assistance and is one of the busiest areas at CSF. Being reliant on a phone-based service, although some appointments are now being made, has seen our receptionists take on considerably more duties. We do however continue to strive to find volunteers for this important role, as two volunteers per shift is really needed to cover the volume of work.



OPERATIONAL STATISTICS

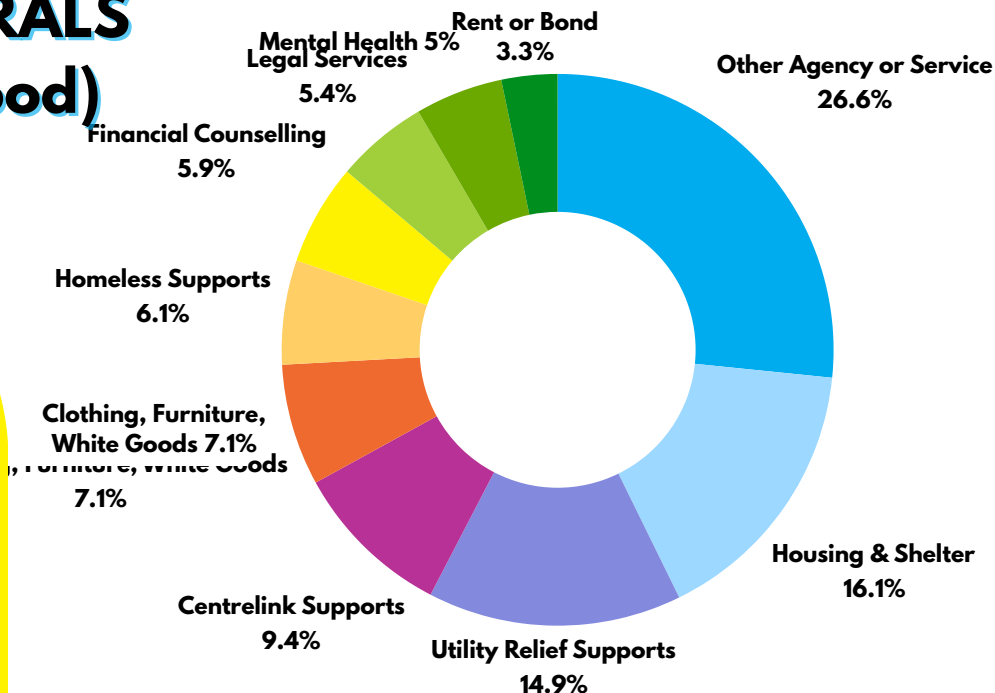
% BREAKDOWN OF CLIENT INCOME TYPE



10:1

**Social
Return on
Investment
\$ Value
Ratio**

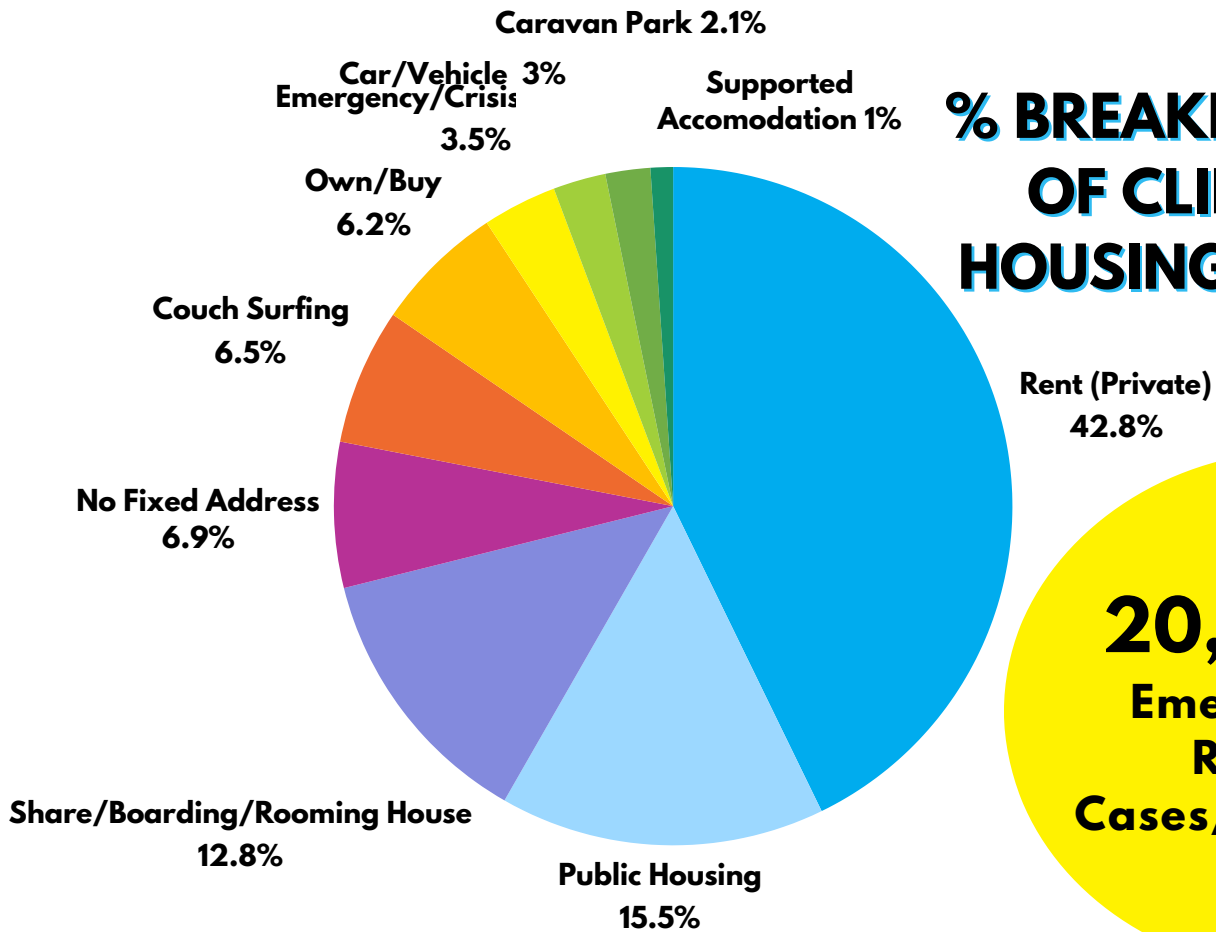
% BREAKDOWN OF TOP 10 REFERRALS (Excluding Food)



**16,795
hrs**

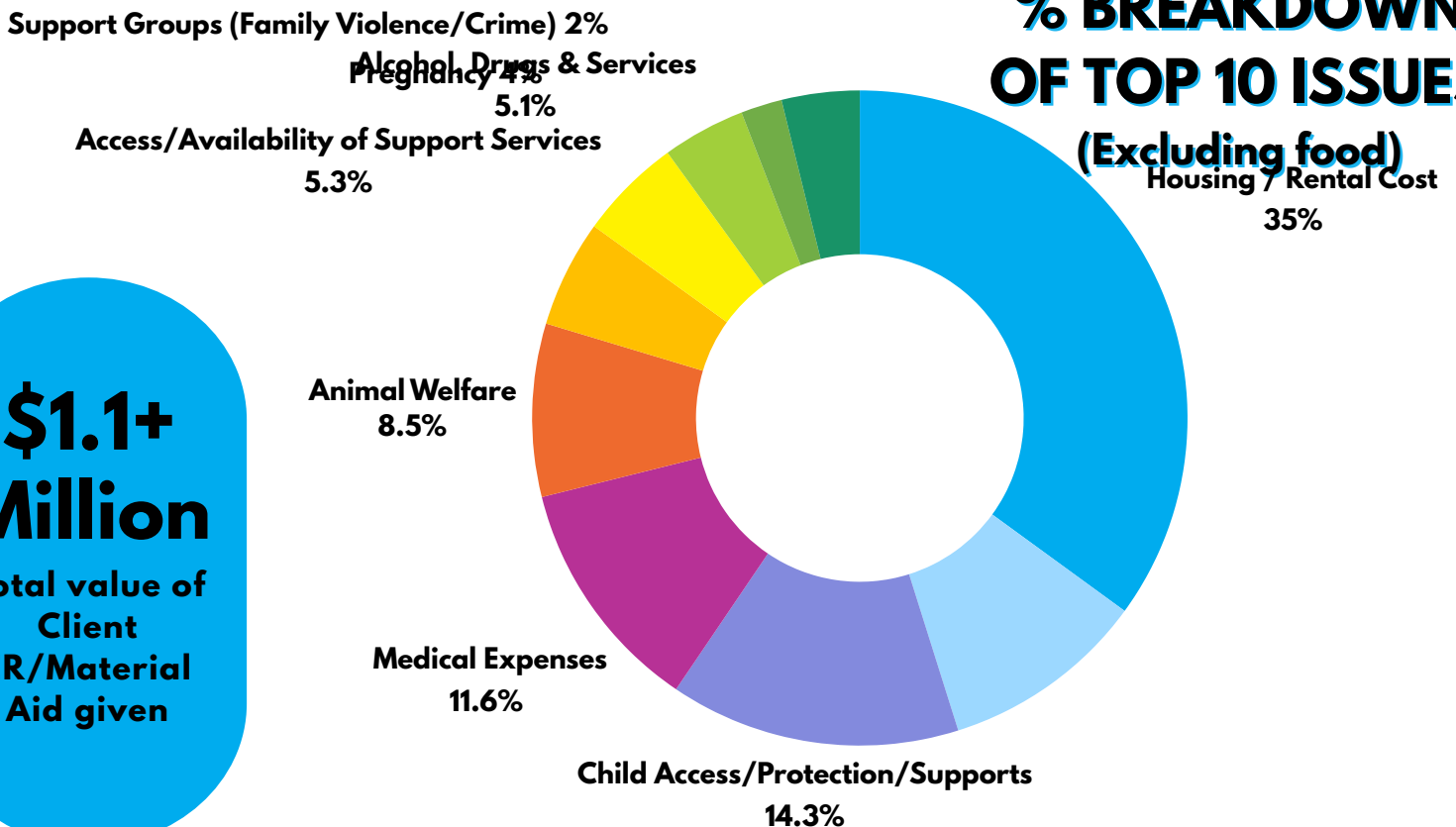
**Recorded volunteer in-kind wage support
16,795 hours =
\$782,982**

% BREAKDOWN OF CLIENT HOUSING TYPE



20,000+
Emergency Relief Cases/Contacts

% BREAKDOWN OF TOP 10 ISSUES (Excluding food)



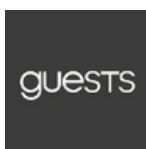
\$1.1+ Million
Total value of Client ER/Material Aid given



WORKING TOGETHER



SUPPORTER ACKNOWLEDGEMENTS



REGULAR SUPPORTERS

Aldi
 Alex Makes Meals
 Amrita Australia
 Anaconda Frankston
 Anglican Parish Church Mt Eliza
 Australian Communities
 Foundation
 Baker's Delight
 Bayside Shopping Centre
 Boomerang Bags
 Brumbys Bakery
 Carrum Downs Tennis Club
 Commonwealth Bank Frankston
 Derinya Primary School
 Frankston Red Cross
 Frankston RSL
 Frankston Wranglers Club
 Fratelli's Restaurant
 Indie College
 Knit a Row & Go

Kogo Knitters
 Langwarrin Christian Reformed
 Church
 Langwarrin Community Centre
 Langwarrin Gumnut Guides
 Lions Club of Frankston
 Monarch's Motorcycle Club
 Monash Uni - Non-Residential
 Colleges
 Mornington Peninsula Welsh
 Choir
 Mrs Mac's
 Mt Eliza Bakery
 PARC Frankston
 Paul Edbrooke MP
 Peninsula Health
 Peta Murphy MP
 Pets of the Homeless
 Rapid Relief Team
 Ritchies IGA Frankston

Scotty's Garage Seaford
 Seaford Reformed Church
 Seaford Uniting Church
 Seventh Day Adventist Church
 Sleepsafe
 Somerville Community Knitters
 & Crocheters
 Soroptimist Int - Mornington
 Peninsula
 Southern Impact Printing
 St John of God Hospital
 St Luke's Anglican Church
 St Vincent's Langwarrin
 Street Smart
 Tempur Australia
 Thread Together
 Voices of Frankston
 Welsh Women's Choir
 Windermere Child Care
 Yarrowonga P-12 School

Appeal Trustees



**MICHAEL ONGARELLO
(CHAIRMAN)**



**PEDER WHELAN
TRUSTEE**

Material Aid & Trust Fund

The Trustees are responsible for all donated funds to the Frankston Community Appeal, more commonly known as the annual Christmas Hamper Appeal.

The Trustees meet quarterly with CSF's Treasurer and Manager to receive reports and monitor the progress of the Trust Funds. The Frankston Community Appeal will be entering its 33rd year in 2023. Community Support Frankston then works in conjunction with the Frankston Emergency Relief Providers (FERP) Network, which includes organisations such as Operation Larder, St Vincent de Paul, Salvocare, OzChild and local Schools, to pack and distribute the hampers purchased by CSF through donations. Clients receiving support are all assessed to be in crisis and in need of assistance.

2022 was another record year with the distribution of 830 hampers to Frankston families. An incredible 1,088 adults and 1,173 local kids – a total of 2,261 people – were assisted.



**BRIAN CAPON
TRUSTEE**



**TERRY MACKAY
APPEAL TREASURER**



**STEVE PHILLIPS
APPEAL MANAGER**



32ND FRANKSTON COMMUNITY APPEAL

“LIVE LOCALLY, GIVE LOCALLY”

Every year 350 festive hampers are prepared for the Frankston Community Appeal (worth more than \$100 each) and distributed through the Frankston Emergency Relief Providers (FERP) Network to Frankston families in need.

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

Dr Mrin Nayagam yet again provided the largest **individual** donation for the Appeal, and we are grateful for her continued support and friendship.

A huge thanks also to Paul Edbrooke MP and his amazing staff 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 – **a record:**

830 Festive Hampers
(Across 1,088 adults and 1,173 kids)

Cash & In-Kind Donations

The Frankston Community Appeal donations for 2022 saw the Trust Fund able to contribute a total cash component of \$47,965 towards the cost of hampers, which is apart from the thousands spent on gifts, toys and vouchers.

Cash donations reached an incredible **\$54,183.60**. In-kind toys / gifts, with an estimated value of **\$24,230**, were also received, as well as in-kind food donations tracked and given a conservative estimate of **\$25,143** – in total **\$49,373** worth of in-kind contributions – a grand overall total of **\$103,556.60** in donations.



FRANKSTON COMMUNITY APPEAL 2022

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 2022 Frankston Community Appeal

BUSINESS, ORGANISATION, SCHOOL & INDIVIDUAL SUPPORTERS

Amrita Australia
Ash Marton Realty
Barry Dean Pharmacy
Bayside Shopping Centre
Christian Science Society
Coles Karingal Hub
Colour Collections
Cooinda Trefoil Guild
Paul Edbrooke MP
Frankston District Girl Guides Association
Frankston Garden Club
Frankston High School (Staff Association)
Frankston Football Club
Frankston RSL Club
Glenys Book Club
Grace Christian Church (Hope Shop)
Hope Early Learning Centre
Hoyts Cinemas
Igniting Change
Jamie Usher's Big Walk
Langwarrin Community Support Centre
Langwarrin Primary School
Lifelong Chelsea
LLK Fitness Langwarrin
Maree's Tours
Monterey Secondary College

Mornington Surf Life Saving Club
Peta Murphy MP
Murrumbeena Pre-School
Operation Larder
Orchid Cottage
Orwil Street Community House Men's Group
PARC
Peninsula Cake Decorator's Guild
Peninsula City Church
Peninsula Private Hospital
Pollard Insurance
Ray White Real Estate Langwarrin
Revamped Jewellery
Reverse Advent Calendar Seaford
Rotary Club of Frankston
Salvocare
Scottie's Garage
Seaford Primary School – Grade 6 Students
Seaford Uniting Church
St John of God
St Luke's Church
St Luke's Church Craft Group
Stripe - Monash Uni Non-Residential Colleges
The Cripps Foundation
Village Baxter Retirement Community
Woolworths Frankston
Woolworths Langwarrin
Ziki Hair Mornington

INDIVIDUAL SUPPORTERS

\$1,000 & OVER

Dr Mrin Nayagam
Clare Groves
Catherine Pauline
Michael Walsh

\$500 & OVER

Neil Black
FJ Wood

\$100 & OVER

Adam Mackenzie
Anne Wood
Dai Pu
Debbie Mills
Diane Spender
Elizabeth Hughes
Helen Green
Honi McNaughton
Jocelyn Hesketh
Lory Sheridan
Louise Wilkinson
Melanie Ellis
Michael Walsh
Rose & Owen Piper
Stephanie Prince
The Huy Family
Vedantam Kumar

Reaching Our Community

Through Services, Projects & Partnerships

EVENTS



Community Support Frankston organised and held two community events this year, which was great news for residents of Frankston who have been doing it tough for a long time now, particularly with the current costs of living.

Our first event, held during Homelessness Week, was a free community event for people struggling and living in the City of Frankston.

There were hot meals, a coffee van, Flu & Covid vaccinations available, music, winter giveaways and an opportunity to chat with friendly volunteers, services and support persons.



Our second event was held in recognition of RUOK Day, the National Day of Action when we remind all Australians that every day is the day to ask, 'are you OK?' and start a meaningful conversation whenever they spot the signs that someone they care about might be struggling with life.

This event was also a great success, and our Community Workers, as well as workers and counsellors from other service providers, were on hand to sit and talk with anyone experiencing mental health issues, or just wanting a chat due to loneliness and isolation.



With everyone from local Councillors and other providers coming along to lend a hand, both days went extremely well, with participants taking home hundreds of giveaways (food, toiletries, winter clothing and blankets), and enjoying a fantastic breakfast / brunch provided by the team from Monash University – Non Residential Colleges.



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. These two pages highlight just five of the main categories where we aid the community:

FOOD PARCELS



CSF partners with three main charities / not-for-profit organisations to provide a variety of fresh food, fruit and vegetables and staple pantry items to our clients in need of food assistance by way of food parcels.

Operation Larder is a major partner of CSF's, being the main supplier of our pantry items for many years. They also contribute festive items for our annual Christmas Appeal (Frankston Community Appeal), as well as much needed volunteer support in the collection of goods from Foodbank on our behalf.

Oz Harvest is our main supplier of free fresh fruit and vegetables, while Foodbank provide bulk quantities of pantry staples at a highly reduced cost, as well as free bread, fruit and vegetables and frozen meat / meals.

This year a conservative estimate of around \$250,000.00 was placed on the donation of goods from these three providers.



BRIGHT SPARQUE®
Caring for our Community

MEALS PROGRAM



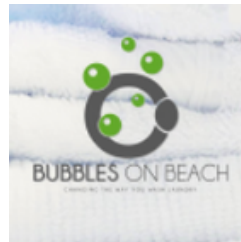
CSF's ongoing relationship with Bright Sparque, a charity focused on caring for the homeless and most vulnerable members of our community, saw over 15,000 meals distributed to the community in our food parcels through their association with Alex Makes Meals, as well as thousands of fresh food items close to their use-by date. As part of the meals team at CSF, Fratelli's also provides us with around 50 fabulous pasta meals each week to give out to our clients – a great effort for a local Frankston restaurant. CSF's Hot Meals Program, through our association with Frankston City Council's Meals on Wheels Program, currently runs 4 days a week from 12.00 noon to 2.00pm. Over 10,000 hot meals were distributed to members of our Frankston community this year thanks to the efforts of our dedicated Hot Meals Program volunteers!

HEALTH



Local Frankston chemist, Barry Dean Pharmacy, supplies our clients with their prescribed medications by referral letter from CSF. Peninsula Health and St Vincent’s Hospital work together to provide the Mobile Immunisation Service that regularly attends CSF, particularly on days when we have public events. They provide immunisation against COVID and the flu vaccine to any resident attending CSF on the day.

HYGIENE



Orange Sky Australia is a free mobile laundry service for people experiencing homelessness. What started as an idea to improve hygiene standards and restore dignity to people doing it tough has evolved into something much more important, it's the conversation and regular connection that create the biggest impact in the community. Orange Sky Laundry operates its laundry service at Community Support Frankston every Wednesday between 11.30am and 2.00pm. Bubbles on Beach in Frankston is the alternate if clients can't access the free service at CSF on Wednesday, and they are provided with a voucher to Bubbles to do their laundry. Bolton Clarke's Homeless Person Program, which is co-located at CSF, is responsible for maintaining and supervising the Comfort Station showers in Frankston. Showers are booked through CSF's reception.

SATURDAY LUNCH PROGRAM



With the initial assistance of CSF, Amrita Australia (Mother’s Kitchen) and Project Fresh Start, now operate a free lunch program every Saturday, with these two great organisations taking it in turns to provide a hot meal to the community.

Although Saturday lunches started at CSF, it has now relocated to the High Street Uniting Church in High Street, Frankston.

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 2022-2023:

- Australian Council of Social Services (ACOSS)
- Community Information & Support Victoria (CISVic)
- Community Plate Action Group
- 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
- Impact Volunteering
- Institute of Community Directors Australia
- Victorian Council of Social Services (VCOSS)
- Volunteering Victoria
- Westernport Regional Association of Community Information Centres (WRACIC)
- Winter Shelter Program



Operation Larder

Operation Larder is our largest food pantry partner, providing more than \$70,000 in support this year alone - an incredible achievement for such a small, local not-for-profit, whose only aim is to assist with food relief for the residents of Frankston in partnership with CSF. They are also an integral partner of the Frankston Community Appeal - providing hundreds of items to fill hampers.



Bolton Clarke Homeless Persons Program (HPP)

Bolton Clarke's Homeless Persons Program (HPP) works with people who are homeless or at risk of homelessness and are experiencing physical, mental and psychological health issues. The team provides a primary healthcare response to people on the streets, in parks, at food programs, in low-cost hotels, boarding houses, caravan parks or living in crisis accommodation. They also offer professional nursing care and support and can help locate the organisations that can assist with housing and meals, or legal and financial aid. Bolton Clarke HPP operates a co-located service at Community Support Frankston, with the amazing Jodie and Claire providing all the support needed to clients who are often in dire circumstances.



Department of Social Services

Once again the Department of Social Services (DSS) provided additional funding to support CSF's efforts in meeting the

ever-increasing demands for emergency relief being experienced mainly due to the cost-of-living crisis. These additional funds allowed CSF to continue its level of assistance to those most vulnerable during these very challenging times.

Frankston City Council

CSF's close partnership with Frankston City Council (FCC) saw the continued provision of in-kind wages support for all



staff. Through Council's Meals on Wheels program, CSF also distributed more than 10,000 meals this year through our Hot Meals Program that operates 4 days a week. CSF acknowledges the Council's outstanding contribution to our ability to continue operations at current levels and looks forward to building an even stronger relationship with this essential partner in the future.



Frankston Magistrates' Court

The Frankston Magistrates' Court has been a regular supporter of CSF since the 1980's and provides funds from penalties imposed by a Magistrate. All funds received through the Court are distributed through our Program to assist with payment for essential food, housing, emergency medical and pharmaceutical items, travel, accommodation, and utility accounts.

Services Australia

CSF has a nominated Community Engagement Officer from Services Australia, who is there to support



those who are highly vulnerable in the community, particularly those at risk of homelessness, with CSF being one of their external co-locations. Lately however the team have been conducting telephone interviews with clients rather than face-to-face meetings.

Victorian Public Tenants Assoc



The VPTA offers a co-located service at CSF with a Housing Worker available to provide free

face to face advice to clients facing public housing issues, being on the waiting list and those having problems with rooming houses.

Australian College of Optometry



CSF operates an Optometry Clinic

on a regular basis where clients can obtain free eye health checks from a qualified optician. Glasses, if needed, are provided for low-income earners, with costs being covered by CSF.



Australian Tax Office (Tax Help)

Designed for those earning under \$50,000 per year, people can receive help filling out their tax return from Tax Help volunteers at

CSF. Operational between July and October, this program is a free and confidential service to assist those unable to afford to pay an Accountant.



Mental Health Legal Clinic

Bookings are available for low-income earners, who are unable to access other free community services, to obtain free legal advice.

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 help. Help us share the appeal through this website - <https://www.givenow.com.au/emergencyreliefappeal> or scan the QR Code to link directly to our page.



All Donations over \$2.00 are tax deductible.



Support a Project

Community Development - talk to us about funding an idea you are passionate about - it takes a community!

Fund Volunteer Training

- Assist new volunteers gain accreditation through a recognised training course.
- Help a volunteer seeking future employment become 'job ready'.

Donate Products / Groceries

Do you have a quantity of non-perishable food that is still in date? Contact us if you think you have something we may be able to give to our clients.

Frankston Community Appeal

Our annual fundraising Appeal uses cash donations to buy groceries that make up family, couples and singles hampers that benefit local people who have been assessed as being in crisis at Christmas time and in need of food relief over the festive season. In 2022, over 2,000 people experiencing disadvantage in Frankston were supported through the Appeal.



Volunteer Your Time

Our support goes hand-in-hand with our volunteers giving people information, plus linking to specialist community services and activities, which help our clients improve their current life situation. For further information for potential volunteers please visit our website - www.frankston.net or contact Community Support Frankston on 9783 7284 if you would like to discuss how to become a volunteer.

Community Support Frankston
35 Beach Street, Frankston 3199
Telephone: (03) 9783 7284 Email: csf@frankston.net Website: www.frankston.net
An accredited charitable organisation with ATO endorsement as a deductible gift recipient
ABN - 95 426 151 625
Registered Incorporation Number
A 0000431J (Associations Incorporation Act 1981)
Deductible Gift Recipient and Tax Exempt Charity entity
(Income Tax Assessment Act 1997)