



A DECADE OF IMPACT

Supporting our
communities
most vulnerable

ABOUT US

Community Support Frankston (CSF), established in 1968, is Frankston City's longest serving information, advocacy and Emergency Relief service.

This report provides a decade-long reflection of the impact our service and volunteers have made, helping Frankston people through worsening housing, health and cost of living.

Our Frankston specific service, informed by diverse State and Federal based approaches, has helped our holistic perspective in assisting people and families reaching out for help.

This report does not seek to overstate any accomplishments or promotion. It comes from a place of authenticity, gratefulness for partners, and concern for our most vulnerable households and homeless. This has been the most significant support period in our history - we can't continue to do it without our friends, supporters and partners.

“It takes a community.”



EMERGENCY RELIEF

It's the hole in the bucket analogy - If you don't fix the leak, you'll never be able to fill the bucket.

Emergency relief provides immediate financial and/or material support to people in financial crisis. Emergency Relief is more than just food support. At CSF, we go one step further and provide holistic support to ensure that relief can have a cumulative effect.



OUR MODEL

In partnership with others Community Support Frankston provides **information, support, advice** and **advocacy** to enhance residents' social, emotional and physical well-being.

01.

Volunteer Workforce - With dedicated volunteers, CSF is able to service a high volume of disadvantaged people and is the only specialist provider in Frankston City.

02.

Holistic Support - With a focus on empowering clients to address the root causes why they are seeking assistance. To provide a hand up not just a hand out.

03.

Making an Impact - By working with co-located and outreach based services, our impact is maximised and the people we help feel more supported.

OUR SERVICES

Advocacy

Advocacy services are important in assisting people to be aware of their rights and to have these rights upheld. At CSF, we try to empower clients to advocate for themselves while still providing services to allow us to advocate for them when needed.



Referrals & Information

Our extensive network of partnerships and co-located services allows us to offer clients a range of options when addressing their diverse needs. From making appointments to simply providing information, CSF is a primary resource for those in need.

Immediate Support

By reaching out to CSF, clients are able to access immediate support including prescription assistance, bill support, laundry, car registration, clothing, travel expenses, grocery vouchers, meals and pantry items.



HOW WE WORK



WHY WE ARE SO EFFECTIVE?

For every **one paid staff** member we have **twenty volunteers** under their guidance.



Client Outcomes

We significantly improve clients lives by focusing on both short and longer term impacts.



Strength Based Approach

Hand up not hand out focus. We empower clients to advocate and drive positive outcomes.



Supporters

Our efforts to attract funding locally, to help Frankston residents.



Volunteer Workforce

Trained volunteers dedicate more than 17,000 hours per year to supporting clients.



Comprehensive Support

We are a single point of contact for clients to receive comprehensive support, information and referrals.



Collaboration

We work with multiple external organisations to provide the best possible outcomes.

OUR SERVICES, OUTREACH AND CO-LOCATIONS



**EMERGENCY
RELIEF**



**MENTAL
HEALTH**



TAX HELP



**HOUSING &
HOMELESS
SUPPORTS**



**INTAKE AND
ASSESSMENT**



**FINANCIAL
COUNSELLING**



**VOLUNTEER
SUPPORT**



**CHRISTMAS
APPEAL**



INFORMATION



**FAMILY VIOLENCE
(BROKERAGE)**



REFERRALS



**LEGAL
SERVICES**



**PRIMARY
HEALTH**



**PERSONAL
COUNSELLING**



ADVOCACY



BUDGETING



**SERVICES
AUSTRALIA
(CENTRELINK)**



**LAUNDRY
(MOBILE)**



**CASE
MANAGEMENT**



**PET
SUPPORT**

Services shown have been offered during the last decade though some are currently unavailable due to funding and availability restrictions. CSF continues to explore new services and outreach opportunities dependent on future funding and grants.

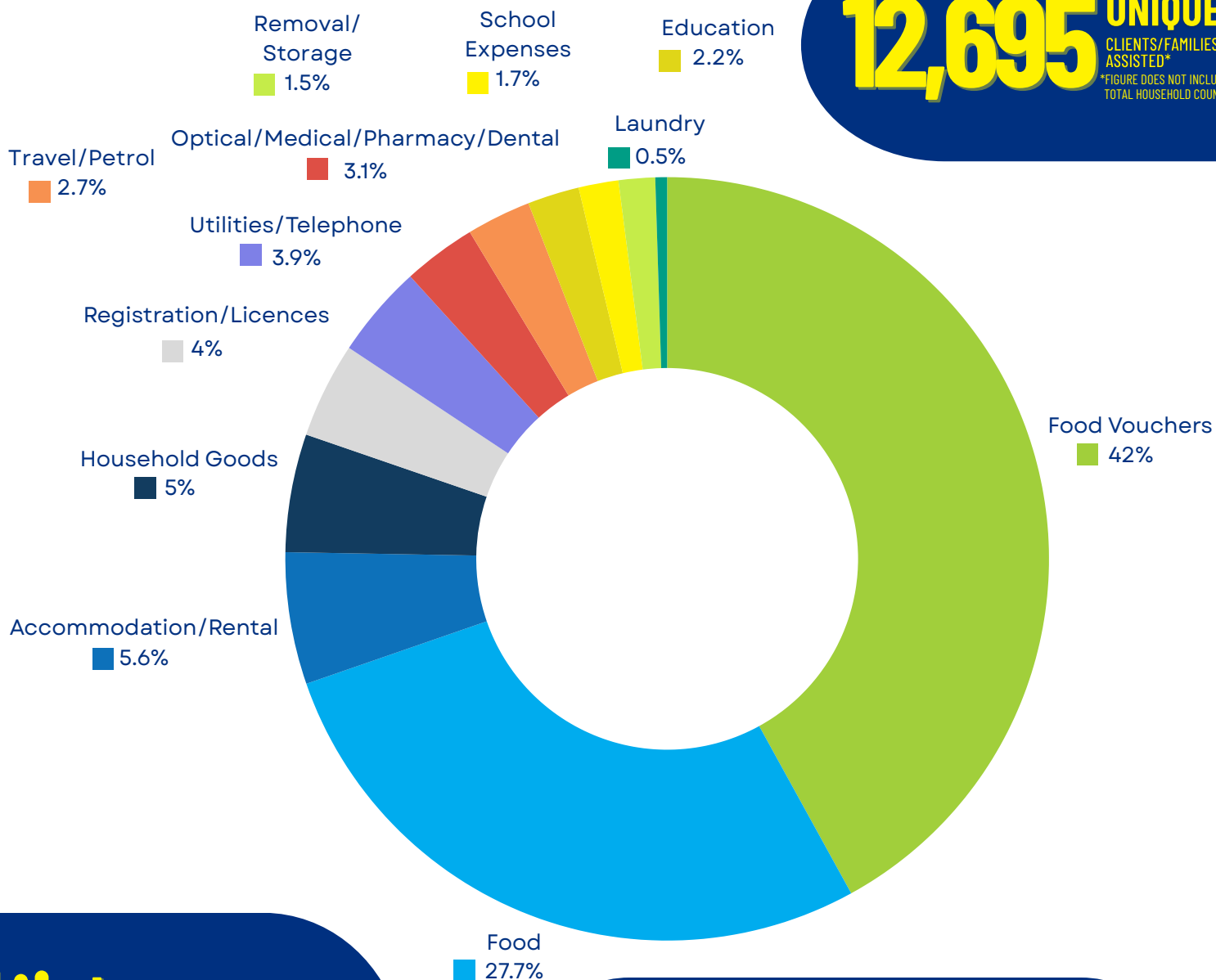
115,653 CASES
 NUMBER OF TIMES
 ER ASSISTANCE
 WAS PROVIDED



\$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



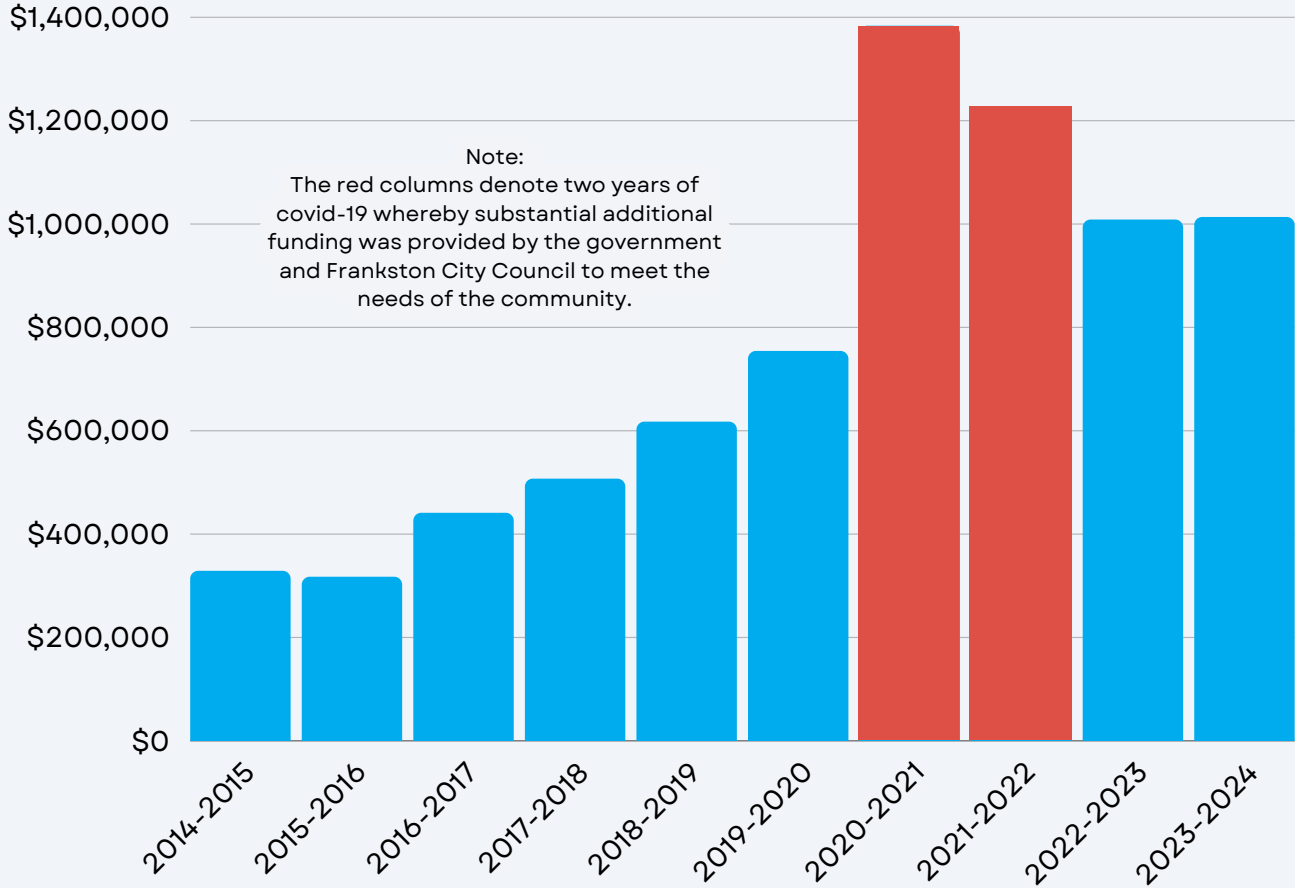
TRANSPORT AND BILL RELIEF

\$7.6M

CASH & IN-KIND AID DISTRIBUTED

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

EMERGENCY RELIEF DISTRIBUTED BY CSF OVER PAST 10 YEARS



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.

TESTIMONIALS

09

“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 thank you 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

CONTACT US



EMAIL
csf@frankston.net



WEBSITE
www.frankston.net



PHONE
(03) 9783 7284

IMPACT STATEMENT

