

Frankston Community Support and Information Centre

2008 — 2009 Annual Report



Reaching our Community



FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE

ANNUAL REPORT
2009

68 Playne Street, Frankston, Victoria 3199
Telephone: (03) 9768 1600
ABN 95 426 151 625

Inspiration and Values



Mission Statement

"The Frankston Community Support and Information Centre Incorporated is committed to provide the citizens of Frankston with high quality services based on social justice to support their social, emotional and physical well being."

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From the Chairman



If the old saying “If organisations don’t grow they die” has any relevance to our organisation, FCSIC will live forever. When it appears we may be reaching our capacity to cope with additional tasks in view of our limited, both human and administrative resources, somehow our

staff and volunteers rise to the occasion to get the job done.

During the past year, your Committee of Management commissioned a discussion paper to review the ramifications of the possible loss of the Special Projects Coordinator position which has been funded by the Triple A Foundation for many years. This position is currently held by Marion Lester, who assists our manager in a community development role, with many tasks and without this position the centre would have to curtail projects and services.

The review was conducted by Vicki Martin, Dr. John Murphy and myself and we extend our thanks to Dr. John Murphy, who spent many hours researching the organisation and compiling the report.

In last year’s Annual Report, I advised the partnership between Frankston Council and FCSIC to establish a Volunteer Resource Centre was in progress. During the past 12 months, our manager Vicki has spent a considerable amount of time, plus her experience, ensuring the success of this venture, which will culminate in the launch of the VRC later this year.

We are continuing to upgrade our office equipment and technology to ensure our high service standards are maintained. We have recently installed a new server, and we intend applying for funds to replace our long serving photocopier. Our program of replacing older computers also continues. Council are currently negotiating to extend the lease on our premises for a further two years during which time they will seek a permanent home for the agency.

Your Committee of Management has always held Occupational Health & Safety as a priority to ensure our staff and volunteers enjoy a safe and healthy workplace. Our OH&S action plan is monitored and updated on a regular basis. During the year, Council arranged testing and tagging of all our electrical equipment and appliances.

It is pleasing that when the Manager or Coordinator of Volunteers are on annual leave or extended sick leave their positions are now covered by experienced team leaders who greatly relieve the pressure when senior paid staff are not available.

Last November, we celebrated our 40th anniversary with dinner at the Peninsula Golf Club, which was very well attended and enjoyed by current and past volunteers and staff.

In response to the Global Financial Crisis and the flow on effect, the Commonwealth Government significantly increased our Emergency Relief funding which is being used to better assist those clients who are experiencing severe financial and personal problems.

At our invitation, a number of Frankston Councillors visited the centre to further their knowledge of our organisation, and how we may be able to assist them help residents by using our services. We intend to extend similar invitations to all councillors over the next few months.

It is, undoubtedly, our volunteers who are the face of the agency. My thanks go to all volunteers for once again performing ‘above and beyond’ when carrying out their sometimes difficult work at the centre. My thanks also to our paid staff, Maureen Macer, Marion Lester and, of course, our manager Vicki Martin, for not only maintaining a very efficient and productive agency, but for her support to me and my fellow Committee members.

We look forward to another exciting year ahead, and with your support, the agency will continue to grow in its relevance to the people of Frankston City.

Manager's Report

This has been a very busy year with the service responding to nearly 13,000 enquiries from residents. Additionally, our website had 60,000 hits with the majority of people searching for information about community services. For more than forty years we have provided a volunteer driven service that responds to people's crisis situations and information requirements. Our challenge has always been to find new ways of reaching people with information and we have been able to do this successfully through our well planned services, projects and partnerships.

State Library funding has allowed our popular free Public Internet Access Program (PIAP) to expand. It effectively doubled the number of public access computers and was instantly embraced by the Centre's clientele.

The Tax Help Program, in partnership with the Australian Tax Office, remains in demand by our disadvantaged clientele, aged and youth. This service is highly regarded by those requiring support when completing their taxation returns.

Through Centrelink, the Department of Housing, Community Services and Indigenous Affairs identified more people in Frankston receiving unemployment, sole parent, disability and other benefits so it increased its Emergency Relief funding to the Centre. Over the last 20 years the Federal Government's Emergency Relief funding to the Centre has increased from \$24,000 (1987/88) to \$309,000 (2008/09).

The Centre's activities are now dominated by the Emergency Relief Service. It attracts Frankston's most marginalised and often it's most desperate people, each needing or wanting a share of the total annual funding pool. The Centre assisted with emergency relief on 5,984 occasions and the majority (68 per cent) of clients are those in need of crisis support and emergency relief. Plus, through the support of Telstra, Coles and Ritchies Supermarkets we are able to provide more varied and flexible support and resources to our community.

The Frankston Community Appeal received donations enabling the Centre to assist an additional 1,152 people with festive hampers consisting of non-perishable goods at a time when

things are tough for most families. Another achievement for the Centre was coordinating the church groups who participated in the Christmas Wrapping Project at Centro Karingal throughout December.

A crucial factor for the Centre's model of service and development as a major service provider in Frankston City has been the financial support by, and confidence of, local government. This is a successful partnership that has been built on respect and community consultation.

In another two year partnership, the Centre and Frankston City Council have been developing a model for a local volunteer resource centre with funding from the Department of Planning and Community Development. After a great deal of work by all parties we look forward to launching the service in the latter half of 2009.

Our impressive team of volunteers and paid staff derive satisfaction from addressing the often complex enquiries. The team comprise of people with various interests, work and culture backgrounds drawn together because of their shared interest in the well-being of the diverse population of Frankston City. This year, the Centre's Volunteer Program comprises a talented bank of 101 people volunteering in various roles. As always, they were professionally supervised by both Coordinators with the proficient assistance of volunteer team leaders and mentors.

My sincere thanks go to Chairman John Tame and members of the Committee of Management, my hard working colleagues, Maureen and Marion, and to the brilliant volunteer staff that form a strong united team responding to the needs of the community and organisation.



Treasurer's Report

Treasurers Report 2008 — 2009

The Centre has again experienced another busy year assisting those in need in the City of Frankston. The global economic crisis, together with resulting job losses etc, has contributed to more complex needs of clients attending the Centre for assistance. As a result, an extra Government grant amount of \$146,903 was allocated to the Centre to be distributed over the next 2 years. Our usual grant for the year increased by \$14,899 to \$204,894.

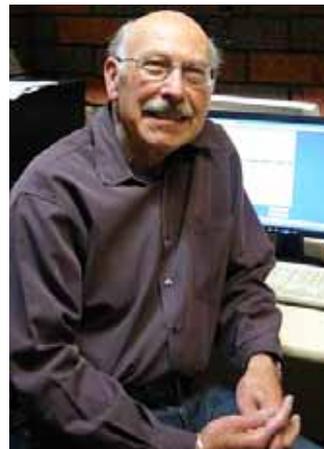
Emergency Relief expenditure increased by \$107,961.33 over the previous year to \$302,250.19, which is the largest amount of assistance provided in the Centre's history. This expenditure included \$189,705 in Gift cards, \$8,817.60, Utilities, \$20,571.93 Food and \$42,657.16 in Rental/Accommodation assistance.

Donations from the Magistrates Court, to assist our E/R programme, were \$8,000.00, an increase of \$3,200.00 for the year. Due to the increase in Grant Funds, the Administration allowance doubled to \$10,000.00 for this Financial Year only. Administration Income increased by \$14,633.81, which included a \$6,750 Grant to improve the Public Internet Access Programme (PIAP) and \$4,674.53 in Bank Interest to assist administer the Material Aid Fund.

Costs were again kept under tight control with expenditure of \$37,439.74 similar to last year and included a donation contribution of \$15,777 to Triple A Foundation to assist to pay the salary and retain the services of the Special Projects Co-Coordinator. Net surplus for the year was \$21,569 after providing for \$57,547 in unspent Crisis funds.

A special thanks once again for the generous support of the City of Frankston, Magistrates Court, Triple A Foundation, residents, local community organisations, businesses and our hardworking volunteers. Their assistance is invaluable in ensuring the Centre continues to provide its invaluable services to the City of Frankston.

Terry Mackay
Treasurer



Staff

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



MANAGER — Vicki Martin

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



Coordinator of Volunteers — Maureen Macer

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



Special Projects Coordinator — Marion Lester

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

Governance

Committee Members and Positions



CHAIRPERSON: John Tame

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

Meetings attended: 10



VICE-CHAIRPERSON: David Triplow APM

David, a previous mayor of the City of Frankston and Chief Superintendent of Victoria Police is an active volunteer in the community. He is a retiree who works part-time as required. David has been a committee member since 2000 and is a Charter Member of the Brotherhood of St. Laurence.

Meetings attended: 9



VICE –CHAIRPERSON: Anthony Glenwright

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

Meetings attended: 8



TREASURER: Terry Mackay

Terry has been involved at the Centre, both as a volunteer and a committee member, since 1995. Terry's background is in banking.

Meetings attended: 9



SECRETARY: Stewart Harkness

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

Meetings attended: 10



MEMBER: Joan Fitzpatrick

Joan joined the Committee in 1997. Formerly a Senior Social Worker at Centrelink for 14 years she was employed by the NSW Department of Family and Community Services for 10 years previously. Joan has degrees in Social Work and Social Science from the University of NSW.

Meetings attended: 10

Governance



MEMBER: Roslyn Wilson (resigned October 2008)

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

Meetings attended: 4



MEMBER: Peter Wearne

Peter is a local solicitor specialising in Immigration matters as well as general litigation. He had a social work and ministry background prior to taking up law in the early 1980s. Peter became a committee member in 2006.

Meetings attended: 7



MEMBER: Natsai Mbire (resigned March 2009)

Nat has been involved with the Centre as a volunteer and committee member since 2008. She holds qualifications in Accounting and Marketing from Deakin University.

Meetings attended: 2



MEMBER: Steven Phillips

Steve joined the Centre as a volunteer in 2005 and the committee in 2008. Steve has a background in youth work and currently works as part of the Brotherhood of St Laurence's Youth Pathways program.

Meetings attended: 5



MEMBER: Joanne Birkett (Member May 2009)

Jo works in local government in the community services area. Jo has a Master of Research in Sociology, a Master of Applied Social Research and is currently undertaking a Master in Public Policy and Management. She was co-opted to the committee in November 2008.

Meetings attended: 6



CO-OPTED MEMBER: John Murphy

John was Coordinator of the Centre during 1989 – 1990. The following six years saw him elected as Chairperson of the Committee of Management and, since then, he has continued his involvement in the development of this organisation. John was co-opted to the Committee in May 2009.

Meetings attended: 2



MANAGER: (EX OFFICIO MEMBER): Vicki Martin

Vicki joined the organisation as a volunteer in 1982 and became manager in 1990. Vicki attends all meetings.

Meetings attended: 10

Governance

Board of Trustees for Material Aid Trust Fund

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

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

Peter Newman

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

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

Brian Capon

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

Michael Ongarello (Chairman)

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

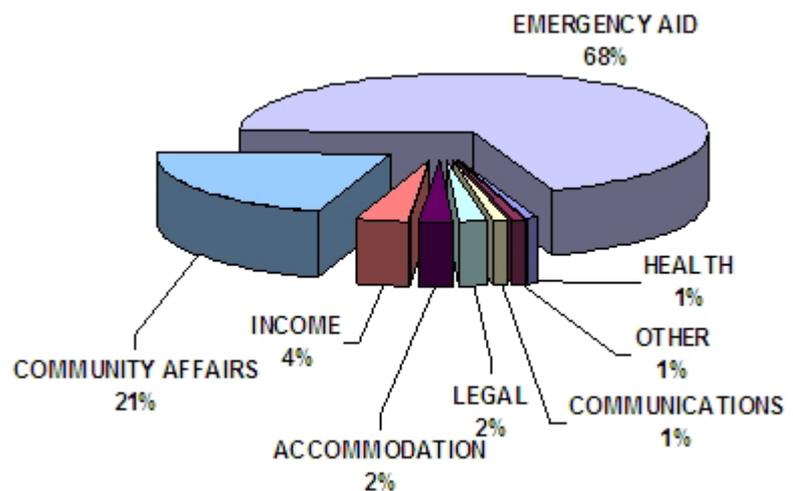
Operational Statistics

Statistics

	July 08 — June 09	July 07 — June 08
Total number of enquiries:	12,914	11,672
Number of days open:	225	221
Total of Individual Contacts:	8,628	8,490
Face to Face Interviews:	6,088	5,803
Telephone Interviews:	2,476	2,631
Other forms: (Mail, Follow up, Email, Fax)	64	56
Appointments for services:	369	338
Hits on <i>frankston.net</i> website	59,832	38,494

Breakdown of enquiries July 2008 — June 2009

ACCOMMODATION	243
CITIZENSHIP	7
COMMUNICATIONS	112
COMMUNITY AFFAIRS	2,305
CONSUMER	47
ECONOMIC DEVELOPMENT	9
EDUCATION	25
EMERGENCY AID	7,508
EMPLOYMENT	15
ENVIRONMENT	17
HEALTH	79
INCOME	385
LEGAL	227
RECREATION	30
SUPPORT SERVICES	1,871
TRANSPORT	34



Emergency Relief Program

Volatile economic conditions over the last 20 years and the ensuing financial and associated social hardship for many people in Frankston City have led to an increase in demand for the Centre's services. The availability of more affordable housing in the municipality has attracted additional numbers of disadvantaged people to the area seeking support from the Centre. This, in turn has led to an expansion of the agency's services and activities.

Since the Centre's establishment in 1968 the population of Frankston has swelled from 42,000 to 125,000. Also, Frankston has become less centralised with population spread more diffusely throughout the municipality. Changes to municipal boundaries during the 1990's saw Carrum Downs, Langwarrin and Skye become part of Frankston which contributed further to the geographical spread of its population. The number of disadvantaged people in Frankston has increased greatly over this time as well.

As the Federal Government, through Centrelink, has identified an increased number of people in Frankston receiving unemployment, sole parent, disability and other benefits it has increased its Emergency Relief funding to the Centre. Over the last 20 years the Federal Government's Emergency Relief funding to the Centre has increased from \$24,000 (1987/8) to \$309,000 (2008/9).

The Centre's activities are now dominated by the Emergency Relief Service. It attracts Frankston's most marginalised and often it's most desperate people, each needing or wanting a share of the total annual funding pool. The majority (68 per cent) of the Centre's clients are those in need of crisis support and emergency relief.

The Centre's volunteers, employed staff and committee are under considerable pressure to respond to the many complex demands and challenges presented by people seeking emergency relief, especially from the increasing number of those who are affected by drugs, alcohol and psychiatric illness. Consequently, organisational problem solving and consultation time between employed staff has increased markedly. Volunteers who now work regularly under the threat of verbal and physical abuse from clients require additional training, supervision and support, the majority of which is provided by the employed staff.

In conclusion, the Centre needs to remain at the forefront of local services for disadvantaged people. Its knowledge, skills and resources are likely to continue to be an indispensable component of information and crisis support services in Frankston.

Municipal Emergency Management Plan

During the year both the Manager and Coordinator of Volunteers attended valuable Emergency Management Personal Support professional development training presented by the esteemed Dr Rob Gordon Consultant Psychologist for the Department of Human Services.

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



Emergency Relief Statistics

Emergency Relief Assistance 2008 — 2009

Number of clients assisted with ER: **5984**

Breakdown of Emergency Relief distributed:

Coles Gift cards	-	\$172,960.00
K-Mart Gift cards (ER funds)	-	\$1,350.00
Food purchased (Ritchies)	-	\$20,693.87
Food in kind (Donated)	-	\$15,416.00
Financial (Utilities/Bills etc)	-	\$82,334.95
Telstra Vouchers (Donated)	-	\$10,000.00
Telstra Phone Cards	-	\$5,565.00
Gift cards (Donated)	-	\$450.00
Wranglers Club	-	\$450.00
TOTAL		\$309,219.82

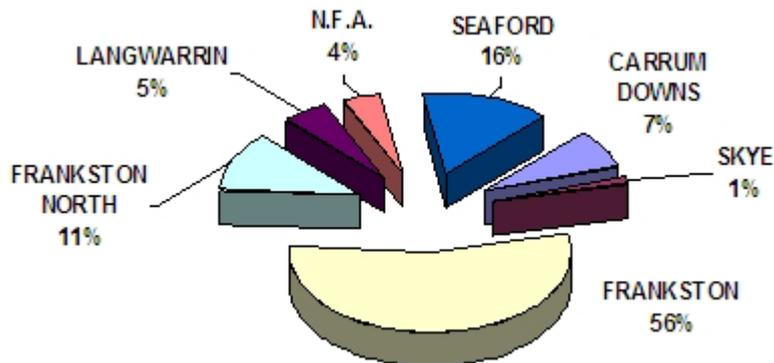
Emergency Relief distribution figures

8,483 — Referrals to services
6,776 — Total clients requesting Emergency Relief
1,824 — New emergency relief clients
5,984 — Number of clients assisted

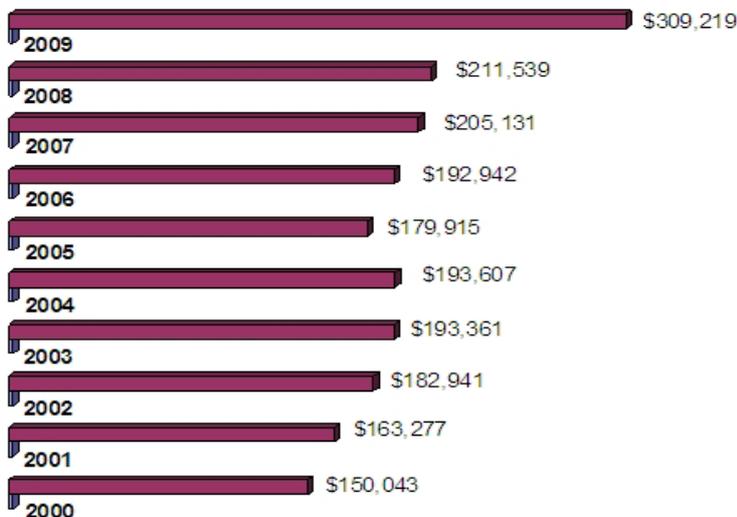
Breakdown:

2,558 — Men
3,210 — Women
213 — Via Agencies

Emergency Relief client numbers by Postcode



Emergency Relief distributed between 2000 — 2009



Frankston Community Appeal

2008 Community Appeal

The Frankston Community Appeal is an annual event which encourages people to donate goods or financial assistance to the organisation through a Trust Fund. Donations assist a number of families in financial crisis at a time when there is a great deal of stress placed on their limited income.



This year 368 hampers were distributed to local families (a total of 1152 people consisting of 439 adults and 713 children) in extreme financial hardship. This major distribution task was organised by the Coordinator of Volunteers with the assistance of Operation Larder and the Centre's volunteers.

Funds raised purchased items for 200 hampers packed by Operation Larder volunteers and then distributed to families by a number of local services. Donations of non-perishable items provided a further 83 hampers which were packed by the Centre's volunteers, Larder donated another 50 hampers and Commonwealth Bank staff provided and delivered 35 hampers to Frankston families.



We would like to thank all the organisations, business and individuals that donated to the 18th annual Frankston Community Appeal.

- ◆ Mt Eliza Village Clinic Doctors, nurses, reception staff, patients, friends and well-wishers from the pharmacy industry collected 88 boxes of Christmas fare and groceries which were made into hampers.
- ◆ Frankston RSL donated 200 tinned hams and 200 packets of shortbread which were added to festive hampers packed by Larder.
- ◆ Frankston Wranglers Charity Club held a fundraising activity.
- ◆ Chisholm Institute of TAFE held their annual auction to raise funds for the Appeal.
- ◆ Larder packed 200 hampers with contents purchased through the Frankston Community Support and Information Centre's Community Appeal Trust Fund.
- ◆ Larder donated another 50 hampers suitable for single people.
- ◆ Commonwealth Bank Social Club Staff supplied and delivered hampers to 35 families.
- ◆ Carrum Gardens Social Club, Lions Club of Karingal and Karingal Bowling Club held fundraising activities.
- ◆ Donations acknowledged on Page 35.

People — Our Main Resource

Our volunteers are amazing, truly amazing! Every volunteer working at the Centre fulfils a crucial role by assisting the paid staff and by providing the continuity and infrastructure required for this vital community service.

We are very proud of the high standard of service our volunteers provide to the many people who contact the Centre either personally or by telephone. Without the wonderful dedication, professionalism and commitment of our volunteers we would not be able to provide Centre services to the community.

Experience with volunteers over the last forty years has proved that working at the Centre provides people with an opportunity to learn more about themselves, to develop new skills and increase their confidence while at the same time assisting the people of Frankston. The Centre recognises, respects and values each and every volunteer's contribution.

Recruitment and selection of volunteers remains an on-going challenge as many of the positions become more demanding and require multiple interpersonal skills to deal with the complexities that can present in any one day at the Centre. Amazing results have been achieved in all areas of the agency due to our volunteers exceeding demands placed on them.

Volunteer applicants are matched for their suitability to position descriptions. Positions include reception, interviewers, information, administration, statistics, resources and information technology.

Receptionists are our first point of contact for visitors and callers to the Centre. Their role is vital – they need to be able to assist people to complete intake forms, explain the Centres' services, attend to incoming calls, answer many varied enquiries, manage people waiting to be seen by a community worker and those attending appointments at the Centre.

Community Workers are selected for their skills and interest in helping others and for their warm and caring personalities. Life experiences can also assist volunteers in their role at the Centre. All community workers are required to complete accredited training. The Unit of Competency CHCCS6B – "Assess and Deliver Services to Clients with Complex Needs" is a 50 hour course with 36 hours in the class and 14 hours of on-the-job training. Many skills, including resilience, are required to be an effective community worker. On-going training is a key component of our volunteers' success in dealing with the varying range of enquiries that may be received in any given shift. So many of our amazing volunteers often extend themselves beyond their shift to ensure the best options are explored and offered to meet each individual client's needs.

We are very fortunate to have volunteers who also volunteer their time for additional important tasks such as roster coordination, supervision, training, group leadership and maintenance work.

The Centre's Operational Team includes our competent, valuable and reliable Information, Administration, Data Entry, Statistical, Resources and Information Technology Staff. Each and every one of these workers provides the vital office infrastructure that quietly keeps the Centre functioning.

During 2008 – 2009 we welcomed 27 new volunteers to the Centre and have farewelled 10 who have gained employment, relocated or returned to study.

Social Get Togethers

Many of the Centres volunteers and their partners enjoyed a special dinner at the Peninsula Country Golf Club to celebrate the incredible **40th Anniversary of the Centre** and Christmas 2008.

A sizzling barbeque and glass of wine set the pace for a relaxing afternoon to mingle and chat at the 2009 annual **'Picnic in the Park'** on April 19 at the George Pentland Gardens.



Finding the Right People

Volunteers 2008 — 2009

Ron **Allan**
Michael **Allen**
Devesena **Baby**
Kay **Batty**
Joanne **Birkett**
Tracy **Byrne**
Judith **Caraher**
Francine **Chadwick**
Elysia **Chase**
Rae **Clarke**
Lydia **Chen**
Sheron **Collins**
Sharon **Crockett**
Iris **Dale**
Vi **Davenport**
Lorraine **De Gille**
Mena **Denys**
Chris **Devine**
Val **Donald**
Sue **Dunn**
Frances **Evans**
Sue **Fitzgerald**
Joan **Fitzpatrick**
Lyn **Flatman**
Ada **Fletcher**
Gail **Forbes**
Margaret **Gerandt**
Deotilla **Gibbons**
Anthony **Glenwright**
Lisa **Goldsworthy**
Sue **Grogan**
Sverre **Gunnarsen**
Stewart **Harkness**
Gisela **Harris**
Tracy **Harvey**
Val **Hassett**
Roberta **Heath**
Ann-Marie **Hendriquez**
Judith **Hobrough**
Barrie **Holloway**
Rhonda **Holloway**
Marianne **Klok**
Margaret **Lade**
Peter **Laverack**
Peter **Lewis**
Joy **MacEwan**
Terry **Mackay**

Christine **McRobert**
Peter **Martin**
Natsai **Mbire**
Victoria **Misiluki**
Joan **Mitchell**
Barbara **Moloney**
Pam **Newman**
Jan **O'Brien**
Swee Loon **Parker**
Vera **Pazourek**
Steven **Phillips**
Faye **Reavley**
Mary **Ricca**
John **Roberts**
Josie **Roberts**
Pam **Sheumack**
Bronwen **Sinclair**
Cath **Spychal**
Judi **Steele**
Kathy **Stevens**
Claire **Stewart**
Isobel **Strapps**
Mike **Stratton**
Patricia **Stretton**
Carole **Sweetnam**
John **Tame**
Debbie **Taylor**
Eileen **Thompson**
John **Thompson**
Alison **Toma**
David **Triplow**
Judy **Umney**
Peter **Verwoerd**
Christine **Victor**
Bill **Vincent**
Peter **Wearne**
Maryanne **Whitfield**
Carla **Wijnschenk**
Louise **Wilkinson**
Roslyn **Wilson**
Marie **Wright**
Robin **Wemyss**
Valerie **Young**
Delvene **Yun**
Sally-Ann **Zetter**

Student—Chinelo **Adum**

Tax Help
Albert **Chivilò**
Peter **Lewis**

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

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

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

Honorary Solicitor
Michael **Ongarello**

Volunteering Statistics

Total Volunteer Hours — 14,090

BREAKDOWN

Interviewing
Reception

Administration

Information Technology Support

Data Base Support

Rosters

Introductory Training

Orientation and observation
CHCCS6B (assess and deliver services to people with complex needs) Course
Mentoring and probation hours

Ongoing training

IST attendance

Case discussion groups

Volunteer support

Team Leaders

Staff training

Tax Help Programme

Training and Tax Help appointments

Maintenance, Food resources & Gardening

Committee of Management

Meetings

Centre finances

Working with Manager

Trustee meetings

Scope of Volunteer Roles

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

Training Sessions & Workshops offered to Volunteers

September 28	Mental Illness Fellowship Workshop – Lyn Jesson
November 17	Energy Hardship Training – Mentone
November 19	Mentors Meeting – Melbourne
November 25	Preventing Family Violence – Mornington
December 3	Peninsula Community Legal Centre – VCAT Procedures
March 12	Frankston Ambassadors
April 23	Centrelink Update at Frankston Office
May 6	SECASA/ PenSAC
May 14	Family Relationship Centre
June 4	Caravan & Rooming House Project
June 10	Identifying Family Violence Training
June 22, 26	Emergency Relief Training – Springvale
On-going	Case Discussion Groups
On-line	Emergency Relief Training



Information Resources

Our vision is for all people to have easy access to information about community services in Frankston City. Community information and referral is the key source of integrated information bringing people and services together to meet resident's needs.

For the information to be relevant it must be researched and constantly updated by our team of skilled information workers. The Centre is good at providing information in different forms and is constantly looking for new ways to present it and improve on what we do. Our service is a vital link between people who need help and the organisations that provide that help.

Brochures



Over 4,000 brochures and fact sheets produced by the Centre were printed in-house by volunteers and given out throughout the year.

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

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

Databases

Our team of database volunteers, each working on different tasks, have put together a huge project with over 12,000 profiles on file.

In the past year enough information has been stored in the client database to make it viable for the interviewers to use. This system will never replace the interviewers handwritten notes but it has become the fastest way to locate data for statistical purposes.



Most administration volunteers input notes into the database and other volunteers involved with this project systematically sort the handwritten cards into strict alphabetical order so interviewers can relocate them easily.

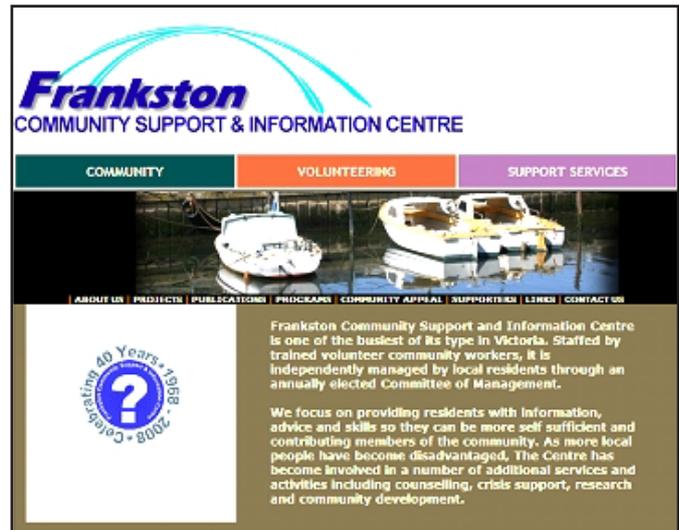
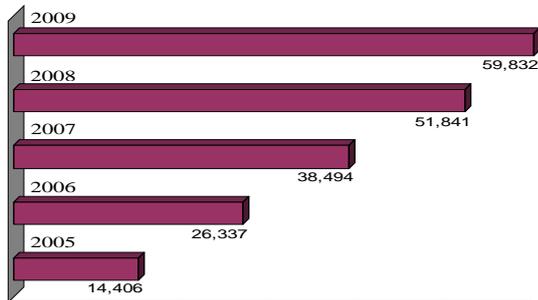
Our Statistics team collate and process information recorded by interviewers regarding the nature of the clients enquiry and the time taken to provide the service. This information is processed into various monthly reports.

Information Resources

Websites

www.frankston.net

The Centre aims to provide up-to-date information to the community and each year more people are using our website to find it. This year www.frankston.net had 59,832 hits, averaging 164 every day, and in comparison, there were 14,406 in 2005.



The website has over 65 pages of Community, Volunteering and Services information with statistics showing the most popular pages being community information, bulk billing doctors and contact numbers for various industry ombudsmen.

Intranet

Volunteers and staff continue to use the Intranet as a fast convenient method of sharing information, searching for in-house forms, Minutes, reports and policies as well as keeping up-to-date with training dates and notes. All PCs at the Centre have the Intranet set as their homepage.

Getting Involved



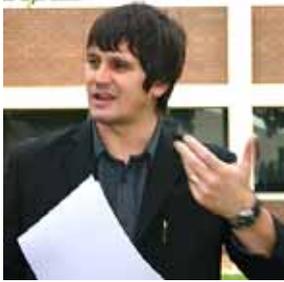
The **Getting Involved** Project is keen to support business people who are interested in taking the 'next step' and believe the community will benefit from their involvement.

www.gettinginvolved.com.au shows a range of helpful information for local business people who wish to support their community, but not necessarily with a donation. The website provides case studies of local business people already helping their community, with downloadable information sheets including '50 ways you can support your community'. The website had 10,471 hits since August 2005 with 2,766 hits in the last year.

Reaching our Community

Through Partnerships, Projects and Services

Frankston Volunteer Partnership



The Frankston Volunteer Partnership project received a \$175,000 grant for a two year period from February 2007 to March 2009 from the Department of Victorian Communities (now Department for Planning and Community

Development) for a Volunteer Resource Centre (VRC). A volunteer partnership was formed between Frankston City Council and the Centre to provide strategic direction to the project and working group.

The partnership engaged a consultant to conduct a Cost Benefit Analysis report to establish the best sustainable model for the operation of a Volunteer Resource Centre. The analysis was to focus on a volunteer resource centre which comprises a match-up service of interested volunteers with organisations seeking volunteer support where training support would be limited for the initial orientation of inexperienced people.

Three models were considered and the most sustainable model identified was a partnership between Frankston City Council, the Centre and other organisations. A formal partnership as an Incorporated Body consisting of between 6 – 10 partners would be required.

The Project Worker completed his role in March 2009 after establishing a working group, developing promotional material plus identifying requirements of a governance model and potential partners to manage the service.

The most appropriate location identified for the new Resource Centre is the Frankston City Library. The library is a major source of information and the VRC will complement other library services. The formation of the Incorporated Body and launch of the Resource Centre will take place in the latter part of 2009.

Christmas Gift Wrapping Program

Each year the Centro Shopping Centre at Karingal invites the Centre to coordinate and administer their Christmas Gift Wrapping Program for their shoppers during December. Participating organisations gift wrap customers presents and receive a gold coin donation for their efforts. These funds are pooled and divided between the following organisations.

- ◆ Operation Larder
- ◆ Real Life Christian Community
- ◆ Society of St Vincent de Paul, Langwarrin
- ◆ Society of St Vincent de Paul, Frankston East
- ◆ Frankston Church of Christ
- ◆ World Wide Church of God

Last year \$3,328.60 was raised through the Christmas Wrapping program. The Centre's share for administrating this program was \$166.60.

Community Development

The Centre believes that networking, working with other groups and sharing knowledge, skills and other resources is essential for the provision of efficient and effective services.

Centre staff has been involved in the following areas:

- ◆ Caravan Park Project
- ◆ Frankston Magistrates' Court Users Group
- ◆ Frankston Emergency Relief Providers
- ◆ Emergency Relief Victoria
- ◆ Westernport Regional Association of Community Information Centres
- ◆ Homeless Taskforce
- ◆ Housing Round Table
- ◆ Peninsula Primary Care Partnership
- ◆ Rooming House Working Group
- ◆ Frankston Volunteer Partnership Project
- ◆ Community Information Victoria

Reaching our Community

Through Services, Projects and Partnerships

Tax Help

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



The program, which is now in its 19th year at the Centre, helped 218 people with returns for the 2008 – 2009 financial year, including people from indigenous or non-English speaking backgrounds and those with disabilities.

Years of Tax Help Service at the Centre:

Peter Lewis	13 years
Albert Chivilb	9 years

Public Internet Access Program (PIAP)

In September 2008, eighty people were surveyed about continuing free Internet access at the Centre. Of these, 71% were aware of the original computer with 34% having used it. Over half of these responses said they were interested in using the PIAP to email job applications, contact Centrelink and other government agencies. The highest group were aged between 26–35. Statistically, over half of the Centre's clients are in the 26–40 age bracket, many live in rented accommodation and are unlikely to have an Internet connection. This disadvantaged group, many bringing up their own families, finished their education pre 1995 when computers were not commonplace in schools.

In February 2009, FCSIC was advised through the State Library, the new funding submission to the Victorian Government had been successful. This will enable the continuation of the PIAP project, update existing equipment and expand free Internet access to the public.



Two new computers with Office and Anti-virus software, ergonomic chairs, desk and cork noticeboard were purchased and the new Public Internet Access Project (PIAP2) will provide 2080 hours of free Internet access to the public over a two year period. The project has been an instant success and, in its first seventy days of operation, between 20 April – 30 June, there were 339 users with 171 hours of free Internet access.

Working Together

Frankston City Council

The Centre enjoys a harmonious partnership with *Frankston City Council* and acknowledges Council's valuable contribution to the community by the provision of two full-time staffing positions plus covering office accommodation, telephone and electricity costs. Forty years ago, with foresight and initiative, *Frankston City Council* recognised the ability of its community to provide a professional support and information service mainly staffed and managed by volunteers. The Centre became a benchmark to agencies of its type which utilise the services of volunteers.

Triple A Foundation

Barrie Thomas, founder of the *Triple A Foundation*, first became involved with the Centre through its 1992 Christmas Appeal, as a co-opted Committee of Management member in 1994, then a full member in 1995 until his move to New Zealand in 1999. Since Barrie's provision of a part-time position in 1996, his valuable support has helped create many programs and projects contributing to the wellbeing of Frankston residents.

Department of Families, Housing, Community Services and Indigenous Affairs

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

Victorian Government

The Centre received a \$7,500 Grant, funded by the Victorian Government through the State Library Victoria's Public Internet Access Project (PIAP), to purchase two new computers and provide 2080 hours of free Internet access to the public over two years.

Recharge Scheme

The RECHARGE Scheme is a partnership between local businesses, community organisations and Frankston City Council, which enables community members to recharge their electronic wheelchair or scooter battery if required.

Good Shepherd Youth and Family Services

This service has been co-located at the Centre's premises since 2002. They provide counselling for South East Water plus generalist financial counselling two to three days each week.

Mornington Peninsula Community Connections

After Dr John Murphy founded Mornington Peninsula Community Connections, he and the Centre have worked together on a number of successful projects, including the *Getting Involved Project* and the book *Emergency Relief - A Guide for Small Community Groups* which was distributed throughout Australia.

Operation Larder

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

Frankston Magistrates' Court

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

Australian Taxation Office

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

Financial Documents

Financial documents
not available via the Internet.

Recognition of Service

OVER 40 YEARS

Peter Lewis	41
Marie Wright	40

OVER 20 YEARS

Francis Evans	22
Joan Mitchell	21
Rhonda Holloway	20

OVER 10 YEARS

Peter Martin	19
Judy Caraher	18
Carole Sweetnam	17
Christine Victor	17
John Tame	16
Iris Dale	16
Ada Fletcher	16
Sue Grogan	16
Barrie Holloway	16
Lyn Flatman	14
Terry Mackay	14
Mary Ricca	13
Joan Fitzpatrick	12
Anthony Glenwright	11
Val Young	10
Ron Allan	10

OVER 5 YEARS

David Triplow	9
Peter Verwoerd	9
Louise Wilkinson	9
Margaret Lade	8
Roslyn Wilson	8
Rae Clark	6
Stewart Harkness	6
Pam Newman	6
Sally-Ann Zetter	6
Jan O'Brien	6
Vera Pazourek	6
John Roberts	6
Francine Chadwick	5
Sheron Collins	5
John Thompson	5

Life Members

Pat Arthur	1982
Rev. Alan Coulson	1987
Shirley Davies	1990
Peter Lewis	1998
Pat Runacres	1998
Marie Wright	2000
Anja Cadle	2000
Joan Mitchell	2006
John Tame	2006
Terry Mackay	2008
John Murphy	2008

Honorary Member

Peter Martin	1991 — 2008
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John Murphy and Terry Mackay
FCSIC Life Members 2008.

Volunteer Commitment

Monetary Value of Volunteer Commitment

The dollar value of volunteers is approximately \$25 per hour which equates to the average wage of non-management, non-agricultural workers. This hourly rate is used to estimate the monetary value of volunteer work as a matching in-kind contribution to monetary funding. If people with specialised skills volunteer, the value of their work is based on performing their volunteer work, not their professional earning power—unless they are using their specialised skills voluntarily.

It is difficult to put a price on volunteer time as there are many intangibles that cannot be easily quantified. This tool is only one way to show the immense value volunteers provide to our organisation and is an acknowledgement of the individuals who dedicate their time, talent and energy into making a difference and providing support on a wide range of projects. Working on this basis, the 14,090 hours worked by the Centre's volunteers this financial year, would equate to **\$352,250** which is a massive contribution to the Frankston community.

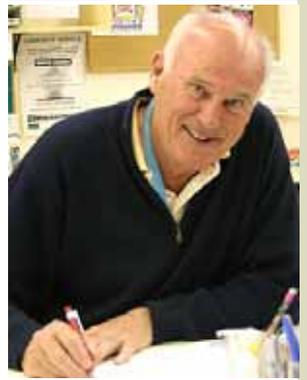
Vale

Alan Coulson, a Life Member of the organisation, died on 21 September 2009. Until being hospitalised a few years ago, he was still attending our AGM and his passion for the Centre remained up to his death. Alan has been associated with the Centre (when it was known as the Citizens Advice Bureau) for many years and he remembers the first public meeting convened by the Inter-Church Council early in 1968.



Alan was appointed Municipal Social Worker with Frankston City Council at the end of 1971. His first responsibilities were to organise Meals on Wheels and to liaise closely with the Home Help Services and Home Help Supervisor. Both of these services became a part of the Municipal Welfare Service. Alan's role was to encourage the council into 'owning' or 'sponsoring' this valuable resource run by the community, for the community.

From its very beginning in 1982 Alan was closely associated with the 'Operation Larder' program, which the C.A.B. graciously and generously took on-board. Operation Larder had its beginnings from a church service which Alan conducted in St. Andrews Church in High Street Frankston and it continues to provide food parcels to the Centre's clients. Frankston Community Support and Information Centre has grown Alan said and "I am grateful and proud to have been a small part in it's growth and continuing service in the community".



Acknowledgements

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

SUPPORTERS OF THE CENTRE

Anonymous donations
Australian Taxation Office
Barrie Thomas, Triple A Foundation
Chapel of the Resurrection – Peninsula School
Community Information Victoria
Curves Gym (Daley St. Frankston)
DBD Database Services
Department of Families, Housing, Community Services and Indigenous Affairs
Frankston City Council
Frankston Community Support and Information Centre volunteers
Frankston Magistrates' Court
Frankston Presbyterian Church
Good Shepherd Youth and Family Services
Lifeline
Lions Club of Frankston Bayside
Lois Dennington
Mornington Peninsula Community Connections
Nuttelex
Operation Larder
Seaford Uniting Church
Shepard, Webster and O'Neill Pty Ltd
St James the Less
Telstra
State Library Victoria

Acknowledgements

Community Appeal 2008

Monetary Donations and Goods In-Kind Support

Thanks to all the following people, schools, churches and other organisations who donated food, vouchers, toys, goods, gave cash donations or raised funds which made the 2008 Frankston Community Appeal successful.

Anglican Parish of Langwarrin/Pearcedale
 Beta Sigma Phi
 Cake Decorators Association — Frankston
 Carrum Gardens Social Club
 Circolo Pensionati Italiani Di
 Chapel of the Resurrection — Mt Eliza
 CWA - Frankston Branch
 Davex Enterprises
 First Church of Christ Scientist
 Frankston Arts Centre
 Frankston Bridge Club
 Frankston City Council
 Frankston City Council — Aged Services
 Frankston Community Correctional Services
 Frankston CWA - Craft
 Frankston High School
 Frankston High Street Uniting Church
 Frankston Library
 Frankston Men's Shed
 Frankston Navy Memorial Club
 Frankston Wranglers Charity Club
 Gateway Church
 Girl Guides — Langwarrin
 Girl Guides — Mt Eliza
 Karingal Bowling Club
 Lions Club of Frankston
 Lions Club of Karingal
 Local Spiritual Assembly of Bahai's

Manning Village
 Manning Residents Club- Baxter Village
 Manning Village Social Club - Baxter Village
 Monash University (Frankston Campus)
 Operation Larder
 Peninsula Country Golf Club
 Peninsula War Widows
 Polish Senior Citizens Club, Frankston
 Rotary Club of Frankston Sunrise
 Seaford Uniting Church
 St Luke's Anglican Church
 St Paul's Anglican Church
 Woodleigh School

Individual Donations

- ◆ Anonymous donations
- ◆ Barbara & Frank Barber
- ◆ GH & LM Caton
- ◆ John Dennis
- ◆ Mary Irons
- ◆ Denise Nicholls
- ◆ P Smith
- ◆ Pat Stretton
- ◆ Sandra Walker



Social Events

40 Year Celebration Dinner



Current and past volunteers with their partners were invited to a dinner held at the Peninsula Golf Club on 23rd November to celebrate forty years of continual service to the people of Frankston. Peter Lewis, a volunteer for the entire 40 years the Centre has been in operation, spoke on the

transformation of Frankston from a regional centre into a suburb, the advent of easy credit in the 1970's, changing population demographics and philosophy behind the distribution of emergency relief. A slide show featuring many well-remembered volunteers formed a backdrop to the event.

Christmas Party



The annual Christmas get-together dinner held at Woorinyan on 2nd December enabled volunteers to mix and chat with their counterparts from different rosters.

Picnic in the Park

The 4th annual FCSIC barbecue was held in the George Pentland Gardens on Sunday 19th April. Due to good weather conditions, the event was well attended by staff, volunteers and their partners.





www.frankston.net

**Frankston Community Support and
Information Centre**

68 Playne Street
Frankston, VIC 3199

Tel: 03 9768 1600
Fax: 03 9781 4780
email: fcsic@frankston.net

ABN 95 426 151 625