

Frankston Community Support
and Information Centre

ANNUAL REPORT

2002



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MISSION STATEMENT

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

STATEMENT OF PURPOSES

The Frankston Community Support and Information Centre Incorporated is a non-profit Association whose purposes are to:

- (a) Provide direct aid for the residents of Frankston City in need of relief from poverty, sickness, suffering, distress, misfortune, destitution or helplessness.
- (b) Respond to the needs of local residents by offering a range of information and support services most of which can be provided capably by trained community volunteer workers.
- (c) Encourage the interest, and provide opportunities for residents of Frankston to become involved in providing services and addressing community issues.
- (d) Contribute to the development of Frankston by working in partnership with other local groups and organisations on community projects, services and activities.
- (e) Make representation to governments, other organisations and the community on behalf of individuals and groups whose needs are not being met adequately by current services.

SERVICE AREAS

Crisis Intervention
Community Information
Assessment and Referral
Budget Assistance
Financial Assessment
Relationship Counselling
Grief Counselling
Family Counselling
Tax Help
Client Advocacy
Accountancy Advice
Legal Advice
Emergency Relief
Internet Access and Training

Committee of Management

COMMITTEE MEMBERS AND POSITIONS



CHAIRMAN — John Tame

John joined the committee in 1993. He is the Centre Manager of *Woorinyan*, a position he has held since 1992. Prior to this position, he had a background in the finance and Credit Union industry. John is a past President and a current member of the Rotary Club of Frankston North.



VICE-CHAIRPERSON — Michael Briggs

Michael was previously Chairman of the Mornington Peninsula School (now known as *Penbank*). He was a Manager of Technical Services in local government. He has been a member of committee since 1998 and involved in the Centre since 1996.



VICE-CHAIRPERSON — David Triplow

David was a previous Mayor of the City of Frankston and Chief Superintendent of Victoria Police and an active volunteer in the community. Currently a retired person who works part time as required.



TREASURER — Terry Mackay

Terry has been involved at the Centre since 1995 and has been a member of the committee for five years. Terry's background is in banking.



SECRETARY — Carole Sweetnam

Carole has a background in Office Administration and became involved in the Centre in 1992. She joined the committee as a co-opted member in 1995 and has been a full member since 1996.

Committee of Management

COMMITTEE MEMBERS AND POSITIONS



EXECUTIVE STAFF OFFICER

— Rob Vertigan

Rob has been at the Centre since 1998 and became a committee member in 2001. Although his background has been in accounting and administration, he is currently actively involved in the Arts and Craft industry.



MEMBER — Sue Schmeja

Sue joined the committee in 1992. She has been Acting Head of Department for Communication and Social Sciences at Chisholm Institute of TAFE until mid 2000. Sue resigned in February 2002.



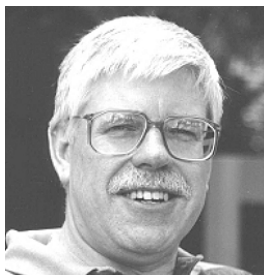
MEMBER — Joan Fitzpatrick

Joan joined the Committee of Management in 1997 and is currently a senior Social Worker at Centrelink.



MEMBER — 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.



MEMBER — Peter Lukey

Peter has a background of 30 years in Information Technology. He has been providing IT support for the Centre since retiring in 1999. Peter joined the committee in 2001.

Combined Report

FROM THE CHAIRMAN AND MANAGER

This past financial year has provided the Centre with an opportunity of highlighting our volunteers and the wonderful work that they do for the Frankston community.

The first six months focused on the International Year of the Volunteer. The Commonwealth Government, by way of the IYV 2001 Small Grants program, assisted the organisation with funds for an Advanced Interviewing Training course that enhanced volunteers' skills in addition to funds for the purchase of essential office equipment to assist volunteers to carry out their day to day tasks more effectively.

All volunteers were personally recognised by the Commonwealth and State governments with the individual provision of certificates and badges. Frankston City Council, via the mayor, acknowledged the valuable contribution of the volunteers who had contributed more than 10 years of service to the Centre and to the community.

We were pleased to receive a substantial donation of software from Microsoft valued at \$10,000 which has been used to assist in the management and upgrade of our computer network. At the same time a donation of \$12,000 was presented by the Rotary Club of Frankston Long Island which allowed us to purchase our most used and expensive piece of equipment, the Xerox photocopier.

The long awaited video from the Commonwealth Department of Family and Community Services titled "Emergency Relief Program - an Australian Story" arrived from Canberra. The video included footage of the Centre and starred a number of our staff. Their inclusion is seen as a compliment to the volunteer staff for the professional approach taken when providing such a difficult program as emergency relief to the people of Frankston.

The Centre experienced another busy year and this was reflected in its statistics. Volunteer staff attended to 12,311 enquiries for information and support — an increase of 2.27 per cent compared to last year. The Centre assisted with emergency relief on 6,162 occasions — a 5.68 per cent increase and distributed \$196,338.93 in financial assistance and food in kind. The Christmas Appeal assisted a further 217 families with Christmas hampers.

The first seven months of the year saw our client intake increase to the similar high of 1994-95. This situation placed pressure on our resources, created long waiting periods before the client could be seen and extended working hours for volunteer and paid staff. Management had to implement temporary changes to cope with this situation, and continues to monitor the waiting periods for clients and the overtime of volunteer and paid staff.

Combined Report

FROM THE CHAIRMAN AND MANAGER

A small emergency relief survey was carried out to try and provide a snap shot for the reason for this influx of clients. The study identified that there were a number of new emergency relief clients to the Centre who had recently moved to Frankston from different parts of Melbourne and Victoria (42%), from Interstate (24%) and new clients from established residents (20%). Most clients were assessed to have very limited resources when shifting to Frankston and all had serious problems including relationship breakdowns, health, victims of domestic violence, homelessness and unemployment. A further survey is to be carried out later in 2002.

As the organisation is interested in the well-being of all Frankston residents it allows us to participate in a broad range of activities. This year the organisation was pleased to be part of two new partnerships that led to the signing of Charters; the Gaming Charter for Frankston City and the Frankston Primary Care Partnership. We were also pleased to be part of a steering committee that is looking at the possibility of establishing a Volunteer Resource Centre in some form in the Frankston/Mornington Peninsula area.

In the latter part of the year management has made sure the work place is a safe environment for all by commissioning an Occupational Health and Safety audit and then implementing the changes required. Management also had to deal with the new Privacy Act and what this meant for the Centre and its clients.

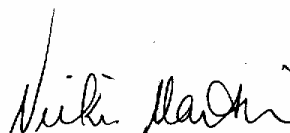
Another huge task has been the rewriting of the organisation's constitution which will be ready for presentation to our members at the Annual General Meeting.

Team-work, commitment and passion are just some of the remarkable attributes that volunteers and paid staff display when working with and for the people of their community. We wish to thank the staff and members of the committee of management for their enormous contribution and effort in providing, at times, a very demanding service to the people of Frankston.

We look forward to working with you all again in 2002-2003.



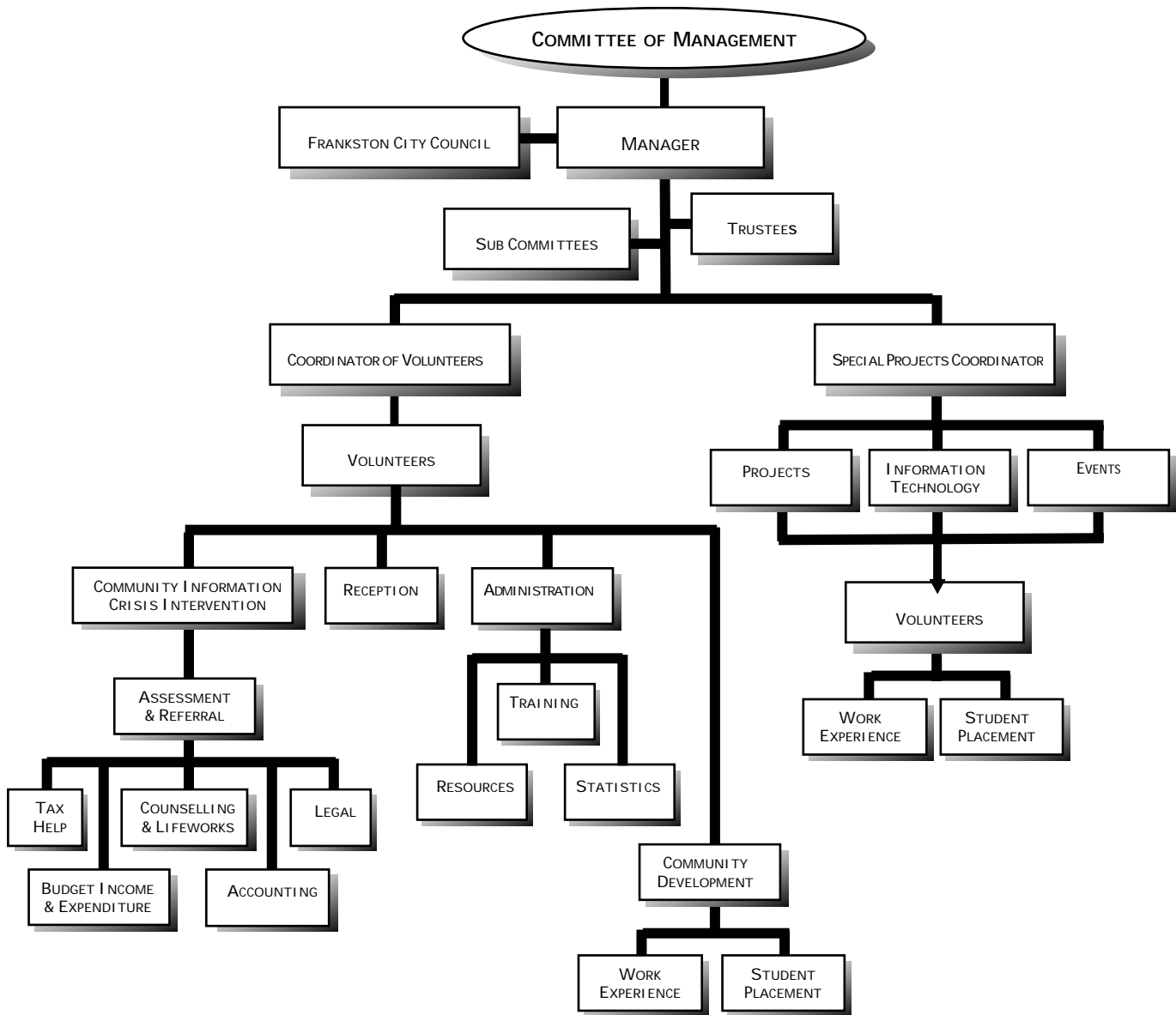
John Tame



Vicki Martin

Structure and Personnel

ORGANISATIONAL STRUCTURE



Structure and Personnel

STAFF



MANAGER — Vicki Martin

Vicki's work background was in advertising and small business administration before joining the Centre in 1990 as Manager. Vicki's interest in the community sector began when working in various fields as a volunteer in the 1970's and her community work at the Centre began in 1982.



COORDINATOR OF VOLUNTEERS — Maureen Macer

Maureen has a background in retail management. Her recruitment to the Centre as a volunteer in 1988 led to a career move into the community sector and further studies. In 1992 Maureen commenced employment at the Centre.



SPECIAL PROJECTS COORDINATOR — Marion Lester

Marion has a background in Graphic Art and Instructional Design, previously working for Frankston College of TAFE and Pacific Dunlop, before starting at the Centre in 1998 as the Community Internet Coordinator.

LIFE MEMBERS

Pat Arthur
Rev. Alan Coulson
Shirley Davies
Dorothy Lynch
Marie Wright

Peg Hess
Sheina Thompson
Peter Lewis
Pat Runacres
Anja Cadle

HONORARY MEMBER

Peter Martin

Volunteers

RESILIENT, RESOURCEFUL, RESPONSIVE

The Frankston Community Support and Information Centre has a number of aims and one is to encourage the interest of residents to become involved in the provision of services and the addressing of community issues.



The roles of volunteers are boundless and new roles can be created when matching people's skills to the needs of the organisation. The diversity of current roles can be appreciated when looking at the structure of the organisation. Volunteers are involved in all levels of administration, planning, activities and service provision. Their roles include Committee of Management, community workers, information technology, reception, administration, coordinating staff rosters, event organisation and gardening.

The Centre's recruitment program continues to be the key to our success in attracting people willing to provide the commitment and skills that a busy organisation such as ours requires.



We are pleased that an area that continues to expand is our annual event, the Frankston Swim. This attracts volunteers who often have different interests to those working within the organisation and provides residents with the option of a more limited time commitment to the Centre while assisting in the promotion of the City by encouraging community participation.

Volunteers

RESILIENT, RESOURCEFUL, RESPONSIVE

As every situation we face daily has its own special features and set of interactions so do the Centre's volunteers. Every volunteer staff member uses the skills and knowledge gained through ongoing training to deal with the complexities and challenges faced in the many roles required to provide the Centre's services. The Centre's three paid staff correlate the continuity and infrastructure required for this vital volunteer service, enabling the Centre to fulfil the important role of supporting the Frankston community.



Responsive — Reception

During the year our Reception team volunteered 2252.5 hours responding to the needs of the Centre's service users. Receptionists dealt with a wide variety of face to face situations while attending to incoming calls, assisting people to complete forms, providing advice about Centre Services, coordinating interview and counsellor appointments.

Resilient — Interviewers

Resilience is one of the many skills required to be an effective interviewer. Interviewing staff spent 6247.5 hours attending to personal and telephone enquiries this year. Interviewers often extend themselves beyond their roster shift to ensure the best options are explored and offered to meet each individual's circumstances.



Resourceful — Information, IT, Administration

The Centre's information systems are maintained by the volunteer Information Officer and a dedicated resourceful team of workers. This year 4884 hours were spent on information, research, recording and data entry administration. The organisation has qualified Information Technicians continually kept busy maintaining systems and supporting volunteers using these systems.

Volunteers also provide administration support to paid staff and statistical information is processed and collated for reports to the Committee of Management and the Manager. Community workers collect statistics regarding the nature of the enquiry and the time taken to provide Centre services following each interview.

Volunteer Statistics

VOLUNTEER HOURS

Total number of people volunteering their time to the Centre — 97

Total volunteer hours — 17,027.5

Breakdown of hours:

Administration/Resources/ Information	4884
Advanced Training Course	280.5
Basic Training Day	30
CIWC course	288
Committee of Management meetings	176
In Service Training attendance & Case discussion groups	461
Information Day Speakers	4
Interviewing	6247.5
Maintenance & Gardening	488
Reception	2252.5
Swim Advisory Group Meetings	125
Swim Event	700
Tax Help	295
Trustees' Meetings	24
Volunteer Support (Leaders)	700

VOLUNTEER ROLES

Total volunteer roles — 139

Breakdown of roles:

Accountants from Accountancy Firms	7
Budget counselling	1
Committee of Management	10
Community Net 2000 (SkillsNet)	1
Community workers (Interviewers)	32
Financial assessment	1
Gardening	7
Information Technology	2
Lifeworks Administration	1
Maintenance	1
Media collation	1
Phone Interviews	4
Reception, Administration & Information	30
Roster Co-ordination	1
Solicitors from Legal Firms	4
Statistics	4
Swim Committee	9
Tax Help	4
Trainee Interviewers	5
Trustees	3
Volunteer Support	11

Volunteer Training

PROFESSIONAL DEVELOPMENT

Team Leaders and Case Discussion Group Leaders

Special thanks and recognition go to those leaders who have provided invaluable support and back-up to the Coordinator and fellow community workers.

Case Discussion Groups allow workers the opportunity of active participation in decision making and problem solving. Workers are kept up-to-date with new information and shared learning and experiences promote individual and team confidence.

Training Sessions offered over the last 12 months:

(Sessions run by Keith Joseph and Danny Cohen were the most popular)

- | | |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| July 2 | - Michael Kirby — State Trustees |
| August 13 | - Keith Joseph — <i>Community Mental Health Service</i> |
| October 17 | - Westernport Regional Association of Community Information Centre Regional Training Day held at Cranbourne. |
| November 16 | - <i>Beyond Blue</i> — the National Depression Initiative |
| December 7 | - " <i>How to say No and still feel OK</i> ", " <i>Living with Change, Loss & Grief</i> ", " <i>Understanding Dementia</i> " — Volunteers' Workshops |
| Feb —March | - Pat & Tony Runacres — Resource Data Base Update |
| March 18 | - Danny Cohen — Financial Counsellor, Frankston City Council |
| April 30 | - Kathleen van der Weerden — Good Shepherd Financial Counselling and update of Good Shepherd Services and Programs |
| May 1 | - Drugs Seminar |
| May 7 | - Jenny Grundy — Acquired Brain Injury Association |
| June 3 | - Carolyn McLean — Drug & Alcohol Action officer, Frankston City Council |
| June 17 | - Repeat of above session |
| June 26 | - Dr Michael Carr-Gregg — " <i>Hypothetical</i> " |
| Throughout year | - Case Discussion Groups |

Special Projects

EMERGENCY RELIEF PROGRAM

The objective of the Emergency Relief program is to assist people in financial crisis to deal with their immediate crisis situation in a way that maintains the dignity of the individual and encourages self reliance. Financial crisis includes the material, social and emotional effects of not having enough resources to meet basic needs such as food, shelter, essential services, clothing, transport etc.

The Frankston Community Support and Information Centre Emergency Relief Program is mainly funded by the Commonwealth Department of Family and Community Services (FACS). The Department developed Guiding Principles and Service Standards for Improving Quality in the Emergency Relief Program for agencies receiving funds.

The following "*Guiding Principles and Service Standards*" are taken from *Improving Quality in the Emergency Relief Program* brochure printed by the Department of Family and Community Services, July 2000.

GUIDING PRINCIPLES AND SERVICE STANDARDS

1. Access and Equity

Agencies maximize access for all people experiencing financial crisis, and ensure equity in the delivery of service.

Standards

The agency:

- *distributes emergency relief from accessible settings and at convenient times;*
- *offers clear and accurate information regarding its services; and*
- *has clear guidelines and consistent practices for the equitable provision of emergency relief*

2. Client dignity, respect and rights

Agencies respect and uphold the dignity and rights of each person/family requesting emergency relief.

Standards

The agency:

- *Responds to each person/family with respect, and in a non judgemental way;*
- *Acknowledges each person's individuality, circumstances and needs, and encourages self reliance;*
- *Offers clients the opportunity to participate in decision-making and choice of assistance, within the capacity of the agency, and*
- *Upholds client rights within the agency relief service.*

Special Projects

EMERGENCY RELIEF PROGRAM

3. *Cultural appropriateness*

Agencies embrace and respond appropriately to cultural diversity.

Standards

The agency:

- *is accessible to people from diverse cultural, religious and linguistic backgrounds; and*
- *is sensitive to cultural, linguistic and religious backgrounds and demonstrates respectful, culturally competent practices.*

4. *Agency environment and culture*

Agencies provide a safe and dignified environment for the provision of emergency relief.

Standards

The agency:

- *provides facilities and ways of working which are welcoming and 'user friendly';*
- *provides for the safety and well being of clients, volunteers and other staff; and*
- *is committed to induction, training, and support for volunteers and other staff.*

5. *Community relevance and responsiveness*

Agencies are relevant and responsive to the needs of the local/regional community.

Standards

The agency:

- *Is aware of the needs of people experiencing financial crisis in the local/regional community;*
- *Works in a coordinated and collaborative way with other services in the local/regional area; and*
- *Develops and maintains referral and support links with relevant services in the local/regional community.*

6. *Program administration and support*

Agencies are accountable, and offer maximum choice and benefit to people requesting emergency relief, within program and budget limitations.

Standards

The agency:

- *maintains effective system(s) to distribute emergency relief according to local/regional need;*
- *demonstrates accountability to clients for services received and the way in which they are provided; and*
- *is accountable to the Commonwealth and the local/regional community for funds received and services provided.*

Special Projects

EMERGENCY RELIEF PROGRAM

Over a two month period a small survey was distributed to 161 people requesting emergency relief. The Centre was felt it was opportune to gather information that may explain why a number of emergency relief agencies in Frankston City as well as staff of the Centre felt that they were attending to an increased number of new clients.

The 161 people surveyed from 998 emergency relief clients were visiting the Centre for the first time during this two month period. This amounts to 16 per cent of emergency relief clients. The number of people migrating to Frankston (115) as new emergency relief clients of the Centre far outnumbered the new clients that already resided in Frankston (46). This new group of people from outside the area also brought with them a number of problems that are associated with lack of resources to acquire accommodation, had issues of homelessness, domestic violence and overspending.

Homelessness is an issue for the community and those surveyed (10.56 per cent) as being without a stable place to live lack security, stability and a base from which they can participate in the community. Not to mention an address for employment and Centrelink payments. Their problems are usually complex and often include poverty, family breakdown, ill health and vulnerability to addiction, abuse and violence. They are also disadvantaged because they may be excluded from a number of essential services that are connected to home care services such as district nurses, aged care, etc. Additional issues, for example mental illness, disability or poor physical health may be neglected due to their lack of appropriate housing.

Our survey showed there are a number of people from the inner south eastern suburbs, the Mornington Peninsula, northern suburbs, country Victoria and interstate arriving in Frankston looking for more affordable accommodation. This has added pressure to services in the Frankston municipal area already under pressure to provide interim emergency accommodation and long-term affordable accommodation to the people already living in our community. In conclusion this is a major issue for the individual, the family, the community and governments which needs to be addressed if programs and services are to deal with the underlying problems leading to homelessness.

Special Projects

EMERGENCY RELIEF PROGRAM

Facts and Figures of the Centre's Emergency Relief Program for 2001-2002:

Commonwealth Department of Family and Community Services (FACS)
Emergency Relief Program Grant for 2001-2002 was \$127,488.59

FACS funds available for distribution	\$122,488.59
Frankston Magistrate's Court funds	\$ 23,000.00

- Distributed a total of \$182,941.24 in emergency relief funds

Breakdown of Emergency Relief Distributed

Financial Assistance	\$141,130.24
Food in kind	\$ 41,811.00

- 56.40 per cent of Centre's total enquiries were requests for emergency relief

Emergency relief enquiries received	6,943
Occasions assisted with emergency relief	6,162

- \$107,000.00 provided in food vouchers.
- \$34,130.24 provided for payment of items such as accommodation, utilities, medical/chemist, removal/ storage, household goods, travel, counselling, etc.
- 217 families assisted with Christmas hampers and vouchers

Special Projects

FRANKSTON 1200 CHALLENGE SWIM



The Centre's major fundraising event, the 5th annual Bayside Shopping Centre 1200 Challenge Swim was held on Saturday 27 January 2002. This year the Swim attracted 249 competitors and 50 children between the ages of 5 - 12 for the 'nippers' races. It was a close finish in the male 1200 Open race with Marcus Robertson finishing in 14 minutes 35 seconds, one second ahead of second place getter Nick Hinsley and four seconds ahead of Ryan Moreland. Penny Reed won the female Open event in 16 minutes 10.

The Swim creates a significant opportunity to assist many disadvantaged families living in the Frankston area. The objectives of the Frankston Swim are to promote family participation, a healthy lifestyle, Frankston City and to raise funds for the Community Christmas Appeal and the Frankston Community Support and Information Centre.

SPONSORS

Bayside Shopping Centre

This is the 2nd year Bayside Shopping Centre has undertaken to be naming sponsor of the Frankston Swim. Bayside Shopping Centre marketing promoted the event to local people and potential "Nippers" through their Kids' Club newsletter, provided cash prizes for "Open" winners and frisbees for all competitors in the swimmers Racebags.

HBA Health Insurance

HBA Health Insurance is also a proud sponsor of the Bayside Shopping Centre Challenge Swim and subsidizes HBA members' entry by \$5 if they quote their HBA membership number on the entry form.

Schweppes

Schweppes provided bottles of Gatorade for competitors at the finish line.

BBQs-R-Us

This is the second year BBQs-R-Us Mornington store have donated a four burner barbecue as the major prize for the pre-entered swimmers draw.

Independent News Group

In the two weeks preceding the event the Independent News published the Entry Form in the Frankston Independent.

Special Projects

FRANKSTON 1200 CHALLENGE SWIM

The Frankston Swim could not proceed without the support of our many generous sponsors. Special thanks go to many of the Bayside Shopping Centre traders, other local traders, businesses and organisations who supply additional special prizes for the event.

PARTNERS

Frankston City Council
Frankston Life Saving Club
Frankston Police
Frankston Yacht Club
Monash University Marketing Department – Caulfield Campus
Mornington Peninsula Triathlon Club
Rotary Club of Frankston North
Victoria Water Police



VOLUNTEERS

Over 100 volunteers from many local organizations came together on the day to raise funds for the Community Christmas Appeal and help local families in crisis. Their donation of time and expertise ensures public safety and the smooth running of this event.

Volunteer Numbers

Frankston Community Support and Information Centre	31
Rotary Club of Frankston North	26
Frankston Lifesaving Club	30
Mornington Peninsula Triathlon Club	4
Frankston Yacht Club	3
Victorian College of Health Care Education	6

Special Projects

FRANKSTON COMMUNITY CHRISTMAS APPEAL 2001

The Christmas Appeal, coordinated by the Centre, combines the efforts of local registered charitable organisations to help families assessed as being in crisis at Christmas time.

The Appeal raised funds for the purchase of \$11,000 in food vouchers and food items by Operation Larder to create 200 family hampers. An additional 30 family and single hampers were received from Gateway Family Church in Langwarrin and meat vouchers valued at \$1200 were donated by Frankston Community Church.

The Appeal assisted 217 families who were referred by local agencies consisting of 278 adults and 491 children, totalling 769 individuals. Many more families not registered with any organisation for assistance, were assisted with donated goods including toys.

We would like to especially thank the volunteers at Operation Larder for their enormous effort in ordering, purchasing, packing and delivering of hampers to the distribution point.

Special thanks also go to the Society of St Vincent de Paul and the Frankston Community Support and Information Centre volunteers who assisted in the distribution of the hampers from the Frankston Mechanics Hall, and for the administration of the referrals and processing of the paperwork.



The Appeal also received donations of food items and toys from schools, service clubs and other Frankston organisations. Without their help we would not have been able to assist the many Frankston families that required our support at Christmas time.

Partnership Projects

TAX HELP PROGRAM

The Australian Taxation Office (ATO) describes **Tax Help** as a network of community volunteers and community centres providing assistance to people on low incomes with their taxation responsibilities.

The ATO limits the availability of the free **Tax Help** service to those with a genuine need for it. Their aim is to organise voluntary assistance for the elderly, first time lodgers, those disadvantaged through language difficulties and taxpayers on a low income.

It is the individual's responsibility to fully prepare and lodge their income tax return. The ATO is only available to assist with specific enquiries. Consequently, the ATO is mindful that some people experience difficulties preparing their return and cannot afford the services of a tax agent, hence the establishment of **Tax Help**.

While the ATO sponsors the **Tax Help** program and accredits volunteers, it is essentially a service provided by the community for the community.

Tax Help has been established in most rural and metropolitan areas to provide the greatest access for the people in the community who require the service.

Many taxpayers who have used **Tax Help** have received a tax refund which they may not otherwise have received if this service had not been available to them.

The Frankston **Tax Help** program was available from 24 July to 31 October 2001.

Number of appointments	— 287
Number of Tax Help volunteer staff	— 5

We would like to congratulate the following volunteers for their professionalism and commitment in providing this important community service.

Years of Tax Help Service

Ted Humphreys	— 11 years
Peter Lewis	— 6 years
Robert Vertigan	— 4 years
Michael Briggs	— 4 years
Albert Chivilo	— 1 year

Partnership Projects

WOORINYAN

Woorinyan, a day training centre for Adults with an Intellectual Disability, has been located in Frankston for 50 years. Clients at the centre are taught living skills, including cooking, literacy and numeracy, community access, art & craft with many other programs used to develop their skills.

Woorinyan is constantly exploring avenues to enrich the skills of its clients. One of the more innovative ways was to commence the Duke of Edinburgh Challenge Award, where clients have to complete four components of the program. One of the components is for clients to do some volunteer work for a minimum of one year.



The project selected was to look after the garden at Frankston Community Support and Information Centre. Existing plants were pruned, litter, weeds and the odd bottle were cleared away, and new plants which were propagated by the *Woorinyan* clients, were planted.

This was proved to be quite a challenge; however armed with gloves, safety glasses and appropriate shoes, they met the challenge head on with the assistance of Instructor, Chris Tucker. Every two weeks, the clients returned to water the garden, remove weeds and rubbish and sweep the car park areas.

The Challenge program has been further developed by *Woorinyan* staff into Challenge 1, 2 and 3, and these clients are the first adults with a disability in Victoria to complete this program.

As a result of the success of their work, the Duke of Edinburgh Foundation has invited these clients to meet H.R.H. Prince Edward who will be visiting Melbourne in November representing his father, The Duke of Edinburgh, the founder of the Award.

We offer the clients of *Woorinyan* our thanks and congratulations for their work and wish them every success in completing their Award.

Partnership Projects

FRANKSTON HOMELESSNESS PROJECT

A three month pilot project between the Centre, **Centrelink** and a number of other organisations aimed to bring **Centrelink** into a closer working relationship with community and Government agencies servicing homeless customers. The partnership located a **Centrelink** outreach worker in relevant agencies to offer a more comprehensive coordination of responses to customers in crisis, increasing the service levels of the agencies and **Centrelink's** shared homeless, at risk, and vulnerable customers.



Marc Westley, **Centrelink** Project Officer reports that the aim of the project was to ensure **Centrelink's** response to the life circumstances of the customer is part of a coordinated, cross agency imperative. It was hoped that through the Project Officer activities, the local Frankston **Centrelink** office increase its community participation, construct meaningful partnerships with local agencies, and promote best practise through coordinated and appropriate responses to critical life circumstances experienced by 'at risk' customers.

The key aim of the project was to improve **Centrelink** servicing to the homeless customer base, and work with other relevant agencies in coordinating pathways out of homelessness. *(Taken from Frankston Homeless Project - Centrelink Area South East Victoria - Project Report 12 July 2002.)*

The Centre believed that the presence of a **Centrelink** worker added to the quality of service we offer to Frankston residents. This project impacted directly on a number of clients allowing them access to payments they had previously been unaware of, or had been deemed ineligible to apply for. The ability to be able to refer directly to the **Centrelink** project worker when assessing a client's circumstances was invaluable. It increased the Centre's efficiency and accuracy in ensuring funds be allocated to those clients most in need.

The Project Officer arranged and conducted six **Centrelink** Tour/Training sessions at the Frankston **Centrelink** office for the majority of our volunteer interviewers. This facilitated closer networks between the two agencies allowing face to face introductions to relevant **Centrelink** staff, whom volunteers currently interact with over the phone.

MONTEREY SECONDARY COLLEGE

The Centre was pleased to provide two placements for Year 9 students participating in a Community Links Program. The students spent approximately three hours a week for a number of months at the Centre assisting the agency with a research project. The program's aims are to develop cooperation and team work and contribute to the local community.

Partnership Projects

BETTER HEALTH CHANNEL

The Centre, in partnership with the Frankston Community Net (SkillsNet project), was successful in its submission to promote the Victorian Government's Better Health Channel (BHC) website. The project involved each Skills Net member, using the Centre's Public Internet computers, filling in a survey form detailing their reaction to the BHC website. The start-up page on each computer was changed to display the BHC website and the Centre's own website also linked to the BHC home page. BHC supplied mouse mats, brochures and posters for use in the computer room.

The survey ran for six months and our receptionists collected information from every SkillsNet member who used the computers. In total 206 survey forms were collected from each of the three Frankston Community Net sites and all information was collated at the Centre before being emailed to the Skills.net Association Co-op Ltd (SNAC). The project received \$165 per month for 6 months shared equally with Frankston Community Net plus a 'Set up' payment of \$220 making a total of \$715 inc GST.

MT ELIZA SECONDARY COLLEGE

The Centre was again invited to participate in the college's "Mindware" program. Mindware is the theme of an exciting, confronting program for the school's Year Nine students. The program theme is about students setting and meeting challenging goals and, through the process, learning how to learn and function successfully in the societies of today and tomorrow. This theme is developed around the three broad principles — learning to live in our community, learning to understand ourselves and learning about learning.

The Centre found the eight students that participated in this program were enthusiastic and talented individuals who learnt about the agency, its role in the community and volunteerism. The Centre's staff learnt more about the youth of today and their aspirations. We look forward to continuing in this program with the Mt Eliza Secondary College.

COMMUNITY INTERNET PROJECT

The Frankston Community Support and Information Centre, in conjunction with the Frankston City Council SkillsNet project, provided Internet access and One-on-One training to Frankston Community Net members.

FCSIC Internet users	611
Internet User hours	802.5

Partnerships

FRANKSTON CITY COUNCIL

The partnership between Frankston City Council and the Centre has been a long and harmonious one of 34 years standing.

In 1968 Frankston City Council had the foresight and initiative to recognise the ability of its community to provide a professional support and information service managed and staffed mainly by volunteers. In doing so, this has resulted in the Centre becoming one of the largest and most successful agencies of its type in Victoria utilising the services of approximately 100 volunteers.

We acknowledge the Council's valuable contribution in providing two permanent staffing positions and covering the costs of the Centre's office accommodation, telephone and electricity costs.

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TRIPLE A FOUNDATION

The Triple A Foundation has supported the work of the Centre for a number of years by representation on the Committee of Management and through the employment of a staffing position, Special Projects Coordinator. This position helps in the coordination of projects that assist not only the disadvantaged but also the wider community of Frankston. The Centre has been fortunate that it has earned the respect and commitment from the founder of the Triple A Foundation.

DEPARTMENT OF FAMILY AND COMMUNITY SERVICES

The Centre has once again been recognised by the Department as the most appropriate organisation in Frankston to assess and distribute more than \$127,000.00 from the Commonwealth Emergency Program Grant. The Centre also received a further \$3,189.00 for the purchase of equipment from the Commonwealth Government IYV 2001 Small Equipment grant.

LIFEWORKS

Together we work to provide the community with relationship counselling, family, personal counselling and grief counselling services as well as community education programs. This has been one of the longest and most successful partnerships for the Centre.

Partnerships

FRANKSTON MAGISTRATES COURT

The Frankston Magistrates Court has worked in partnership with the Centre since the mid 1980s in providing financial assistance. Contributions are received on a monthly basis from the Clerk of Courts and distributed to Frankston people assessed as experiencing a financial crisis. The Centre's Manager attends the quarterly Client Services Meeting held at the Frankston Magistrates Court.

AUSTRALIAN TAXATION DEPARTMENT

The partnership between the Australian Taxation Office and the Centre was established in 1989. Trained volunteers provided a well-utilised Tax Help Program to assist the disadvantaged in Frankston.

OPERATION LARDER

This partnership began in 1982 when a client of the Centre spoke to the congregation of St Andrews Church, Frankston on how the Centre's services assisted the community. From this Operation Larder was founded and has been run by a group of dedicated volunteers formed from the Church's congregation. Each year they raise funds to purchase food and toiletries for the Centre to distribute to people in crisis in our community. Their hard-working volunteers mainly obtain funds through donations and selling donated goods from their Central Park Opportunity Shop. They also restock the Centre's pantry on a weekly basis and pack the many hampers that the Community Christmas Appeal distributes at Christmas time.

MORNINGTON PENINSULA COMMUNITY CONNECTIONS

Mornington Peninsula Community Connections is an independent, non-profit and free management advisory service for grass-roots community groups. The service had its origins in the work of John Murphy and Barrie Thomas when they were committee members at Frankston Community Support and Information Centre. The Centre's involvement with the Community Connections project is ongoing, and its involvement is mainly in the Centre's service planning and policy development and community development.

Information Technology

IT INFRASTRUCTURE REPORT

Thanks to the generosity of Microsoft Australia's Community Assistance Initiative, we have been successful in our application for software to the value of about \$10,000. This software includes Windows 2000 Server, Windows 2000 Professional, Office XP and FrontPage 2002. With the planned purchase of a new server, this software will enable us to establish an environment that will substantially improve the manageability and reliability of the computer network, and will provide a platform for more effective access to information resources.

One new computer was purchased this year, and all staff computers have been upgraded with the new Microsoft software. Rollout of new software to volunteers' computers will continue during the next year. The Centre now has 12 desktop computers, including two provided to the public for Internet access.

FCSIC WEBPAGE

The Centre's website has been gradually redeveloped to become more 'user friendly' to businesses, organisations and families looking for information online. As our original address was difficult to verbally explain, our domain name was simplified from www.frankston.net/~fcsic to www.frankston.net. Emergency, personal crisis, other useful phone numbers and methods of contacting the Centre have been recently added.

With 39 enquiries received between January and June, email is becoming an increasingly popular method of contacting the Centre for advice or information. We have even been asked for assistance by local people now living overseas and from individuals overseas hoping to contact friends or relatives in the local area.



The Frankston Swim pages, displaying results and photos, are accessible through our Home Page giving swimmers and potential sponsors, who would never usually visit our website, the opportunity to see the services we offer.

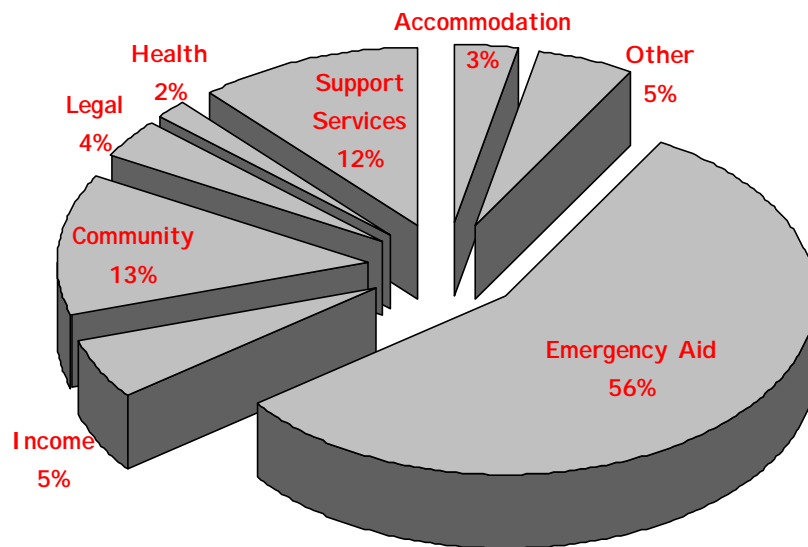
BREAKDOWN OF SERVICES JULY 2001 – JUNE 2002

TOTAL NUMBER OF ENQUIRIES: 12,311
(Breakdown by type of enquiry on next page)

TOTAL OF INDIVIDUAL CONTACTS: 10,438
 Face to Face Interviews: 5385
 Telephone Interviews: 5014
 Other forms (Mail, Email, Fax): 39

TOTAL NUMBER OF REFERRALS: 10,464
 Agency Written Referrals 1,032
 Self Referrals 9,432

BREAKDOWN OF ENQUIRIES BY PERCENTAGE



Number of days open: 221.5

People attending appointments for the Centre's services: 1,454

BREAKDOWN OF ENQUIRIES JULY 2001 – JUNE 2002

Total enquiries: 12,311

ACCOMMODATION	415	ENVIRONMENT	49
Emergency	173	Animal Welfare	16
Home Ownership	12	Conservation	4
Long Term	25	Pollution Control	16
Short Term	17	Waste Disposal	13
Tenancy (<i>See also Legal</i>)	188		
CITIZENSHIP	15	HEALTH	201
Immigration	3	Complementary Health	38
Multiculturalism	0	Health Facilities	34
International Affairs	0	Preventative Health Care	29
Overseas Travel	1	Rehabilitation	21
Regulations/Rights/Duties	11	Reproductive Services	3
		Treatment	76
COMMUNICATIONS	98	INCOME	673
Communication Services	85	Allowances	51
Mass Media Communications	10	Concessions	31
Personal Communication	3	Financial Institutions	6
		Financial Services	538
COMMUNITY AFFAIRS	1588	Pensions	19
<i>Programs which enable citizens to become involved in activities and decisions related to public issues that are of general interest to the community.</i>		Taxes and Duties	28
Community Facilities	1083	LEGAL	433
Community Surveys	1	Civil Law	62
Community Involvement	303	Courts and Court Procedures	25
Government - Federal	16	Criminal Law	12
Government - Local	28	Family Law	84
Government - State	8	Law Enforcement	9
Volunteers	149	Legal Services	140
		Ombudsman	7
CONSUMER	73	Personal Law	44
Complaints - Goods	1	Real Estate (<i>See also Tenancy</i>)	18
Complaints - Service Providers	17	Traffic Offences	6
Complaints - Services Govt or Community	9	Tribunals/Appeals	7
Consumer Services	6	Wills	19
Credit	15	RECREATION	146
Insurance	5	Arts and Crafts	23
Motor Vehicles	3	Hobbies	9
Product Safety	0	Leisure	40
Service Providers	13	Recreation Facilities	43
Shopping	4	Social Clubs	21
		Sports	10
ECONOMIC DEVELOPMENT	11	SUPPORT SERVICES	1459
Business	7	Behaviour Management	66
Development of Resources	4	<i>Disciplinary, educational or medical methods of controlling behaviour.</i>	
EDUCATION	110	Care	76
Educational Institutions	21	<i>Services which provide care and have a focus of supervision and/or protection.</i>	
Supplementary Services	21	Companionship	13
Type of Education	28	Counselling	920
Information Services	40	Home Services	66
EMERGENCY AID	6943	Mediation	55
Disaster Relief	4	Mutual Support	44
Financial Aid	3,035	Personal Services	193
Material Aid (Food)	3,458	Victims of Crime Support	26
Material Aid (Goods)	432		
Material Aid (Services)	14	TRANSPORT	66
EMPLOYMENT	31	Education	2
Employment Conditions	10	Licensing & Regulation	4
Job Placement	10	Public Transport	24
Training & Preparation	11	Special Needs	36
		Transport Facilities	0

Acknowledgements

SUPPORT

Ace Printing
Australian Taxation Office
Barrie Thomas
Bayside Shopping Centre
BBQ's R Us
Brumby's Bakery Towerhill Shopping Centre
Cake Decorators Association of Victoria – Frankston Branch
Commonwealth Department of Family and Community Services
Compton Computer Service
Danny's Meats, Karingal
Frankston City Council
Frankston Community Church
Frankston Community Support and Information Centre volunteers
Frankston Leader
Frankston Life Saving Club
Frankston Magistrates Court
Frankston Police
Frankston Presbyterian Church
Frankston RSL
Frankston Yacht Club
Gateway Family Church Langwarrin
HBA
Independent News
IOOB (International Order of Old Bastards)
Jos Law
LifeWorks
Lois Dennington
Manning Village Resident Social Club
Microsoft
Monash University Caulfield Campus – Marketing Department
Mornington Peninsula Community Connections
Mornington Peninsula Triathlon Club
Mt Eliza Mah Jong Group
Nepean Inner Wheel
Nuttelex Food Products Pty Ltd
Operation Larder
Rotary Club of Frankston North
Rotary Club of Long Island
Schweppes
Seaford Uniting Church
Shepard, Webster and O'Neill Pty Ltd
Society of St Vincent de Paul
- Frankston, Karingal, Langwarrin and Mt Eliza
St Anne's Seaford
St James the Less Anglican Church
The Chapel of Resurrection – Peninsula School
Triple A Foundation
Victoria Water Police
Victorian College of Health Care Education Masseurs
Woorinyan Inc.
Wranglers Charity Club Inc.

COVER PHOTOGRAPH BY BILL BEAGLEHOLE