



FRANKSTON COMMUNITY SUPPORT AND INFORMATION CENTRE

2005 ANNUAL REPORT

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Values and inspiration

“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 wellbeing.”

FCSIC Mission Statement



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 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.

The year in brief

"Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practise one's ideals, work with people, solve problems, see benefits, and know one had a hand in them." Harriet Naylor

Report

From the Manager and Chairman

We believe that the success of the Centre over the last 37 years has always been, and will continue to be, borne out of our straight-forward approach to management and clear vision for providing beneficial services by our volunteer and paid staff for the people of Frankston.

Our Committee of Management has continued this approach and many developments and achievements have contributed to ensuring the viability of the Centre's future by the completion and launch of the organisation's three year Strategic Plan which sets the Centre's goals and objectives to June 2007. This significant accomplishment has resulted in the commencement and implementation of the Plan.

The Strategic Plan established the need for the Committee of Management to appoint subcommittees to implement the objectives outlined in the Plan and we are pleased to report that this has taken place.

A priority was the development of Occupational Health and Safety (OH&S) policies and procedures to ensure the Centre's compliance with current OH&S legislation. To this end the Manager completed the Health and Safety Representatives and Managers Course, and the OH&S Subcommittee has made significant progress in developing relevant policies and procedures.

In May, the Small Business OH&S Assistance Program — Worksafe Victoria provided a consultant to meet with the Chairman and Manager to review the Centre's draft OH&S policies and procedures. The consultant also assisted in, and made useful suggestions for, compiling a Risk Management Assessment for the Centre.



Our relationship with Frankston City Council has been further enhanced by representation on their Access and Equity Committee, Responsible Gambling Committee, Frankston Housing and Community's Forum and on working parties reviewing policy development. Earlier in the year Frankston City Council arranged for the interior of the Centre to be repainted to provide a brighter environment for staff and visitors.

The year in brief

The Chairman and Manager briefed Frankston City Council councillors informing them of the Centre's activities and its need for larger permanent accommodation.



We continue to work closely with Community Information Victoria (CIVic). Our Coordinator of Volunteers is a member of the Training subcommittee and the Manager has been a member of the Membership and Policy subcommittee. The Chairman has recently been appointed to a subcommittee to investigate the feasibility of a merger between CIVic and Victoria Relief. This feasibility study is the result of concerns by the Committee of Management of CIVic regarding the financial viability of CIVic over the next five years and to see if a partnership with Victoria Relief (VR) is an appropriate arrangement to ensure CIVic's future and to increase the services available through both organisations.

Over the years we have formed mutually beneficial partnerships with a number of organisations with diverse interests. This increases our opportunities to provide a more comprehensive service. Mornington Peninsula Community Connections and the Triple A Foundation partner us on a number of projects including the successful publication of the book *'Emergency Relief – A Guide for Small Community Groups'*. This partnership is currently developing a project to be launched in early September which encourages local business to become involved in their communities.

The *Light up the Night* event held at the Frankston Arts Centre in May successfully raised \$5,000 for the Centre. It was mainly achieved through the Brigham Young University Ballroom Dance Company, U.S.A. and the Braeside Stake of The Church of Jesus Christ of the Latter-Day Saints. We thank them for generously choosing our Centre as the recipient of the proceeds from the show.

The year in brief

Information Technology is an important resource in the daily operation of the Centre. During the year we upgraded both hardware and software to ensure the efficiency of the organisation's systems. The Centre's website features new web pages and is continuing to be well patronised, receiving 14,406 hits for the year. With the launch of a new website later in 2005 for the 'Getting Involved' project, the work in this area will increase.

A goal for the next 12 months is to develop plans for a volunteer resource service for the Frankston community. This would offer people opportunities to explore various ways of contributing to the wellbeing of our community. We envisage the project would evolve slowly and be limited only by the funds available.



Unquestionably the strength of the organisation continues to be its staff, volunteers, trustees and partnerships. A wonderful aspect of the organisation is the skill and enthusiasm of the volunteers who make the Centre not only a successful organisation but also a fulfilling place to visit and work.

Our sincere thanks, respect and admiration go to each and every volunteer who works for the Centre. They are a remarkable and talented group who lend their abilities to support the organisation and the people of Frankston. We also thank the paid staff and the members of Committee of Management for their valuable contribution to the organisation and the community.

Handwritten signature of John Tame

John Tame

Handwritten signature of Vicki Martin

Vicki Martin

The year in brief

"Friendship is essentially a partnership." Aristotle

Partnerships

Frankston City Council

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 mainly staffed and managed 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 volunteers.

The partnership between *Frankston City Council* and the Centre has been a long and harmonious one of 36 years. We acknowledge the Council's valuable contribution to the Centre and the community by providing two full-time staffing positions and covering the costs of the Centre's office accommodation, telephone and electricity.



Triple A Foundation

Barrie Thomas, the founder of the *Triple A Foundation*, first became involved with the Centre through its Annual Christmas Appeal in 1992, then as a co-opted member of its Committee of Management in 1994 and a full member in 1995 until his move to New Zealand in mid-December 1999. Barrie has made it possible for a part-time position to be provided to the Centre since 1996. This valuable support has assisted the Centre create many programs and projects that have contributed to the wellbeing of Frankston residents.

Mornington Peninsula Community Connections

John Murphy has been involved with the Centre since being its Coordinator in 1989-90. The following six years saw John's involvement in the development of the organisation as Chairperson of the Committee of Management. Since leaving the Centre and founding *Mornington Peninsula Community Connections*, John and the Centre have worked together on a number of successful projects, one being the publication of the book *'Emergency Relief – A Resource for Small Community Organisations'* that was distributed throughout Australia.

Department of Family and Community Services

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

The year in brief

Partnerships

Operation Larder

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

Frankston Magistrates' Court

The Centre has worked in partnership with Frankston Magistrates' Court since the mid 1980s. The Court provides funds for distribution through the Centre's Emergency Relief program on a monthly basis.

These funds are dispersed to the Centre from monetary penalties imposed by a Magistrate as a condition of an Undertaking to be of Good Behaviour. Money paid into the Court Fund is dispersed by the Registrar of the Court to assist the community.

The funds from the Court Fund go towards assisting people with the payment of emergency medical and pharmaceutical items, travel, accommodation, utility accounts, etc.

Australian Taxation Office

In 1989 the *Australian Taxation Department* approached the Centre to establish a Tax Help Program. The Centre participates in this program each year by recruiting volunteers and providing accommodation, equipment and support for the Tax Help volunteers working out of the Centre. This financial year the Centre commenced the Extended Tax Help Program to provide an all-year-round service.

LifeWorks

This year *LifeWorks* commenced the restructure and planned expansion of their Frankston service by employing a third counsellor as Manager. *LifeWorks* have had a long-standing relationship with the Centre since 1971 and provide the community with relationship, family, personal and grief counselling services.



Good Shepherd Youth and Family Services

In October 2002 *Good Shepherd Youth and Family Services* joined the Centre at its premises to provide a financial counselling service for residents who have difficulty paying their water account and other debts.

The year in brief

"Better one friend with a dish of food than a hundred with a sigh." Yiddish Proverb

Emergency Relief

Emergency Relief Programme Report

The Australian Government introduced the *Emergency Relief Programme* in 1977. Prior to this, emergency assistance for people was provided through local initiatives. Local programs including breakfast programs, home visits, transportation, no-charge cafes, \$2 haircuts, laundry facilities, drop in services and food still exist today and complement the federally funded program by providing necessary support for people in crisis.

Since 1978, initially at the request of Frankston Council, the Centre has been providing emergency relief and in the first year it distributed just \$2000. This financial year the organisation distributed \$179,915.17 in funds and material aid to people living in our city.

Emergency relief is not only about providing people with goods and the costs of essential items. Emergency relief goes hand-in-hand with giving people information about other community services and activities which may help them to improve their situation. The purpose of the programme is to assist people deal with their immediate crisis situation in a way that maintains dignity and encourages self-reliance.



The majority of people who request emergency relief live in poverty most of the time. Their financial crisis is not always caused by an extraordinary one-off event requiring them to seek financial and related support from emergency relief agencies; often it is a permanent crisis.

We have found that many people seeking assistance do not have savings to tide them over during difficult financial times. Often their relatives and friends have limited financial resources as well and cannot provide financial support to them. It is common for such people to pay more than half their income on rent which leaves them little for other essential costs of daily living. Families on low incomes with school-age children often experience financial crises because of education costs and other expenses relating to their children.

Some people who live independently, but who have intellectual disabilities or mental illness, may experience financial crises because of impaired abilities to manage their limited income effectively. Commonly people who have addictions to alcohol, other drugs and gambling, experience financial crises through excessive spending on their addictions.

The year in brief

Emergency Relief Programme Report (Continued)

People who have been deprived of education opportunities, may be lacking in basic skills such as budgeting their money and shopping economically, which may contribute to their financial crisis.

Sometimes people who request emergency relief have made errors with their spending. While most people overspend from time to time, people with limited finances cannot recover so easily from overspending.



The Centre attended to 5804 people requesting assistance with emergency relief during the year. The number of requests for financial support received from people totalled 7124. These figures may have been higher except for the closure of the organisation during January for 11 days for renovations. This resulted in our figures showing a 4% decrease in people requesting assistance in comparison to the previous year.

Last year, we commented on the ever-increasing number of people requesting relief who are on disability pensions. This year, we report a further increase of 13.04% on 2004 figures for this category, representing 20% of people requiring assistance from the Emergency Relief Programme.

Another important statistic was the decrease in requests from the 25 years and under age group. There were 26% less people from this category requesting assistance compared to last year, but a 2% increase in the 26-40 year and 5% in 41-55 year categories. Further decreases were 30% for people under 17 years and 28% for people on Youth Allowance; this supports the previous statistic.

People purchasing or owning their homes presented 5% more than in the previous year. However, there was a 21% decrease from people living in public housing and 18% less from shared accommodation. Requests increased 7% from people living in caravan parks. A major concern is the number of single men finding it difficult to find affordable accommodation. There has been a 5% increase in the number of males seeking assistance from the Centre. There was a significant decrease of 22% from people presenting from Frankston North on last year's figures and a further 23% increase from people requiring assistance from areas other than Frankston City.

Financial assistance of \$163,197.97 (including \$13,272.00 of Telstra vouchers) was provided through the Emergency Relief Programme. Food and goods in-kind valued at \$16,718.00, along with hampers and vouchers totalling \$12,342.60 at Christmas, were distributed to those in crisis in our community in the past 12 months.

The year in brief

"I think it's fair to say that personal computers have become the most empowering tool we've ever created. They're tools of communication, they're tools of creativity, and they can be shaped by their user." Bill Gates

Resources

Information Technology

All office computers are now upgraded to Windows 2000 or XP, with 17" monitors to provide a consistent and more satisfactory computing environment for workers. This upgrade program included the purchase of a new computer and laser printer to meet the Centre's increasing computing requirements. With the introduction of an upgraded Statistics system, an additional server was put into operation, ensuring ongoing stability of the network while providing flexibility for the delivery of new applications.

INFOCOM

The INFOCOM Community Information Management System is being used as the primary information resource in the Centre, and now includes the Community Referral Directory Database, providing volunteers with comprehensive information on 3450 agencies.

Website

Publicity

The www.frankston.net website promoted the 'Light up the Night' event, publicised the Frankston Community Appeal, provided up-to-date community information and was the first contact for people contemplating volunteering at the Centre.

Statistics

The website received 14,406 hits in 12 months, averaging 39 visits each day. Interest in the website increased gradually over the year with peaks of activity before the Federal election, Frankston Swim and school holidays. Most 'hits' went to the improved Community Information section which included links to cinema, bus, train and ferry timetables. It was noticed that several organisations have made links to connect their websites to ours.

New web pages

- **Emergency Accommodation Services** shows where to find emergency accommodation in the Frankston area, and contact details of other agencies providing services in areas of emergency accommodation and housing information in the Melbourne area.
- **Recovery from Tsunami – Contact Information** links to Government "hotline" numbers, counselling and support to people affected (especially children), printable fact sheets on dealing with reactions to emergencies plus a list of major organisations accepting donations.
- **Volunteering Opportunities, Job Roles** lists training requirements and current job roles available at the Centre. New photos of volunteers were added to show real people working within the organisation.

Highlights of the year

"When you stop giving and offering something to the rest of the world, it's time to turn out the lights." George Burns

Projects

Light Up the Night

Brigham Young University (operated by the Church of Jesus Christ of Latter-day Saints) is one of the USA's largest privately owned universities with a 30,000 plus enrolment. As part of its South Pacific tour, the world famous BYU Ballroom Dance Company brought its multi award winning dance showcase, '*Light up the Night*', to the Frankston Arts Centre on Wednesday 18 May. The Company has been undefeated United States Formation Dance champions for 23 years consecutively and winners of sixteen British Formation and Latin American championships at Blackpool, UK.



Frankston Community Support and Information Centre was delighted to have been named beneficiary of the Frankston charity performance. The Church of Jesus Christ of Latter-day Saints Braeside Stake (which includes Kingston, Cranbourne, Frankston, and the Mornington Peninsula) organised the event as a service to the community.

On the night the dance company glided smoothly through elegant formation routines to their brilliant, fast paced rhythmic pieces adorned in colourful flowing gowns and black tuxedos in a non-stop, dazzling extravaganza. The performance was almost a sell-out and provided the Centre with \$5000.00 in proceeds.



The Christmas Wish Project

This was a small project the Centre became involved in.

The Skapiskis Secondary School in Lithuania is located in a village near dense and beautiful forests, 18 kilometres from the closest town. Their school project called "The Christmas Wish" aimed to provide a Christmas experience for about 70 disadvantaged and disabled children studying at the School.



Highlights of the year

Projects

The Christmas Wish Project (Continued)

One of their goals was to decorate their school hall with Christmas decorations, cards, lights etc. for a Christmas party which would provide students with the experience of 'Christmas' on the 24th December. After a good deal of correspondence between the Skapiskis School's English teacher and the Centre Manager it was decided that we would help fulfil their modest request.

The Centre staff collected Christmas decorations, wrapping paper, an Australian themed calendar, postcards, tourist information about Frankston, etc. and these items were posted to reach Lithuania in time for the occasion. Pictures of the students at the party and their decorated hall were placed on their website www.skapiskischool.00page.com.



This was a small gesture from us that gave the Centre staff a lot of satisfaction.

Woorinyan

Woorinyan, a day training centre for adults with an intellectual disability, has been located in Frankston for 53 years. People at Woorinyan are taught living skills including cooking, literacy and numeracy, community access, art and craft along with many other programs to develop their skills.

Woorinyan is constantly exploring avenues to enrich the skills of their people. One of their more innovative ways is through the Duke of Edinburgh Challenge Award. Woorinyan people have to complete four components of the program to receive the award, one component being to undertake volunteer work for a minimum of one year.



The selected project was to look after the garden at Frankston Community Support and Information Centre. Existing plants were removed from the front garden, the area replaced with crushed rock and planted out with new drought resistant plants. Armed with gloves, safety equipment, appropriate shoes and a supervisor the Woorinyan people returned every two weeks to water the plants, remove weeds and rubbish and sweep the car park areas.

The front garden has now become an area that is easier for the Centre to maintain. Our thanks to Woorinyan and their people for the wonderful work carried out and for providing Centre staff with an opportunity of getting to know them.

Highlights of the year

Projects

Getting Involved

The Centre has been developing a project which will provide, via a website, information and assistance to business people in Frankston and the Mornington Peninsula who are interested in becoming involved or more involved in supporting their community.

Called *Getting Involved*, it is a partnership between the Centre, Mornington Peninsula Community Connections and Mornington Peninsula Shire. The project is funded by the RACV Foundation and Mornington Peninsula Shire.

The *Getting Involved* project aims to contribute to making the Frankston and Peninsula communities stronger through encouraging business people to share their knowledge, skills, experience and contacts with community groups.

Getting Involved's approach is based on the belief that the strongest and most vibrant communities are those where many people become involved in their communities, working with others to make their towns better places in which to live.



Emergency Relief Book

A major 2004 project was the production of a book called *Emergency Relief – A Guide for Small Community Groups*. This unique book aims to assist community groups provide their emergency relief services at the highest possible standard so that people in crisis can be assisted in making longer-lasting improvements to their living circumstances.

Written by Vicki Martin and John Murphy, the book was a partnership between the Centre and Mornington Peninsula Community Connections. The Federal Government Department of Family and Community Services funded the printing of the book. We are pleased to report that 1500 copies of the book have been distributed throughout Australia in the last 12 months.

The book emphasises giving people a hand-up as well as a handout. This means supporting people in a variety of ways in addition to providing them with emergency relief. It means working with other service providers as well as government to ensure that clients have access to adequate income, education, employment, housing, health and welfare services, as well as to other opportunities offered by their communities.

Vicki and John have more than 40 years experience between them as volunteers and employed community workers in the emergency relief field.

Highlights of the year

Projects

Frankston Community Appeal

The Centre holds an annual appeal to raise funds to assist families in crisis in our community. In recognition of the struggle some have when trying to work their way through a crisis, and the added expenses that occur around Christmas and Summer school holidays, we assist by providing items that may reduce expenses for this period.

The 2004 Frankston Community Appeal raised \$12,386.70 in funds towards the distribution of 230 Christmas hampers and food vouchers to 702 people (257 adults and 445 children). The Appeal attracts the support of individuals, organisations and clubs who provide donations of cash, food and toys.



We appreciate the enormous effort we receive from Operation Larder who order, purchase and pack the food items on the Centre's behalf and the volunteers from numerous emergency relief agencies who assist with the distribution of Christmas hampers. Additional food hampers, consisting of donated items which arrived too late for hamper allocation, were distributed directly through the Centre.

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 14th year at the Centre, helped 360 people with returns for the 2004-2005 financial year, including people from indigenous or non-English speaking backgrounds and those with disabilities.

Extended Tax Help

Extended Tax Help is an expanded form of Tax Help which is now available at the Centre. Extended Tax Help is aimed to assist low income clients with additional taxation issues. Extended Tax Help volunteers are accredited Tax Help volunteers who are also able to assist clients with Capital Gains Tax on shares, Managed Funds and previous year tax returns.

People eligible for Tax Help are also eligible for extended Tax Help. Twenty-five clients made appointments for this new program.

Years of Tax Help Service at the Centre

- Ted **Humphreys** 14 years
- Peter **Lewis** 9 years
- Albert **Chivilo** 4 years
- Tony **Runacres** 2 years
- Teresita **Aquino-Puno**. 1 year

Reaching people

"Great opportunities to help others seldom come, but small ones surround us every day" Sally Koch

Volunteers

Volunteers

'**Amazing**' is the only word to describe the Centre's volunteer team. The positions they fill are often demanding and require a range of interpersonal skills to deal with the complexities of each day. Every volunteer at the Centre fulfils an important role by assisting the Centre's three paid staff and providing the continuity and infrastructure required for this vital volunteer service.

Receptionists are the first contact for visitors and callers to the Centre. Their role is varied and they need to be able to assist people fill in forms, attend to incoming telephone calls and manage people waiting to be seen by an interviewer or counsellor.



Interviewers 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 at the Centre are provided with training to carry out their tasks successfully. An accredited course (CHCCS6B - *Assess and Deliver Services to Clients with Complex Needs*) must be completed if working in an interview situation with a client.



Many skills, including resilience, are required to be an effective interviewer. Training is the key component of our volunteers' success in dealing with the many queries that they receive in any given day. Interviewers often extend themselves beyond their roster shift to ensure the best options are explored and offered to meet each individual's circumstance.

Information Staff — As the Centre becomes more reliant on computer technology, Sue Grogan, our volunteer Information Officer, and her dedicated team of workers have the huge task of maintaining the Centre's information resources and updating volunteers' training in the use of the information system.



Reaching people

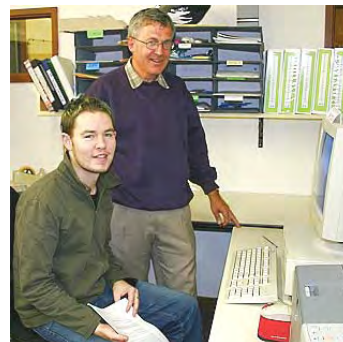
Volunteers (Continued)

Information Technology – The Centre's qualified information technicians are continually kept busy keeping the systems maintained.

Statistical Staff – During each shift, volunteers record statistical information regarding the nature of the enquiry and time taken to provide the service. Our statistical team collates and processes this information into various reports for the Manager and Committee of Management.

Administration Staff – An organisation as large as the Frankston Community Support and Information Centre requires an enormous amount of administration and relies on volunteers to support the paid staff. The combined efforts of the administration team ensure that everything the agency produces is presented in a professional manner.

The Centre is fortunate to have people who also volunteer their time for additional important tasks such as roster coordination, advisory groups, maintenance and group leadership. Many volunteers who demonstrate exceptional and varied skills are often approached to take on additional roles to provide support to fellow workers and students.



Service Areas

Scope of Volunteer Roles

Volunteers fill a broad scope of varied positions which include

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



Reaching people

"If you can't go where people are happier, try to make people happier where you are." Ashleigh Brilliant

Training

Training volunteer staff

Training Sessions & Workshops offered to Volunteers over last 12 months:

July 1	Family Drug Help
July 16	Family Law Conference
August	CPR - Four Steps for Life
Sept 16	Depression, Stress, Anxiety Workshop
Sept 23	Depression, Stress, Anxiety Workshop
October 14	<i>"My Passionate Affair with the Poker Machines"</i> speaker Gabriela Byrne
October 27	Family Violence – Legal Remedies
November 11	Crisis Centre Visit
November 16	4 Steps for Life – CPR
February 21	Youth Information Access Project
March 7 & 8	Emergency Relief Pilot Training
March 31	Happy Families, Happy Children: Family Violence Workshop
April 20, 27, 28	City Life Centre visits
June 3	Mental Illness and the Justice System
June 9	Workshop on the Mental Health System and Working with People and/or Anxiety
Throughout year	Case Discussion Groups
Additional:	Viewing of <i>"My Passionate Affair with the Poker Machines"</i> video by Gabriela Byrne
	Reading of <i>Emergency Relief – A guide for Small Community Groups</i>



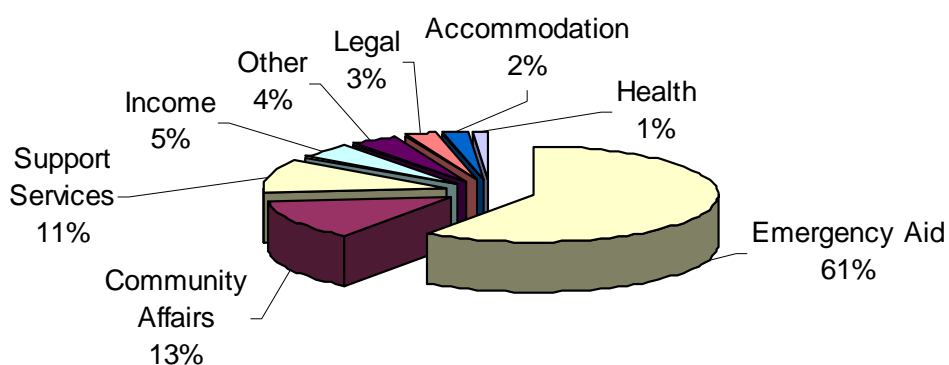
Operational statistics

"No matter how big and powerful government gets, and the many services it provides, it can never take the place of volunteers." Ronald Reagan

Enquiries

Breakdown of Enquiries July 2004 — June 2005

Total Number Of Enquiries: **11,962**
(Breakdown by type of enquiry on next page)



Number Of Days Open: **215**

Number of Referrals provided to different agencies: **28,407**

Total Of Individual Contacts: **9,694**

Face to Face Interviews:	5580
Telephone Interviews:	4082
Other forms (Mail, Follow up, Email, Fax):	32

Operational statistics

Details

Breakdown of Enquiries July 2004 — June 2005

Total Enquiries: 11,962

ACCOMMODATION	257	ENVIRONMENT	56
Emergency	119	Animal Welfare	13
Home Ownership	3	Conservation	3
Long Term	18	Pollution Control	15
Short Term	9	Waste Disposal	25
Tenancy (<i>See also Legal</i>)	108		
CITIZENSHIP	19	HEALTH	164
Immigration	6	Complementary Health	25
Multiculturalism	-	Health Facilities	27
International Affairs	4	Preventative Health Care	18
Overseas Travel	2	Rehabilitation	18
Regulations/Rights/Duties	7	Reproductive Services	4
		Treatment	72
COMMUNICATIONS	76	INCOME	617
Communication Services	44	Allowances	26
Mass Media Communications	30	Concessions	16
Personal Communication	2	Financial Institutions	6
		Financial Services	518
COMMUNITY AFFAIRS	1614	Pensions	12
<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	39
Community Facilities	1322	LEGAL	345
Community Surveys	4	Civil Law	22
Community Involvement	61	Courts and Court Procedures	18
Government – Federal	9	Criminal Law	22
Government – Local	54	Family Law	51
Government – State	2	Law Enforcement	7
Volunteers	162	Legal Services	152
		Ombudsman	11
CONSUMER	68	Personal Law	19
Complaints - Goods	1	Real Estate (<i>See also Tenancy</i>)	17
Complaints - Service Providers	7	Traffic Offences	7
Complaints - Services Govt	1	Tribunals/Appeals	1
Consumer Services	7	Wills	18
Credit	21	RECREATION	95
Insurance	2	Arts and Crafts	28
Motor Vehicles	2	Hobbies	4
Product Safety	1	Leisure	33
Service Providers	18	Recreation Facilities	18
Shopping	8	Social Clubs	8
		Sports	4
ECONOMIC DEVELOPMENT	16	SUPPORT SERVICES	1317
Business	11	Behaviour Management	36
Development of Resources	5	<i>(Disciplinary, educational or medical methods of controlling behaviour.)</i>	
EDUCATION	56	Care (<i>Services which provide care and have a focus of supervision and/or protection.</i>)	56
Educational Institutions	9	Companionship	15
Supplementary Services	10	Counselling	784
Type of Education	17	Home Services	61
Information Services	20	Mediation	60
EMERGENCY AID	7166	Mutual Support	25
Disaster Relief	4	Personal Services	265
Financial Aid	4029	Victims of Crime Support	15
Material Aid (Food)	2861	TRANSPORT	65
Material Aid (Goods)	257	Education	2
Material Aid (Services)	15	Licensing & Regulation	9
EMPLOYMENT	31	Public Transport	13
Employment Conditions	5	Special Needs	40
Job Placement	11	Transport Facilities	1
Training & Preparation	15		

Financial Statements and Reports

"Every community needs a great many services. By rewarding such work with honour and esteem, the very best men can be had for nothing." John Kenneth Galbraith

Reports

Treasurer's Report 2004 – 2005

The Centre has again completed another satisfactory year providing various services, including Emergency Relief, to the residents of the City of Frankston. Provision of Emergency Relief again provided a substantial portion of the Centre's Income and Expenditure.

INCOME

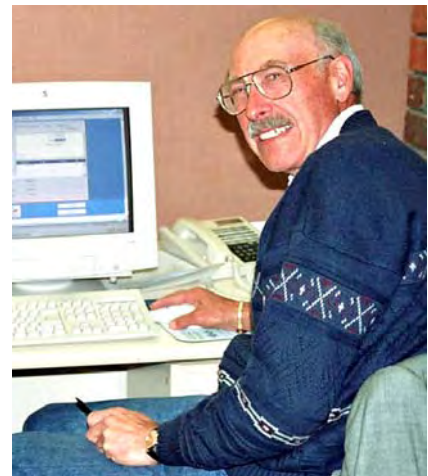
Government Emergency Relief Grant increased by \$3320, with donations from Frankston Magistrates Court the same as in the previous year.

Administration income was sufficient to fund the Centre's running expenses with increases of \$3640.92 in Bank Interest and \$8638.97 in Gifts, which included \$5000 from The Church of Jesus Christ of Latter Day Saint's production of '*Light Up The Night*', held at the Arts Centre. Small increases were noted in Lifeworks and Material Aid Trust Interest Income.

EXPENDITURE

Emergency Relief Expenditure increased by \$5117.54, with Administration expenses maintained at satisfactory levels. IT/Equipment purchases totalled \$3164.51 with \$1685 required in set up costs for the Centre's new information system, *Infocom*. Budgeting of Emergency Relief funds was again necessary to provide equitable distribution over the full 12 months.

A successful partnership with Frankston City Council, who provide the bulk of the Centre's running costs, Frankston Magistrates Court, Triple A Foundation, local organisations, residents and volunteers has again ensured the financial viability and successful operation of the Centre.



Many thanks to all.

Terry Mackay,
Treasurer.

Financial statements and reports

"A civilization flourishes when people plant tree under which they will never sit" Greek proverb

Organisation

Committee Members and Positions

The Committee of Management has both administrative and policy-making roles and is accountable to financial members of the Centre, to bodies from which the organisation receives funding, and to the community. The Committee meets on a monthly basis and comprises the maximum of nine members.

John Tame	CHAIRMAN
Michael Briggs	VICE-CHAIRPERSON
David Triplow	VICE-CHAIRPERSON
Terry Mackay	TREASURER
Rob Vertigan	SECRETARY
Joan Fitzpatrick	MEMBER
Anthony Glenwright	MEMBER
Peter Lukey	MEMBER
Ros Wilson	MEMBER

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 currently funds the part-time Special Projects Coordinator position responsible for coordinating projects and providing administrative support to the organisation.

Vicki Martin	MANAGER
Maureen Macer	COORDINATOR OF VOLUNTEERS
Marion Lester	SPECIAL PROJECTS COORDINATOR

Current Life Members

Pat Arthur	Peg Hess
Rev. Alan Coulson	Sheina Thompson
Shirley Davies	Peter Lewis
Dorothy Lynch	Pat Runacres
Marie Wright	Anja Cadle

Honorary Member

Peter Martin

People

"Volunteering isn't the easiest thing you can do — but it's the most rewarding. Volunteers are not paid — not because they are worthless, but because they are priceless"

Volunteers

Ron **Allan**
Bernadette **Belzunce**
Debbie **Box**
Michael **Briggs**
Silvana **Butto**
Anja **Cadle**
Judith **Caraher**
Francine **Chadwick**
Albert **Chivilo**
Margaret **Clark**
Rae **Clarke**
Sheron **Collins**
Beverley **Conlan**
Rhondda **Curtis**
Iris **Dale**
Mena **Denys**
Jessica **Eva-Cincotta**
Frances **Evans**
Joan **Fitzpatrick**
Lyn **Flatman**
Ada **Fletcher**
Judy **Gardiner**
Gaye **Gaywood**
Anthony **Glenwright**
Sue **Grogan**
Valerie **Hamilton-McNeil**
Stewart **Harkness**
Lyne **Harvey**
Catherine **Healy**
Persia **Hill**
Barrie **Holloway**
Rhonda **Holloway**
Ted **Humphreys**
Gemma **Hurley**
Marisa **Iglesias**
Rosalie **Isokangas**
Karen **Jennings**
Margaret **Lade**
Peter **Lewis**
Peter **Lukey**
Terry **Mackay**
Peter **Martin**
Margaret **McKay**
Lynda **Melen**
Joan **Mitchell**
Steve **Muhi**
Meredith **Neumann**



Pam **Newman**
Lorraine **Nicholls**
Lyll **Nottingham**
Jan **O'Brien**
Caroline **O'Hehir**
Nadine **Onezime**
Vera **Pazourek**
Steven **Phillips**
Terisita **Puno**
Andrew **Raymond**
Vanessa **Reher**
Mary **Ricca**
John **Roberts**
Margaret **Ross**
Pat **Runacres**
Tony **Runacres**
Betty **Stirling**
Patricia **Stretton**
Lia **Sourouvali-Tsolakis**
Judi **Steele**
Colleen **Sweeney**
Carole **Sweetnam**
John **Tame**
John **Thompson**
Rebecca **Thomson**
David **Triplow**
Judy **Umney**
Robert **Vertigan**
Valerie **Vertigan**
Peter **Verwoerd**
Christine **Victor**
Louise **Wilkinson**
Ros **Wilson**
Marie **Wright**
Valerie **Young**
Sally-Ann **Zetter**
James **Zhang**

**Placements —
Welfare Studies
Students**
Jaqueline **Smith**
Nadine **Onezime**

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

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

Accountants
Bruce J Stockdale Pty Ltd
Flinders Partners Group
Lois Dennington
PR West and Associates
Shepard Webster
& O'Neill Pty Ltd
Weber Crawford Pty Ltd
A J Wiber
Woottons

Solicitors
Meier Denison Solicitors
White Cleland Pty Ltd
Richard Calley Pty Ltd
Willerby's

Honorary Solicitor
Michael **Ongarello**

People

"The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others" DeAnn Hollis

Volunteer Commitment

Recognition of Service

Frankston Community Support and Information Centre is proud of the commitment of their volunteers. Thirty-one volunteers have been with the Centre for over five years.



OVER 30 YEARS		
	Peter Lewis	37
	Marie Wright	36
	Pat Runacres	34
	Anja Cadle	30

OVER 20 YEARS		
	Betty Stirling	22

OVER 10 YEARS		
	Francis Evans	18
	Joan Mitchell	18
	Rhonda Holloway	16
	Peter Martin	15
	Judy Caraher	14
	Ted Humphreys	14
	Carole Sweetnam	13
	Christine Victor	13
	John Tame	12
	Iris Dale	12
	Ada Fletcher	12
	Sue Grogan	12
	Barrie Holloway	12
	Lyn Flatman	10
	Terry Mackay	10
	Margaret Ross	10

OVER 5 YEARS		
	Mary Ricca	9
	Meredith Neumann	9
	Michael Briggs	9
	Valerie Vertigan	8
	Joan Fitzpatrick	8
	Anthony Glenwright	7
	Robert Vertigan	7
	Val Young	6
	Ron Allan	6
	Peter Verwoerd	5

People

"We can't do much about the length of our lives, but we can do plenty about its width and depth" Evan Esar

In Memoriam

Peg Hess and Sheina Thompson

Some people have the spirit that radiates warmth, gentleness and compassion. Such people were our dear friends and colleagues Peg Hess and Sheina Thompson.

Peg joined the organisation in 1970 and was a member of the newly constituted Committee of Management in the years 1977 and 1978. Then in 1988 such was her interest she decided to stand again for a Committee position, and consequently served a further eight years as Vice Chairperson.

In 1996, the year of their retirement for outstanding service, the organisation's members voted that Peg and Sheina be awarded Life Membership of the Association.

Sheina retired from volunteering in June 1996 at the age of 83 years after 24 years as an interviewer. During these years she had been a member of the Committee of Management and had held the position of the Centre's statistician.



Peg Hess
1912 – 2004



Sheina Thompson
1912 – 2005



Acknowledgements

"Too often we under-estimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around". Dr. Felice Leonardo Buscaglia

Frankston Community Support and Information Centre
wishes to thank all the following supporters:

MAJOR SUPPORTERS OF THE CENTRE

Australian Taxation Office
Barrie Thomas, Triple A Foundation
Frankston City Council
Frankston Community Support and Information Centre volunteers
LifeWorks
Lois Dennington
Mornington Peninsula Community Connections
Shepard, Webster and O'Neill Pty Ltd

AGENCIES AND ORGANISATIONS ASSISTING THE EMERGENCY RELIEF PROGRAM

Department of Family and Community Services
Frankston Magistrates' Court
Telstra
Operation Larder

Brotherhood of St Lawrence
Chapel of the Resurrection – Peninsula School
Frankston Community Church
Frankston Presbyterian Church
Gateway Family Church Langwarrin
Manning Village – Baxter
Nuttelex
Seaford Uniting Church
Society of St Vincent de Paul (*Karingal*)
St James the Less

Anonymous donations

Acknowledgements

2004 Community Appeal

Donations to the Appeal

Baxter Village
Baxter Village Bowls Club
Carrum Downs Garden Social Club
Chisholm Institute – Frankston Campus
Davex Enterprises Pty Ltd
Frankston Bridge Club
Frankston City Council
Frankston City Council – Maternal and Child Health staff
Frankston Country Women's Association
Frankston CWA – Gumnut Entertainment Group
Frankston Ladies Choir
Frankston Scrabble Club
Frankston Seventh Day Adventist
Frankston Wranglers Charity Club
Individual donations
– Barbara Barber
– Ms Barclay
– Anja Cadle
– GH & LM Caton
– Phillip Davey
– Mary Irons
– Craig Murray
– Denise Nicholls
– Julia O'Keefe
– Cecily Ray
– Janet Zajicek
Inghams Growers Association
Langwarrin Girl Guides
Lions Club of Karingal
Manning Residents Club
Polish Senior Citizens Club
Royal Air Forces Association – Peninsula
Seaford Discussion Group
Society of St Vincent de Paul – Langwarrin
St Paul's Opportunity Shop
The Local Spiritual Assembly of Bahais of Frankston

Goods In-Kind Support

Chapel of the Resurrection – The Peninsula School
Donna Monogan
Frankston Naval Memorial Club
Gateway Family Church
Irene Clonaridis
Kingsley Park Primary School
Lions Club of Frankston Bayside
Mornington Peninsula War Widows
Mt Eliza Caritas
Nepean Inner Wheel Club
Peninsula Country Golf Club
Peninsula School Early Childhood Centre
Seaford Park Primary School
Seaford Uniting Church
Ted Tomlin
Uniting Church (High Street, Frankston)