

Frankston Community Support and Information Centre

Annual Report **2010**



Together, we can make a difference

FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE



ANNUAL REPORT
2010

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

Inspiration and Values



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



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Back cover: Chalk drawings by client's children in an interview room.

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From the Chair



This year we distributed a record amount in emergency relief which again demonstrates the pressure experienced by our dedicated and skilled paid and volunteer staff. Their work is often carried out under very trying circumstances and it must be said that our Committee of

Management has done all that is possible to protect staff from the escalating number of incidents being encountered.

Funding for our Emergency Relief program from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) has increased and is subject to a two year agreement, which greatly assists us in budgeting and ensures funds arrive on time from the Government. It is disappointing that FaHCSIA's allowance for administering the Emergency relief funds is limited to \$6,000, an amount that falls well short of the actual cost of providing the service and it places undue pressure on all concerned to maintain a high quality service to our clients.

Our staffing hours have remained the same; however we have introduced a job sharing situation with the Coordinator of Volunteers position to try and reduce daily stress. One of the Centre's future directions is to obtain an additional person to supervise our busy interviewer staff and also to retain the important Special Project Coordinator's position.

I am at last pleased to advise that, after many years of planning, the Volunteer Resource Centre is now a reality. Our manager, Vicki Martin is the agency's representative on the Board, and plays a major role in its governance and operational issues.

"This year we distributed a record amount of Emergency Relief"

The lease on our premises expires in October 2011 and we are working with council to meet our accommodation needs in the future.

During the year council conducted an Occupational Health & Safety audit on our premises including our safety policies and procedures and it is pleasing to note that we received a very favourable report which confirms that our Committee of Management takes a serious view for the wellbeing of all staff and visitors.

During the year it became necessary to replace our photocopier along with several computers and a new server. Despite the considerable cost to the agency, our

Committee of Management considers this is money well spent to support our staff with the resources available.

Our Constitution was reviewed by a subcommittee to ensure we have the scope to run the organisation effectively and reflect the roles of the Committee and management.

Due to changes in our Committee of Management membership, we have been diligent in recruiting new people possessing the necessary skills to carry out the duties expected of their position.

In closing, may I express my sincere thanks to the councillors and staff of the Frankston City Council who have continued with their support to the agency which makes it possible for us to continue to operate.

On behalf of the committee, I also thank all those volunteers who provide a first rate service to our community and to our paid staff, Maureen, Marion and Margaret, I also extend a huge thank you for their dedicated work throughout the year. The leadership and support provided to me by our manager, Vicki, has once again been outstanding, so on behalf of the committee, a huge thanks.

Manager's Report

This report highlights the importance of volunteers in the wellbeing of the Frankston community.

Crisis Intervention can be very demanding and may require debriefing of all staff to ensure their welfare when handling challenging situations. This specialised area requires highly skilled people and the increase in crisis intervention situations accentuates the importance of having consistent standards with trained and skilled people in all areas of service.

The Emergency Relief Program is financially supported by FaHCSIA and the Frankston Magistrates' Court. It also receives in-kind support from Operation Larder on a weekly basis. This year a record \$385,576.29 (including in-kind support) in emergency relief was distributed on 6,505 occasions.

Information plays a major part in our service provision, and an important component is access to information and links through our Frankston.net website. Hits have risen from 38,494 to 72,544 in the past two years confirming the relevance of this resource and the necessity of regularly updating the site.

Online information can be out of reach for people on limited income and without internet access. To fill this gap the Centre produces its own easy-to-read brochures on various services. Over 8,500 in-house brochures were taken by our clients in the last year.

Providing free public Internet access at the Centre is another way our client base can access our website, Centrelink, employment opportunities, E-Tax and general information online. These various information areas require the expertise of our Special Projects Coordinator and the assistance of her team of volunteers to develop, design, maintain and distribute this material to the many people who connect, take and use our information systems.

The Centre received funding through FaHCSIA, Financial Management Program – *Emergency Relief: Additional Support for Identified Groups* for a 15 month period. The project has engaged Good Shepherd

Youth and Family Services Financial Counselling Service to provide training workshops on budgeting for the Centre's interviewing volunteers working with sole-parent emergency relief clients. The Centre is also producing brochures and fact sheets with information tailored for sole parents.

Establishment of the Frankston Volunteer Resource Centre benefits our community by providing a range of options for people to become involved in their area of interest. The Centre, in partnership with Frankston City Council and several other organisations, has worked for many years to see this goal come to fruition.

Our staff are a hard working and committed team of people and we are often envied for their abilities. However, like others, our organisation finds it difficult to recruit skilled volunteers to deal with interviewing and reception roles. We have a highly skilled team of interviewers and receptionists but as client problems become more complex the more skilled volunteer staff need to be.

Volunteer interviewers manage an average total of 127 cases a week with their coordinator's support. Constant supervision of this number of cases is very demanding and is ideally a two person full-time position. Providing this service is economical however it requires a sound infrastructure to make it work well and we have to ensure that we have this in place at all times.

Staffing consists of one full-time and three part-time paid employees plus 104 volunteers who have worked here during the 12 months.

I thank my talented team of Maureen, Marion, Margaret, volunteer staff, trustees and Committee of Management led by our Chair, John Tame for their commitment to my position and the organisation.



Treasurer's Report

Treasurer's Report 2009-2010



The Centre has again been at the forefront in assisting the needs of residents in the City of Frankston.

The main focal point of this assistance has again been Emergency Relief with Government Grants of \$333,316

together with \$17,000 from the Magistrates' Court, totalling \$350,136 received this financial year. The Grant monies again included increased funding due to the ongoing world financial crisis.

A special grant of \$56,000 has also been approved to fund a special project to assist vulnerable groups in the community. The first two instalments, totalling \$28,000, have been received.

Emergency Relief expenditure was \$375,537, an increase of \$73,134 over 2009, which included a portion of the previous year's extra funding of \$25,401.

The most vulnerable of the Centre's clients are finding it increasingly difficult to meet the cost of general living expenses as shown by the level of assistance provided, which included food gift cards \$200,722, utilities \$25,061, optical/medical etc \$11,846, food \$42,457 and accommodation/rental \$61,027.

Net administration income and expenditure were in line with budget expectations. We were very grateful for the increase in donations which totalled \$10,731, an increase of \$7,416. Included in this figure were amounts of \$5,000 from the Lord Mayor's Fund (resulting from an initiative of a volunteer), Karingal Bowling Club \$2,300 and an anonymous amount of \$1,000. The largest item of expenditure was \$7470 to replace the Centre's ageing photocopier.

We again express our appreciation to Frankston City Council, Magistrates' Court, Triple A Foundation, residents, businesses, local community organisations and our team of dedicated volunteers for their contribution in ensuring our Centre continues to be a vital part of community involvement in our city.

Terry Mackay
Treasurer





MANAGER — Vicki **Martin**

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



COORDINATOR OF VOLUNTEERS — Maureen **Macer**

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



COORDINATOR OF VOLUNTEERS (Acting) — Margaret **Gerandt**

Margaret joined the Centre as a volunteer in 2005. In 2008 she was offered a casual position to fill the co-ordinator of volunteers role while Maureen was on leave. Margaret has a background in business administration.



SPECIAL PROJECTS COORDINATOR — Marion **Lester**

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

Governance

Committee Members and Positions

The Committee of Management meets monthly and comprises the maximum of nine members. It has both administrative and policymaking roles and is accountable to financial members of the Centre, to bodies from which the organisation receives funding and to the community. Ten meetings were held during 2009 - 2010.



CHAIRPERSON: John Tame

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

Meetings attended: 10



VICE-CHAIRPERSON: David Triplow APM

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

Meetings attended: 5



VICE –CHAIRPERSON: Anthony Glenwright

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

Meetings attended: 8



TREASURER: Terry Mackay

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

Meetings attended: 10



SECRETARY: Stewart Harkness

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

Meetings attended: 10

Governance



MEMBER: Joan Fitzpatrick

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

Meetings attended: 9



MEMBER: Peter Wearne

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

Meetings attended: 6



MEMBER: Steven Phillips (Resigned June 2010)

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

Meetings attended: 3

(Leave of Absence from February 2010)



MEMBER: Joanne Birkett

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

Meetings attended: 10



CO-OPTED MEMBER: John Murphy

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

Co-opted Member for 3 meetings



EX OFFICIO MEMBER: Vicki Martin (Centre Manager)

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

Meetings attended: 10

Governance

Board of Trustees for Material Aid Trust Fund

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

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



Peter Newman

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

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

Brian Capon

Brian is a retired Mount Eliza and then Frankston public accountant who is now involved in consulting and volunteer accounting and administration. He has been a member, including past president, of the Rotary Club of Frankston North for 18 years.

Michael Ongarello (Chairman)

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



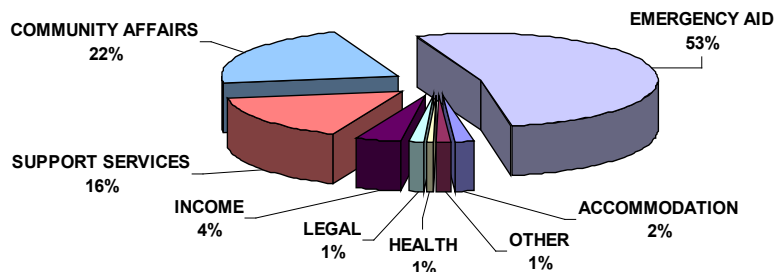
Operational Statistics

Total number of enquiries — 13,849

	July 09 — June 10	July 08 — June 09
Total enquiries:	13,849	12,914
Number of days open:	219	225
Total of Individual Contacts:	9,196	8,628
Face to Face Interviews:	6,311	6,088
Telephone Interviews:	2,829	2,476
Other forms: (Mail, Follow up, Email, Fax)	56	64
Appointments for services:	451	369
Hits on <i>frankston.net</i> website	72,544	59,832
Hits on <i>gettinginvolved.com.au</i> website	2,816	3,054

Breakdown of enquiries July 2009 — June 2010

ACCOMMODATION	201
CITIZENSHIP	9
COMMUNICATIONS	49
COMMUNITY AFFAIRS	2,669
CONSUMER	59
EDUCATION	30
EMERGENCY AID	6,505
EMPLOYMENT	16
ENVIRONMENT	8
HEALTH	76
INCOME	497
LEGAL	164
RECREATION	12
SUPPORT SERVICES	1,970
TRANSPORT	51



Emergency Relief Program

It has been recognised for many years that Frankston requires additional social housing for residents struggling on low income. This is not just a problem for Frankston but one for the whole of Melbourne.

There has been a trend driven by agencies across Melbourne to relocate people with complex problems to Frankston because of its housing affordability. This has placed additional pressure on local organisations trying to deal with the influx of people newly presenting in crisis and in particular suffering with mental health problems and the consequences of addictions. It is also a reason why rooming houses have sprung up en masse by the private sector in Frankston City. A further issue for these new residents and for the City is they are brought to an area where there is poor access to jobs which means that they have little chance of their circumstances changing through employment.

For the Centre, an outcome of the housing issue has been increased expenditure on accommodation and back rent. A massive increase of nearly 140 per cent of our financial support (\$59,896) was spent on accommodation.

An initiative that has built strong relationships with other local service providers is the decision we made some years ago to assist clients on the basis of another organisations assessment of their financial crisis situation. This has removed the need for some people to go from agency to agency and be reassessed each time. Good outcomes have been cooperation between the agencies and improved standards of assessment, with other organisations adopting similar procedures.

Funds for the Emergency Relief Program were mainly provided by the Department of Families, Housing, Community Services and Indigenous Affairs and the Frankston Magistrates' Court. Magistrates' donations totalled \$17,000 and the Department's grants were \$358,537. Emergency Relief expenditure for the year was \$385,576.29 and included in this is the in-kind support given by our supporters Operation Larder, St James the Less, Frankston Presbyterian Church and the Seaford Uniting Church.



"This is not just a problem for Frankston but one for the whole of Melbourne"

During the last 12 months a major problem for the Centre has been the number of incidents caused by people displaying antisocial behaviour when demanding assistance. A serious effect of this behaviour on both paid and volunteer staff is the danger of burn out.

Visitors to the Centre waiting to be seen have, on occasion, been disturbed by this behaviour which has resulted in many being debriefed by the Centre's staff. Management has addressed these

issues by developing a policy that requires the closure of the organisation after an incident that has caused a major disturbance and established new procedures to attend to some of the other issues.

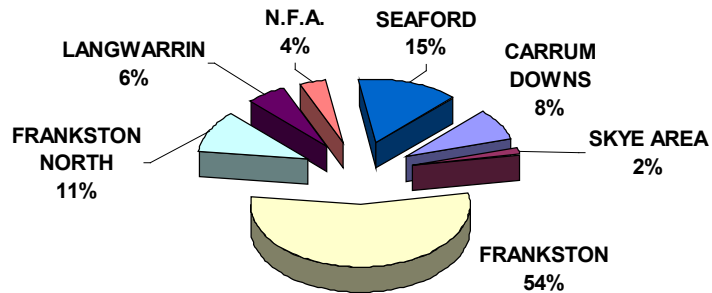
The Centre has received funds for the next year from the Department to provide specialised training for our interview staff and develop a kit of information that has a focus on assisting sole parents.

It has been a busy year for the organisation and, in particular, the coordinator position that oversees our volunteer interviewers. Interview staff dealt with 13,849 enquiries from 9,196 contacts and assisted people on 6,505 occasions with emergency relief resources, referrals and linkages.

Emergency Relief Statistics

Number of clients assisted with Emergency Relief — 6,505

Emergency Relief client numbers by Postcode



Emergency Relief distribution figures

- 7,001 — Referrals to services
- 6,482 — Total clients requesting Emergency Relief
- 2,843 — New emergency relief clients

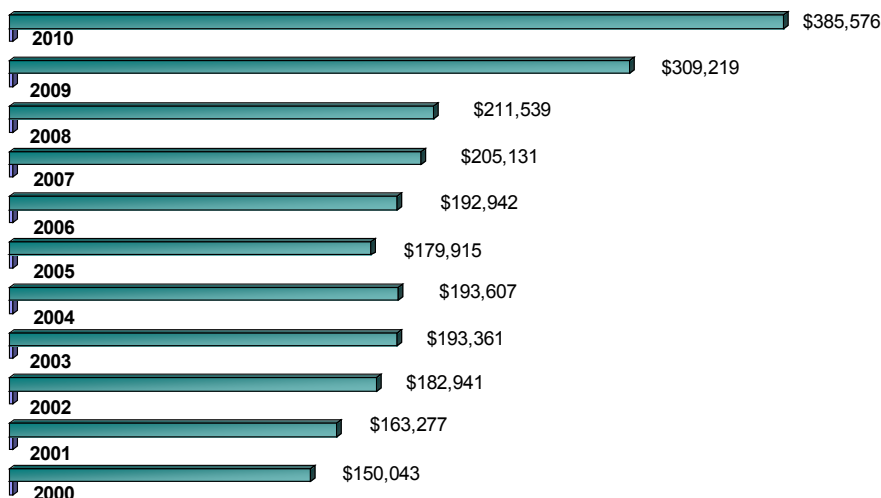
Breakdown:

- 2,633 — Men
- 3,645 — Women
- 227 — Via Agencies

Breakdown of Emergency Relief distributed:

Food Gift cards	-	\$176,940.00
Telstra Vouchers	-	\$8,850.00
Telstra Phone Cards	-	\$3,165.00
Donated Gift Cards	-	\$1,250.00
K-Mart Vouchers	-	\$450.00
Target Vouchers	-	\$600.00
Coles Express Cards (Petrol)	-	\$850.00
Food purchases (Ritchies)	-	\$51,592.55
Food in kind (Donated)	-	\$14,319.00
Financial (Utilities/Bills etc)	-	\$127,559.74
TOTAL		\$385,576.29

Emergency Relief distributed between 2000 — 2010



Frankston Community Appeal

2009 Community Appeal

The Appeal, coordinated by Frankston Community Support and Information Centre, is now in its 19th year. The Centre works in conjunction with other local emergency relief agencies to stretch resources and provide more assistance to families. By working together, with one point for hamper distribution, there is fairer allocation of goods plus it enables other local organisations to concentrate on different festive activities like providing free Christmas breakfast and lunch to disadvantaged residents. Daily news about the appeal was updated on the Centre's Facebook page and articles appeared in the Independent and Leader newspapers.

This year, monetary donations to the 2009 Appeal totalled \$9,823.25 and items purchased from the cash donations created 200 hampers for distribution to:

- Anglicare, Frankston (9 hampers)
- Anglicare, Rosebud (11 for Frankston clients)
- DHS, Frankston (10)
- Crisis Centre and Peninsula Youth and Family Services (75)
- St Vincent de Paul (75)
- WAYSS Domestic Outreach (20).

The content of a hamper included two tins of ham, tinned potatoes, peas and carrots, rice, fruit salad, UHT custard and cream, plum pudding, orange juice, potato chips, lollies and a Lions Club Christmas cake. Very special thanks go to Operation Larder for the enormous effort of packing these hampers and



also to the Uniting Church group for allowing the use of their foyer for distribution of hampers to Agency workers.

Staff from the Commonwealth Bank, with administration organised by the Centre, donated and delivered 35 hampers to Frankston families in hardship. Operation Larder donated an additional 50 hampers and FCSIC packed and distributed approximately 80 hampers from donations of goods received from many local organisations and individuals.



This year a total of 364 hampers were distributed to people in Frankston City. 1382 people (532 adults and 850 children) were assisted with Trust Funds, Commonwealth Bank hampers and hampers packed from donated goods.



We would like to thank all the organisations, business and individuals who donated to the 19th annual Frankston Community Appeal.

- Frankston RSL donated 200 tinned hams, 200 tinned salmon plus 200 packets of shortbread which were added to festive hampers packed by Larder.
- Chisholm Institute of TAFE held their annual fund-raising auction.
- Frankston Library became a collection point for local residents wishing to donate groceries.



Donations acknowledged on Page 26.

People — Our Main Resource

The Centre and the Frankston community are privileged to have a fantastic team of volunteers with wonderful dedication and resilience who provide the Centre's services.

It has been stated many times that volunteers are the backbone of any community and the Frankston Community Support & Information Centre's volunteers are no exception. Through their work at the Centre they touch the lives of many by simply listening and being there, while at the same time having the ability to make a significant difference by providing vital services to people in need.

The purpose of the Centre's volunteer program is to recruit and maintain the commitment of a team of volunteers to assist the community, while fulfilling the Centre's mission by working within the Centre's policies and procedures, plus, at the same time, working within the guidelines of our funding bodies.

Recruitment of suitable frontline volunteer staff is often difficult as many of the positions are demanding and require a number of interpersonal skills to deal with the many complexities a day at the Centre can involve. Our volunteers over the last year have again been amazing. They have responded not only with their support, dedication, commitment, team spirit and endurance to provide services in what has been a rather difficult year for the Centre, but they have pulled together with such resilience to support each other through personal and difficult family times.

Prospective volunteers are matched for their suitability to position descriptions. Selection criteria for each position depends on the particular skills needed to fulfil the duties of the position. Volunteer roles include reception, interviewers,



information, administration, statistical and information technology staff.

Together with the skills required for each position, volunteers must be able to work as part of a team in a reactive environment, have sensitivity to other people's values, the capacity to continue to advance and a willingness to commit themselves to further personal development through on-going training plus their availability for weekly roster.

And finally thank you to:

Each and every one of you for your support and the positive impact you have on us. You and what you give is inspirational.

The many volunteers who, by demonstrating exceptional and varied skills, are approached to assist staff by taking on additional support roles to fellow workers and students.

The team leaders, the mentors, trainers, those doing additional administration roles and assisting with various projects.

The database and information technology volunteers who keep the Centre operational.

Our honorary member who does the majority of maintenance work both inside and outside the Centre.

Our roster coordinator who makes herself available seven days a week to ensure the Centre is able to function by having enough staff for each shift. She has for many years done, and continues to do, an absolutely incredible job.

Volunteering is ultimately about helping others and having an impact on people's wellbeing. We sincerely thank you all.

Maureen Macer

Finding the Right People

Ron Allan
 Michael Allen
 Devesena Babu
 Rose Benson
 Joanne Birkett
 Tracy Byrne
 Judith Caraher
 Francine Chadwick
 Elysia Chase
 Sheron Collins
 Sharon Crockett
 Iris Dale
 Vi Davenport
 Lorraine De Gille
 Mena Denys
 Chris Devine
 Val Donald
 Sue Dunn
 Frances Evans
 Sue Fitzgerald
 Joan Fitzpatrick
 Lyn Flatman
 Ada Fletcher
 Gail Forbes
 Margaret Gerandt
 Deotilla Gibbons
 Anthony Glenwright
 Sue Grogan
 Stewart Harkness
 Gisela Harris
 Tracy Harvey
 Val Hassett
 Corrine Herbu
 Barrie Holloway
 Grace Holloway
 Rhonda Holloway
 Isabella Jasper
 Marilyn Jones
 Peter Kellet
 Leanna La Combre



Margaret Lade
 Peter Laverack
 Peter Lewis
 Brian Longhurst
 Joy MacEwan
 Terry Mackay
 Bernard McKenna
 Christine McRobert
 Peter Martin
 Joan Mitchell
 Pam Newman
 Jan O'Brien
 Swee Loon Parker
 Vera Pazourek
 Steven Phillips
 Faye Reavley
 Mary Ricca
 John Roberts
 Josie Roberts
 Sue Robertson
 Pam Sheumack
 Bronwen Sinclair
 Cath Spychal
 Judi Steele
 Kathy Stevens
 Claire Stewart
 Isobel Strapps
 Mike Stratton
 Carole Sweetnam
 John Tame
 Debbie Taylor
 Eileen Thompson
 John Thompson
 Alison Toma
 David Triplow
 Peter Verwoerd
 Christine Victor
 Bill Vincent
 Peter Wearne
 Bob Weber

Maryanne Whitfield
 Carla Wijnschenk
 Miranda Wilkes
 Louise Wilkinson
 Roslyn Wilson
 Marie Wright
 Robin Wemyss
 Valerie Young
 Delvene Yun
 Leon Zimmerman

Student Placement
 Lisa Guy

Tax Help
 Michael Allen
 Albert Chivilò
 Peter Lewis

Trustees
 Brian Capon
 Peter Newman
 Michael Ongarello

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

Accountants
 Bruce J Stockdale Pty Ltd
 Carly Advisory Group
 Flinders Partners Group
 Shepard Webster & O'Neill Pty Ltd
 A J Wiber
 Woottons

Honorary Solicitor
 Michael Ongarello

Volunteering Statistics

Total Volunteer Hours — 14,746

Scope of Volunteer Roles

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

BREAKDOWN

Interviewing

Reception

Administration

Information Technology Support

Data Base Support

Rosters

Maintenance, Food resources & Gardening

Tax Help Programme

Training, Tax Help appointments

Introductory Training

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

Ongoing training

In Service Training attendance
Case discussion groups

Volunteer support

Team Leaders
Staff training

Committee of Management

Meetings
Centre finances
Working with Manager

Trustee meetings



Training Sessions & Workshops offered to Volunteers

July 23	Lifeworks — Writing Case Records
August 21	Victorian Legal Aid Seminar
September 29	Money Minded Seminar
October 7	Understanding Mental Illness
November 19	In Service — Office of Corrections
May 13	Family Violence
June 16	Conflict Resolution Workshop
June 24	Reshaping our Future
Ongoing	Case Discussion Groups



Information Resources

Websites

www.frankston.net



A well designed website helps make its audience confident of the information contained within. It also reflects the organisation's attitude to its clients while conveying its values, personality and message.

The Centre aims to provide up-to-date information to the community and each year more people are using our website to find it. As the number of online searches through our website increases, it becomes a major challenge to keep all our information constantly up-to-date. This year www.frankston.net had 72,544 hits, averaging 199 every day, and in comparison, there were 59,832 last year. During the last 5 years, between 1 July 2005 and 30 June 2010 the website received a total of 249,040 hits.

www.frankston.net has nearly 70 webpages of community, volunteering and services information. Our statistics show the most popular pages consistently are bulk billing doctors, community and support services.

Intranet

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



Getting Involved

The Getting Involved website shows a range of helpful information, including downloadable information sheets, for business people who wish to support their community, but not necessarily with a donation. www.gettinginvolved.com.au provides case studies of local business people already helping their community and gives information to people who are interested in taking the 'next step' and believe the community will benefit from their involvement. The website has 14,031 hits since its startup in August 2005 with 3,704 hits in the last year.

Feedback

Bayside Shopping Centre Marketing Manager informed us *"We took our inspiration for recently conducting our campaign with Vic Relief (Blanket Appeal) through the website gettinginvolved.com."*

Interactive Events proprietors emailed *"We've been looking for ways we can contribute to our local community and found your website so had a look through your page on 50 ways to help out."*

It is good to know that we are inspiring some businesses to support their local communities.

Information Resources

Brochures

Community information and referral bring people and services together so our information service is a vital link between people who need help and the organisations that provide that help.



For information to be relevant it must be researched and constantly updated by our team of skilled information workers. Our vision is for all people to have easy access to information about community services in Frankston City. The Centre aims to provide information in different forms and is constantly looking for new ways to present it plus improve on what we do.

Nearly 8,500 brochures and fact sheets produced by the Centre were photocopied in-house by volunteers and given out to clients throughout the year. Of these, over 2,500 'Where to Find Assistance — Food and Clothing' brochures were distributed. Other brochures and fact sheets publicising local services include financial assistance, housing options, Homeless in Frankston, Emergency Accommodation, Residential Caravan Parks, Local Bulk Billing Doctors, Crisis Support, Local Information and Assistance contact numbers. All brochures are available for download from the Centre's website.

The Centre also designs a brochure promoting festive activities available for local residents at Christmas. This is distributed through Frankston City Council, church groups, local libraries and the Centre's website.



Information Technology

The Centre has 15 networked PCs available for staff and volunteer use. Most have Microsoft Office and, dependent on their position, additional programs such as Infocom, in-house databases, MYOB or E-tax have been installed. There are also two PCs used by the public to access the Internet. Implementation of the new Server, with Server 2008 software donated by Microsoft through Donortec, has increased speed and reliability of the network. We are fortunate to have three volunteers assisting with troubleshooting issues.

Databases

Our Statistics team collate and process information recorded by interviewers regarding the nature of the client enquiry and time taken to provide the service. This information is processed into monthly reports to show trends and source data for statistical purposes.

Work commenced on the original client database during 1995. By 2007 this updated database held approximately 13,200 client names and, of these, only 10% had typed case notes. During June 2010 our team of database volunteers, each working on different tasks, completed this huge project by entering the last backlog of notes. There are 17,431 individual entries in this database and currently, volunteers enter new information within two working days. This system will never replace handwritten notes but it has become the fastest way for interviewers to retrieve data. Other volunteers involved with this project systematically check the handwritten client cards and sort them into strict alphabetical order so interviewers can relocate them quickly.



Reaching our Community

Through Services, Projects and Partnerships

Tax Help 2009 —2010

Tax Help is a free service designed to help people on low incomes. 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.

This program, which is now in its 20th year, helped 286 people, including people with disabilities or from indigenous or non-English speaking backgrounds.

Years of Tax Help Service at the Centre:

- Peter Lewis 14 years
- Albert Chivilò 10 years
- Michael Allen 1 year



Christmas Gift Wrapping Program

Each year the Centro Shopping Centre at Karingal invites the Centre to coordinate and administer their Christmas Gift Wrapping Program for their shoppers. During December the following organisations gift wrapped customers presents and received a gold coin donation for their efforts. These funds were pooled and divided between:

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

Last year \$2,502.70 was raised through the Christmas Wrapping program. The Centre's share for administrating this program was \$125.15.

Frankston Volunteer Partnership

The Frankston Volunteer Partnership came to a satisfactory conclusion at the launch of the Frankston Volunteer Resource Centre (VRC) on 27 November 2009 by Victorian State Government Minister Peter Batchelor, Frankston City Council's Mayor Colin Hampton, the VRC Chair Samantha Walters and the Centre's Chair John Tame.

In 2007 the Volunteer Partnership received two years funding for the sum of \$175,000, from the Department of Planning and Community Development to establish a volunteer resource centre in Frankston City.

On 10 August 2009 an executive was formed to employ an Acting Coordinator and establish organisational governance which included Rules of Incorporation plus Policies and Procedures. Members of this group included representatives from the Centre, local organisations and businesses. Incorporation of the Association occurred on 7 December 2009 with the VRC Committee of Management taking over responsibility of the organisation's governance. The Frankston Community Support and Information Manager was elected Treasurer.



Since the launch, the service database has registered 350 volunteers and 63 agencies seeking volunteers. Of the 76 positions advertised most have been filled through the assistance of volunteers working at the VRC desk situated within the Frankston City Library. The Centre will continue to provide a representative for the committee for the next 12 months.

Reaching our Community

Through Services, Projects and Partnerships

Public Internet Access Program (PIAP2)



The Centre's Public Internet Access Project (PIAP2), funded by the State Government, is providing 2080 hours of free access to the public over a two year period. The project has been really successful;

public users have treated the area with respect and the computer is seldom vacant. We found people waiting in our reception area were keen to 'come and try' the Internet and other people heard about it though word-of-mouth. People now tend to book ahead and users are limited to ½ hour unless they pre-book. We also have a lot of 5 minute use by clients who check their email while waiting to be interviewed.

**Total PIAP Computer use — July 2009 - June 2010
2200 Users; 1432 hours, 30 minutes**

The PIAP2 project needs no ongoing publicity to attract users as, due to its location, the project consistently attracts a high level of interest. Promotional pens printed with the PIAP logo, along with the PIAP notepads, are put out daily for our users benefit.

In addition to the Internet, and for the comfort and benefit of our users, the following programs have been added to the desktops.

- e-tax 2009 (ATO Tax Pack)
- Microsoft Word 2007
- Microsoft Screen Narrator and On screen keyboard
- Microsoft Magnifying Glass for vision impaired

People used the computer to search for and apply for jobs online. Several people were given assistance using 'Word' and shown how to attach their resumes but, generally, our users computer skills have lifted and there has been less support needed.

Community Development

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

Staff from the Centre have been involved in the following areas:

- Frankston Magistrates' Court Users Group
- Frankston Emergency Relief Providers
- Emergency Relief Victoria
- Westernport Regional Association of Community Information Centres
- Homeless Strategy 2009
- Peninsula Primary Care Partnership
- Rooming House Working Group
- Frankston Volunteer Partnership Project
- Community Information Victoria
- Frankston Volunteer Resource Centre

Municipal Emergency Management Plan

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



Working Together

Frankston City Council

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

Triple A Foundation

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

Department of Families, Housing, Community Services and Indigenous Affairs

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

Victorian Government

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

Good Shepherd Youth and Family Services

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

Mornington Peninsula Community Connections

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



Operation Larder

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

Frankston Magistrates' Court

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

Australian Taxation Office

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

Recognition of Service

OVER 40 YEARS

Peter Lewis 42
Marie Wright 41

OVER 20 YEARS

Francis Evans 23
Joan Mitchell 22
Rhonda Holloway 21
Peter Martin 20

OVER 10 YEARS

Judy Caraher 19
Carole Sweetnam 18
Christine Victor 18
John Tame 17
Iris Dale 17
Ada Fletcher 17
Sue Grogan 17
Barrie Holloway 17
Lyn Flatman 15
Terry Mackay 15
Mary Ricca 14
Joan Fitzpatrick 13
Anthony Glenwright 12
Val Young 11
Ron Allan 11
David Triplow 10
Peter Verwoerd 10
Louise Wilkinson 10

OVER 5 YEARS

Margaret Lade 9
Roslyn Wilson 9
Stewart Harkness 7
Pam Newman 7
Jan O'Brien 7
Vera Pazourek 7
John Roberts 7
Francine Chadwick 6
Sheron Collins 6
John Thompson 6
Steven Phillips 5
Judith Steele 5
Mike Stratton 5



LIFE MEMBERS

Pat Arthur 1982
Rev. Alan Coulson 1987
Shirley Davies 1990
Peter Lewis 1998
Pat Runacres 1998
Marie Wright 2000
Anja Cadle 2000
Joan Mitchell 2006
John Tame 2006
Terry Mackay 2008
John Murphy 2008
Carole Sweetnam 2009

Honorary Member

Peter Martin 1991 — 2010



Volunteer Commitment

Contribution of Volunteers

In Australia there are more than five million active volunteers over the age of 18. They represent around 34% of the adult population and between them provide approximately 713 million volunteer hours per annum. It is estimated volunteering is responsible for around \$42 billion of economic activity annually. The total imputed dollar value of the time donated to welfare service alone by volunteers is \$27.4 billion. This is almost double the total cash amount (\$13.7 billion) spent by all governments and non-government sources in Australia.

Australian Bureau of Statistics (ABS) data shows the majority of 700,000+ welfare, community, neighbourhood, trade and professional associations, sporting and recreation clubs, chambers of commerce, churches, religious orders, credit unions, political parties, trade unions, private schools, charitable trusts, foundations and some hospitals in Australia involve volunteers in some capacity. Although many of these organisations do not have paid staff, they are responsible for 3.3% of GDP, plus if you include the financial value of volunteer activity, this figure rises to 4.7%.

Community Service Organisations

According to the ABS, at the end of June 2009, there were 10,967 organisations involved in the provision of community services. They comprised 4,638 'for profit' businesses, 5,809 'not for profit' organisations and 520 government organisations.

At this time, there were 570,646 people employed within the community services sector, of whom 336,032 (59%) worked in 'not for profit' organisations. The ABS estimates there were 6.7 million contacts for information, advice and referral through these organisations. They were assisted by 325,440 volunteers, who on average, each provided 78 hours of voluntary services annually.

Value of Volunteer Time

It is difficult to put a price on volunteer time but the estimated dollar value for 2009 was \$25 per hour so the monetary value of Frankston Community Support and Information Centre volunteer commitment equates to \$368,650 for the last financial year.

This is a massive contribution to the Frankston community and we acknowledge our volunteers who dedicate their time, talents, and energy to making a difference.



Major Supporters

The Centre would like to acknowledge anyone who anonymously contributed and the following individuals, businesses, organisations who have kindly donated money or their products and services.

Australian Taxation Office
Barrie Thomas, Triple A Foundation
Central Timber (Mitre 10)
Chapel of the Resurrection – Peninsula School
DBD Database Services
Donortec
Department of Families, Housing, Community Services and Indigenous Affairs
Frankston City Council
Frankston Community Support and Information Centre volunteers
Frankston Magistrates' Court
Frankston Presbyterian Church
Good Shepherd Youth and Family Services
Inventua
Lifeline
Lions Club of Frankston
Lions Club of Frankston — Bayside
Lord Mayor's Charitable Foundation
Mornington Peninsula Community Connections
Operation Larder
Ritchies Community Benefit Card
Seaford Uniting Church
Shepard, Webster and O'Neill Pty Ltd
St James the Less
Telstra
Victorian State Government Vicnet PIAP Project
Woorinyan Inc.



Acknowledgements

Community Appeal 2009 Monetary Donations and Goods In-Kind Support

The Frankston Community Support and Information Centre would like to thank all the following people, schools, churches and other organisations who donated food, vouchers, toys, goods, gave cash donations or raised funds which made the 2009 Frankston Community Appeal successful.

Anglican Parish of Langwarrin/Pearcedale
Anglican Parish of Mt Eliza
— Chapel of the Resurrection
— St James the Less
Beta Sigma Phi
Cake Decorators Association — Frankston
Carrum Gardens Social Club
Centrelink (Frankston Staff)
Circolo Pensionati Italiani Di, Frankston
Chisholm Institute of Technology (Frankston Staff)
CWA - Frankston Branch
Davex Enterprises
First Church of Christ Scientist, Frankston
Frankston Arts Centre
Frankston City Council — Aged Services
Frankston City Council — CCTV Group
Frankston City Council — City Works
Frankston City Council — Civic Centre Staff
Frankston Community Correctional Services
Frankston CWA - Craft
Frankston CWA - General
Frankston High School
Frankston High Street Uniting Church
Frankston Library
Frankston Men's Shed
Frankston Navy Memorial Club
Frankston Presbyterian Church

Frankston RSL
Frankston Wranglers Charity Club
Girl Guides — Langwarrin Support Group
Karingal Bowling Club
Lions Club of Frankston
Lions Club of Karingal
Manning Residents Club- Baxter Village
Manning Village Social Club - Baxter Village
Monash University (Frankston Campus)
Operation Larder
Peninsula Country Golf Club
Peninsula War Widows
Polish Senior Citizens Club, Frankston
Rotary Club of Frankston — Long Island
Rotary Club of Frankston — Sunrise
Seaford Uniting Church
St Paul's Anglican Church

Individual Donations

Anonymous donations
Anne Bolitho
P and M Nayagam P/L
GH & LM Caton
Gail Forbes
Andrew Hope
Denise Nicholls
Pat Stretton
Ted Tomlin



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