

Frankston Community Support and Information Centre



Annual Report 2007



FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE

ANNUAL REPORT
2007

68 Playne Street, Frankston, Victoria 3199
Telephone: (03) 9768 1600

Inspiration and Values



Mission Statement

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

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Chairman's Report

On behalf of the Committee of Management, it gives me great pleasure to present the 2007 Annual Report. For any organisation to be considered successful is gratifying, but to be considered a leader in the field is indeed very satisfying.

This year the organisation continued expanding links and partnerships with other organisations. We made improvements to our information service, Emergency Relief service, and are working on a number of Community projects. Our Manager, Vicki Martin, is constantly asked to attend meetings or provide her expertise to the community, council, government committees or review panels.

The Committee and Manager devote much time to governance issues to ensure compliance with all relevant legislation. We continually monitor and improve our business practices to protect the financial viability of the organisation. When reviewing our Strategic Plan, it was pleasing to note we have achieved most of our goals, A new three year Strategic plan is being prepared and, as part of our continuous improvement program, many policies and procedures have been updated or rewritten.

Despite the Centre not being an employer body, the Committee has a duty of care and responsibility in the area of Occupational Health & Safety; to provide a safe and healthy workplace for the staff, volunteers, clients and visitors. Responsibility is shared with Frankston City Council, and the Manager reports to Council on any matters concerning them, with our own OH&S sub-committee dealing with issues that are our responsibility. Each month the Manager reports monthly to the council on our activities, and also supplies council with information and statistics on many issues, and sits on many council committees.

We have been concerned violence and verbal abuse from clients to volunteers and staff was escalating, and applied for a grant to install a Closed Circuit Television system to record any such incidents. This will supplement our existing alarm system.

In October 2006, Council signed a 3 year lease on our premises, and agreed to carry out some much needed upgrades on the building. The 35 year old air conditioning system was replaced and, even though some issues remain, everyone hopes for a more comfortable summer than in previous years. As part of their upgrade Council also updated the phone system to give more options to users. As in past years, we express our thanks to Frankston City Council for providing the infrastructure which allows us to provide services to the community and we also thank the Council Officers who supported us over the past year.

As we become more involved in community projects, the committee recognises the additional workload placed on the Manager and Project coordinator. These projects are seen as improving our service to the people of Frankston, and our staff somehow manage to find extra time to attend to new projects while coping with their normal duties.

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Personal achievement is important to wellbeing. *Volunteer*

Our strong financial position has enabled us to continue providing Emergency Relief to clients whilst waiting on funding from the Department of Families, Community Services and Indigenous Affairs. Their funding assists organisations with Emergency Relief, however, the reality is we do not have sufficient funds to adequately assist people between July and August, considering funds from the Court Fund significantly decreased over the past two years.

Partnerships are a very important component of our service and development of the new Frankston Volunteer Project with Frankston City Council has been a long standing wish of the Centre. The Manager has been involved in developing this service in Frankston and funding has enabled this dream to become a reality. Once the service is launched the opportunity to volunteer will become more accessible.



Triple A Foundation has continued their support by funding our Special Project Coordinator position. Without this funding, we would be unable to be involved in some of our projects, and our web site and publications would certainly not reach their excellent standard. Our thanks and appreciation goes to Barrie Thomas for his continued generous support.

I must again pay tribute to our magnificent staff and volunteers. We are indeed fortunate to have such a great band of volunteers who are dedicated to assist despite the difficulties that arise in some circumstances and I extend our thanks to them for giving their time. We extend thanks to the volunteer trustees, Michael Ongarello, Peter Newman, and Brian Capon who are responsible for funds donated directly to the Material Aid Fund Trust.

Under the leadership of Vicki Martin, our paid staff, Maureen Macer and Marion Lester carry out their duties in a most professional manner and provide excellent support to the volunteers and committee. On a more personal note, my thanks to Vicki for her support as it has made my role as Chairman so much easier.

Finally, thanks to my fellow Committee of Management members for their support to the organisation and to me as Chairman. The Centre is achieving many great outcomes and this cannot be done without the dedication and support of the entire team, of which I am very grateful and proud to be a part.

John Tame
Chairman

From the Manager

It is a pleasure to work at the Centre with such interesting and diverse people. The Committee of Management, paid staff and volunteers are a group of committed and highly motivated people who make my role easier as manager.

Our achievements this year have been many and I will briefly touch on them as this Annual Report will provide you with more detail.



- ◆ In partnership with Frankston City Council, we were successful in an application to obtain funding from the Department of Victorian Communities for the two year project *Frankston Volunteer Partnership*. These funds will assist with the development of a resource service for people looking for volunteer opportunities in Frankston City.
- ◆ The RE Ross Trust provided funds for a reprint of the much sought after book *Emergency Relief – A Guide for Small Community Groups*, published by the Triple A Foundation in conjunction with the Centre and written by John Murphy and myself.
- ◆ Emergency relief requests from the community continue to dominate the Centre's work, with distribution of funds from the Commonwealth Department of Families, Community Services and Indigenous Affairs, Frankston Magistrates' Court and Telstra (vouchers and phone cards). The Centre distributed a total of \$205,131 in relief on 5,760 occasions during the last 12 months and of this, 2,372 people were new clients.
- ◆ Another first for the Centre was a requirement by the Department of Families, Community Services and Indigenous Affairs for all interviewers, receptionists and paid staff to have police checks.
- ◆ Information remains a major part of our service provision. Our team of dedicated volunteers maintain the database and brochure stock to assist with the 12,354 enquiries we received this financial year.
- ◆ Placing a computer by each telephone has made it much easier for interviewing staff to access the information database. This means the interviewer no longer leaves the person on 'hold' to go to another point for the information, thus resulting in better quality of service.

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Personal achievement is important to wellbeing. *Volunteer*

- ◆ We are continually looking at new ways of providing information in different forms to the community. The website has an important role in information dissemination and it has been noted that more people bookmark the website each month. We are now averaging 105 page loads a day, which indicates the website's usefulness to the community and growing awareness of its existence.
- ◆ This year the Centre developed a kit of crisis brochures that brought much of the most asked-for information together under headings. The kit has proved popular with clients and organisations, and an added bonus is that all information can be accessed and downloaded from the website.
- ◆ The Public Internet Access Program, a partnership with the State Government Library Board, has been well utilised by the community by providing them with free access to the Internet and web mail.
- ◆ Three hundred and ninety five hampers assisted 1149 people last Christmas. The Centre's Material Aid Trust funds, cash donations and in-kind support received from business, schools and organisations made this achievement possible.
- ◆ Recruitment, orientation, training and supervision of volunteer staff are core activities of the Centre's service. Recruiting volunteer staff for interviewer, receptionist, information officer, information technology and data management positions is ongoing. Eighteen new volunteers were recruited into these positions to replace the 13 staff that moved on to employment or left for other personal reasons.

An important role for the Centre is our community development activities involve us working with a number of groups, taking part in meetings and cooperating with a number of organisations. To demonstrate our participation in community building staff took part in the following during 2006-2007: Emergency Relief Victoria, Frankston Magistrates' Court Users Meeting, Cultural Diversity Plan Reference Group, Community Information Victoria – Merger Feasibility Study & Training Subcommittee, Frankston Volunteer Partnership, Westernport Regional Association of Community Information Centres, Promoting Mental Health & Wellbeing in Frankston - Stakeholder Round Table, Frankston Housing Community Network and the coordination of Frankston Emergency Relief Providers meetings.

The most important ingredient of a good team is the people. Our team of volunteer staff is led by the highly competent team leaders Maureen Macer and Marion Lester. We are fortunate to have a team that has experience, skills, perspectives, interests and whose contributions complement one another. Leadership from the Committee of Management, ably led by John Tame, provides the necessary support to create and sustain a positive working culture that motivates staff.

Vicki Martin
Manager

Emergency Relief Program

The purpose of the Centre's Emergency Relief Program is to deliver emergency assistance to people residing in Frankston who have an immediate financial crisis. Our aim is to help them deal with their crisis situation in a way that maintains dignity and encourages self-reliance by providing assistance in the form of short term emergency financial aid, material aid and, most importantly, referral to services that help to address the underlying cause of their financial crisis.

To make the Emergency Relief Program an effective service it is vital to be able to provide financial support in different forms. With the assistance of the Commonwealth Government's Emergency Relief Program Grant of \$175,180 and the Frankston Court Magistrates' donation of \$6,500, and the many in-kind donations received from a number of local churches, financial and material aid was able to assist people on 5,760 occasions. Payments were provided for pharmaceutical items, baby formula and nappies, household removals and storage, rent, travel expenses, payment of utilities, medical, dental and education expenses and in some cases car expenses.

Another important form of support has been vouchers and gift cards which we give to people to purchase groceries, meals and some clothing and footwear items. Telephone debts are numerous and to alleviate some of this debt Telstra, through its Bill Assistance Program, provided \$10,000 in vouchers. This assisted 78 Frankston families with phone account debt and provided \$640.00 in phone cards thus ensuring many individuals had reasonable access to a telephone service while having financial difficulties.

The Centre plays an important role in assisting people to improve their relationships with family and friends though suggesting counselling, mediation and other suitable services, as well as highlighting the benefits of joining particular community groups and using local facilities.

It is important for the Centre to help people increase their self esteem, confidence and abilities through encouraging them to make decisions for themselves. The exception may be when clients are seriously distressed, confused or in some way disabled, in which case our staff may need to be more directive when offering options.

A major issue when providing emergency relief is how to deal with difficult and disruptive people. Early in 2007 there was an increase in the number of 'high' incidents which alerted management to the need of addressing alternative ways of protecting staff and visitors from displays of antisocial behaviour by some people accessing the service. Currently, interview staff wear personal alarms when attending to the public. This is backed up by monitored alarms positioned in each of the interview rooms, plus, there is a policy for management to have the option of 'banning' people displaying threatening behaviour. In addition volunteers receive ongoing training, and it was decided that it would be beneficial to all if we provided specialised training in handling these types of incidents. An experienced clinical and forensic psychologist and experienced trainer was engaged to provide the course

on how to *Handle with Care; Managing Violent and Potentially Violent Situations for Front Line Staff*. This course was attended by all interviewing staff. Management is also considering the purchase of a closed-circuit television system as a deterrent and to monitor behaviour in the public areas. The safety and welfare of our staff and visitors are of the utmost importance to management.

We are pleased to report that in the last twelve months we have not experienced an increase in the number of people requesting emergency relief assistance. Compared to last year, we have observed increases in the number of new clients receiving emergency relief and the number of men requesting assistance, which also relates to the number of men we see that are now living in private local boarding houses. This type of accommodation has become a major option for the homeless because of the shortage of affordable housing across Melbourne. The cost of boarding accommodation is high, the quality poor, the standards are low and the rights of tenants are often ignored. This is an issue that needs to be addressed by all levels of government.

Emergency Relief distribution figures



- 12,063** — Referrals to services.
- 6,559** — Total clients requesting Emergency Relief.
- 2,372** — New emergency relief clients.
- 5,760** — Number of clients assisted.

Breakdown:

- 2416 — Men
- 3212 — Women
- 132 — Via Agencies

Emergency Relief distributed: **\$205,131.00**

Breakdown:

- \$99,201.00 — Food vouchers
- \$49,451.35 — Financial assistance (cheques)
- \$19,647.00 — Food in kind
- \$ 9,690.00 — Telstra vouchers
- \$ 2,790.00 — Other vouchers (K-Mart, Myer)
- \$24,352.78 — Food purchased (Ritchies)

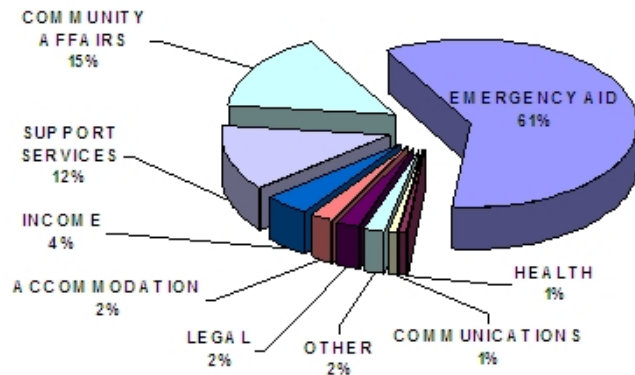
Operational Statistics

Statistics July 2006 — June 2007

Total number of enquiries:	12,354
Number of days open:	223
Total Of Individual Contacts:	8,922
Face to Face Interviews:	5,719
Telephone Interviews:	3,134
Other forms: (Mail, Follow up, Email, Fax)	69
Appointments for services:	507

Breakdown of enquiries July 2006 — June 2007

ACCOMMODATION	276
CITIZENSHIP	16
COMMUNICATIONS	110
COMMUNITY AFFAIRS	1,844
CONSUMER	51
ECONOMIC DEVELOPMENT	4
EDUCATION	55
EMERGENCY AID	7,405
EMPLOYMENT	18
ENVIRONMENT	26
HEALTH	103
INCOME	545
LEGAL	271
RECREATION	46
SUPPORT SERVICES	1,544
TRANSPORT	40



Reaching our Community

Frankston Volunteer Partnership Project

It is well known that the most important thing you can do to stay happy and healthy is to keep active and do something satisfying – and volunteering can offer the solution, no matter what your interests or abilities.

The number of experiences offered by volunteering is amazing, ranging from working on environmental projects to helping out in a hospital, being involved with a sporting club or working for a community organisation. As an organisation with many volunteer staff we know people receive much satisfaction from helping others, from their role at the Centre and in the knowledge they are doing something worthwhile for the community.

The first step for someone interested in volunteering is to explore the huge number of possibilities, and there is no better way than to contact a local service that specialises in this information. It has long been the goal of the Centre to establish a volunteer resource service in Frankston City. Initially, the Centre worked for more than five years with the group called *Frankston Mornington Peninsula Volunteer Project* whose aim was to set up a service that covered both Frankston and the Peninsula.



When State Government funding became available for Councils to work in partnership with the community Frankston City Council and the Centre made the decision to become partners and apply for two year funding for the 'Frankston Volunteer Partnership' project which would work together to achieve this goal for Frankston. The application was successful and an alliance was formed with funding body Department of Victorian Communities.

This partnership has established a group including a number of local organisations who are currently working to produce a 'Model of Service' that is unique to Frankston. A project officer has been appointed and is located at the Centre's premises under the day-to-day supervision of the Centre's Manager and under the direction of the Community Development Liaison Coordinator of Frankston City Council. We look forward to developing a service that will benefit the community and local organisations by 2009.

Reaching our Community

Public Internet Access Project

The Public Internet Access Project (PIAP), funded by a \$5,000 grant from the Victorian Government, provides 1040 hours of free Internet access on a public computer over two years. The PIAP computer and lockable booth is located in the Centre's reception area.

The project was publicised in the Frankston City News, and those with little computer experience were offered the opportunity to book in for a demonstration on how to navigate around the Internet. Extra assistance was provided if needed.

Short training sessions included helping individual people:

- ◆ Set up and access Hotmail email
- ◆ Apply for an ABN online
- ◆ Check their electoral roll details
- ◆ Both advertise and apply for student accommodation

Computer users searched for information on diverse subjects including paying car registration online, taking a practice L Plate driving test, sending and receiving email, writing job resumes or entertaining their children with kids websites while waiting to be interviewed. In the 12 months from July 2006 to June 2007 over 1,000 user names were recorded in the computer use book.

Christmas gift wrapping

In recent years, during December, the Centre has been coordinating a gift wrapping project for at Karingal Hub Shopping Centre that involves local church organisation's volunteers wrapping gifts for a gold coin donation. The shopping Centre provides the paper and ribbons and the volunteers provide a seven day service. Funds raised are divided among the participating organisations.



Information and Communications Minister Marsha Thomson with MP Alistair Harkness. N05FS147

Window of opportunity

ANOTHER opportunity has arisen for Frankston job hunters seeking free access to the Internet.

Frankston Community Support and Information Centre has introduced a community computer using a \$5000 grant.

The Information and Communications Minister Marsha Thomson

recently launched the Playne St service's access point.

She said the centre was one of 88 Victorian community organisations to receive funding for free or affordable internet access.

State MP Alistair Harkness said the computer would benefit unemployed residents searching for jobs.

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 16th year at the Centre, helped 316 people with returns for the 2006 – 2007 financial year, including people from indigenous or non-English speaking backgrounds and those with disabilities.

Years of Tax Help Service at the Centre:

Ted Humphreys	16 years
Peter Lewis	11 years
Albert Chivilò	7 years
John Chambers	1 year



Extended Tax help

Extended Tax Help is an expanded form of Tax Help now available at the Centre. It 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.

Those eligible for Tax Help are also entitled to Extended Tax Help.

Our 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 Centre's partnership with *Frankston City Council* of 38 years has been long and harmonious. We acknowledge Council's valuable contribution to the community by providing two full-time staffing positions and covering office accommodation, telephone and electricity costs.

Triple A Foundation

Barrie Thomas, 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.



Operation Larder

The *Operation Larder* program was formed in 1982 by the congregation of St Andrew's Church, High St, Frankston. 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.

Mornington Peninsula Community Connections

John Murphy has been involved with the Centre since being its Coordinator in 1989 – 1990. 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 Guide for Small Community Groups* that was distributed throughout Australia and another being the *Getting Involved* project.

Community Information Victoria

At times, the Centre has found it difficult to find sufficient courses to meet our staffing needs. It was decided that we would organise our own training courses. In partnership with Community Information Victoria, the Centre works to provide the accredited course, CHCCS6B 'Assess and Deliver Services to Clients with Complex Needs'. Volunteers must hold this accreditation to interview people who visit Support and Information Centres.

Department of Families, Community Services and Indigenous Affairs

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.

Frankston Magistrates' Court

The Centre has worked in partnership with Frankston Magistrates' Court since the mid 1980s. On a monthly basis, the Court provides funds for distribution through the Centre's Emergency Relief Program. 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. These funds go towards assisting people with the payment of emergency medical and pharmaceutical items, travel, accommodation or utility accounts.



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.

Good Shepherd Youth and Family Services

In October 2002 we welcomed the co-location to the Centre of Good Shepherd Youth and Family Services who provide the South East Water Financial Counselling Service two days a week. This productive relationship saw further expansion of Good Shepherd's financial counselling service in July 2006.

Resources

Information Technology

Microsoft, through the Unlimited Potential Software Donation Program, provided the Centre with 8 Windows XP Professional licenses, 12 Office 2003 Professional licenses and 3 OneNote 2003 licenses. In addition, Beaconhills College donated 8 of the school's used Dell desktop computers. These two acts of generosity enabled us to eliminate all of the low performance computers, and provide additional computers for Infocom access by volunteers, all running current versions of Windows and Office. Most of the computers are also now equipped with LCD monitors. These changes have provided a much appreciated improvement in information access and administration efficiency for the volunteers. The Centre has a total of 16 computers and 2 servers.

The Centre is gradually upgrading its equipment and old PC's, monitors and printers still in working order were donated to Woorinyan Inc and the Uniting Church run Mission Liaison Group which recycles refurbished goods to the Pacific Islands.

Website

The www.frankston.net website is becoming a major local source of information for the general public when searching for items of community interest and services including schools, churches, residential caravan parks, emergency accommodation and medical services. All the Centre's brochures have now been added as downloadable PDF files, links to websites offering additional services included and, in May, all information on the website was checked, updated and given a new 'look' and title

banner. The new *Homeless in Frankston* webpage was added with information on where to find free meals and other free local services. It also has links to other homeless information websites around Melbourne. The website had 38,494 page loads for the year ended 30 June, which was 8157 hits more than 2005 - 2006 and a gain of more than 20,000 hits over the last 2 years.



Treasurer's Report

Report 2006 — 2007

The Centre has completed another satisfactory year providing assistance to the residents of Frankston and is again in a sound financial position.

It was pleasing that the Government Emergency Relief Grant increased by \$16,188 for the year to \$175,180. Interest earned on these funds was \$1,319.75.

Due to procedural changes the Grant was not received until the end of August which curtailed the level of assistance available during July and August.

Donations from the Magistrates' Court decreased by \$3,500 to \$6,500. These donations are now administered from the Melbourne Court and due to changes in fine paying arrangements the Centre is anticipating reduced assistance in the future.

Adequate funds to meet the administration costs of the Centre were generated from Bank Interest \$10,629.04, an increase of \$2,993.50, Interest Material Aid Trust \$4,368.66, an increase of \$1,799.05, Emergency Relief allowance \$5,000, Good Shepherd Y.F.S \$2,800.93 and donations of \$3,815.30.

Emergency Relief expenditure increased to \$183,228.12. an increase of \$20,039.17 after allowing for \$5,041 for Administration Allowance and Bank charges. Funds were budgeted over 10 months to ensure equitable distribution.

Administration costs totalled \$22,966.26, similar to the previous year. Notable costs were Volunteer Training & Travel \$3,036.41, Furniture and Equipment \$2,068 and IT Equipment \$2,000.48.

The Committee of Management acknowledges the invaluable support of Frankston City Council, Triple A Foundation, Local Businesses, Organisations, Residents and Volunteers in ensuring the ongoing viability of the Centre.

Terry Mackay
Treasurer



Financial Documents

Income and Expenditure year ended 30 June 2007

To see full details, contact the Centre for a printed report.

Financial Documents

Statement of Financial Position

To see full details, contact the Centre for a printed report.

Financial Documents

Independent Audit Report

FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE INC

AUDIT REPORT

Scope

I have audited the books and accounts of the Frankston Community Support and Information Centre Incorporated for the year ended 30th June 2007. The members are responsible for the preparation and presentation of the financial accounts and the information therein. I have conducted an independent audit of the financial accounts in order to express an opinion on it to the Frankston Community Support and Information Centre Incorporated.

The audit was conducted in accordance with Australian Accounting Standards to provide reasonable assurance as to whether the accounts are free from material misstatement. The procedures included examination on a test basis, of evidence supporting amounts disclosed in the financial accounts, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material aspects, the financial report is presented fairly and in accordance with Australian Accounting Standards and other professional reporting requirements so as to present a view which is consistent with our understanding of Frankston Community Support and Information Centre Incorporated financial position, the results of the operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion, the financial accounts present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements the financial position of Frankston Community Support and Information Centre Incorporated as at 30 June 2007 and the results of its operations and its cash flows for the year then ended.

Dated: 15 September 2007



Auditor: Mrs Lois Dennington CPA
14 Station Street, Frankston Vic 3199

Financial Documents

Material Aid Trust Fund Balance Sheet — 30 June 2007

To see full details, contact the Centre for a printed report.

Financial Documents

Independent Auditor's Report

FRANKSTON COMMUNITY SUPPORT & INFORMATION CENTRE MATERIAL AID FUND

AUDITOR'S REPORT

Scope

I have audited the attached financial statements of Frankston Community Support and Information Centre, Material Aid Fund for the year ended 30 June 2007. I have performed an audit of these financial statements in order to express an opinion on them to the members of the Organisation.

My audit has been planned and performed in accordance with Australian Auditing Standards to provide a reasonable level of assurance as to whether the financial statements are free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of these procedures have been undertaken to form an opinion whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Standards and statutory requirements so as to present a view of the Organisation which is consistent with my understanding of its operations.

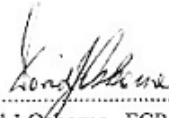
The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion, the financial statements of Frankston Community Support and Information Centre, Material Aid Fund are properly drawn up:

- a) so as to give a true and fair view of:
 - i) the state of affairs of the Organisation as at 30 June 2007 and of the results of the Organisation for the year ended on that date; and
 - ii) the other matters required to be dealt with in the financial statements;
- b) in accordance with applicable Accounting Standards.

Dated at Frankston on 27th September 2007



David J Osborne FCPA
Registered Company Auditor 10244
C/o Shepard Webster & O'Neill Pty Ltd
1st Floor, 434 Nepean Highway
FRANKSTON VIC 3199
9781 2633

Frankston Community Appeal

It takes a lot of organisation, time and effort for community organisations to raise funds for a cause or project but anything can be accomplished when people and organisations are willing to share and work together to achieve a common goal.

In December 2006, the Centre successfully organised its 16th annual Appeal which resulted in 395 Frankston families, consisting of 429 adults and 720 children, being assisted with hampers of food, vouchers and toys. To achieve this outcome we were fortunate to have the support of many local groups, schools, business and individuals. Frankston City Council has supported the Appeal for a number of years by continuing to provide in-kind administration support and a cash donation.



Cash donations to the appeal are placed in the Centre's Material Aid Trust which is managed by three Trustees. Food was purchased from these funds and made into hampers by volunteers from Operation Larder and the Centre. As well as arranging the dispatch and collection of goods, the Centre coordinates and administers the Appeal.

The 2006 Frankston Community Appeal's aim was to provide festive hampers to local families in crisis who were in contact with organisations working with them to help address their issues. The **Commonwealth Bank Social and Charity Club** was a major contributor to the Appeal with the donation of 80 hampers by staff to Frankston families suffering hardship at Christmas time. Staff from the bank delivered these hampers over a two day period.

Our appreciation also goes to the **Frankston Cake Decorators Association** who provided dozens of beautifully decorated miniature Christmas cakes which were given to local people who live alone. **Mt Eliza Village Clinic** doctors, office staff, patients and well-wishers donated 52 boxes of Christmas fare, groceries and toys which were made into Christmas hampers.

Mt Eliza Hair Studio staff and customers organised a 'Wishing Tree' which resulted in the collection of 72 toys and staff from **Colour Collections** in Frankston purchased six bags of toys which were donated to local children.

People – Our Main Resource

Being Innovative in Finding the Right Person

Over the years volunteer recruitment has changed dramatically, and with the information technology era, we have moved away from newspaper advertisements into the Internet. Recruitment is a continuous process with many enquiries coming to the Centre via the *Go Volunteer* website. This link goes directly to the **www.frankston.net** website for more information about the Centre and the varying volunteering opportunities we offer.

Prospective volunteers are matched for their suitability to position descriptions. The selection criteria for each position depends on the particular skills needed to fulfil the duties of that position. Commitment to the Centre's goals, values, policies and procedures is essential as is the ability to work as part of a team and acceptance of the volunteers relevant roles and responsibilities. Over the last year we have welcomed eighteen new volunteers to the Centre and have farewelled thirteen volunteers due to retirement, gaining employment, relocation, study or health issues.

Volunteers provide the vital life blood that enables efficient function and operation of the Centre's services. These varying positions include reception, interviewers, information, administration, statistical and information technology staff. The Centre is fortunate to have people who also volunteer their time for additional important tasks such as roster coordination, advisory groups, training, maintenance work and group leadership. Many volunteers who demonstrate exceptional and varied skills are often approached to take on additional roles to support fellow workers and students.



The purpose of the Centre's volunteer program is to recruit and maintain a committed group of volunteers who assist the work of the Centre. In achieving this task we attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations, thus helping Frankston Community Support & Information Centre achieve its goals.

Recruitment of suitable volunteer staff is often difficult as many of the positions are demanding and require a number of interpersonal skills to deal with the complexities a day at the Centre can present. The selection of volunteers is based on their abilities, teamwork, sensitivity to other people's values, capacity to continue to advance and their willingness to commit themselves to further development through training and their availability for weekly roster.

All new volunteers are provided with an orientation to the Centre and this includes basic occupational health and safety training. Reception, administration, statistical and information workers are provided with on-the-job training and supervision.

Volunteers selected to interview are required to complete the CHCCS6B *Assess and Deliver Services to Clients with Complex Needs*, which is a 50-hour course delivered over six training sessions; including 36 hours in the classroom and 14 hours on the job training, followed by a probationary period.

Ongoing training and workshops are provided to interviewers throughout the year. Feedback provided from regularly held case discussion group meetings identifies the areas of training where workers feel they could use additional skills. Where possible, training is organised to cover these areas.

Another aspect of volunteer training is the development of work place best practice and ethics. The Centre's managed environment is appropriate for this type of training and there is an expectation that volunteers and paid staff abide by the same work ethics.

We are very proud of the high standard of service our volunteers provide to the many people who visit and telephone the Centre. It is only because of the volunteers' commitment to their roles and excellent teamwork that this is achieved. Thank you all.

Maureen Macer

Coordinator of Volunteers



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 Development and Input
- ◆ Face to Face and Telephone Interviewing
- ◆ Information and Resources
- ◆ Information Technology
- ◆ Maintenance
- ◆ Media Collation
- ◆ Mentoring
- ◆ Reception
- ◆ Roster Coordination
- ◆ Statistics
- ◆ Tax Help
- ◆ Team Leaders
- ◆ Trustees

People — Our Main Resource

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.



MANAGER — Vicki Martin

Vicki Martin has a background in marketing and business administration. She has been manager of Frankston Community Support and Information Centre since 1990 and commenced working at the Centre as a volunteer in 1982.

Under Vicki's leadership the Centre has developed its services and projects and has become a leader in its field. Vicki's contribution has had a strong focus on community building, especially partnerships between the Centre, other community organisations, business and government.

In 2001 Vicki received the Paul Harris Rotary 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 1988 led to a career move into the community sector and further studies and qualifications from Monash University. Maureen commenced employment at the Centre in 1992. She has a background in retail management.

SPECIAL PROJECTS COORDINATOR — Marion Lester

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

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.

CHAIRMAN — John Tame

John joined the committee in 1993. He has held management positions in both the finance and Credit Union industries and was Chief Executive Officer of a disability service. 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.

VICE-CHAIRPERSON — David Triplow

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

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.

TREASURER — Terry Mackay

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

SECRETARY — Roslyn Wilson

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

MEMBER — Joan Fitzpatrick

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

MEMBER — Peter Lukey

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

MEMBER — 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.

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.

People – Our Main Resource

Honorary Life Members

Pat Arthur	1982
Reverend Alan Coulson	1987
Shirley Davies	1990
Peter Lewis	1998
Pat Runacres	1998
Marie Wright	2000
Anja Cadle	2000
Joan Mitchell	2006
John Tame	2006

Honorary Member

Peter Martin	1991 — 2007
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Board of Trustees

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**

Michael is married with two adult children. He is a legal practitioner who has practised predominantly as a sole practitioner in Frankston since 1981 and a former committee member of Woorinyan 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.

Volunteers 2006 — 2007

Ron **Allan**
Farideh **Azadpeima**
Bernadette **Belzunce**
Michael **Briggs**
Anja **Cadle**
Judith **Caraher**
Francine **Chadwick**
John **Chambers**
Elysia **Chase**
Margaret **Clark**
Rae **Clarke**
Sheron **Collins**
Jenna **Cullen**
Iris **Dale**
Mena **Denys**
Val **Donald**
Brian **Donnelly**
Frances **Evans**
Michelle **Fielding**
Joan **Fitzpatrick**
Lyn **Flatman**
Ada **Fletcher**
Gaye **Gaywood**
Margaret **Gerandt**
Deotilla **Gibbons**
Anthony **Glenwright**
Sue **Grogan**
Sverre **Gunnensen**
Stewart **Harkness**
Lyne **Harvey**
Barrie **Holloway**
Rhonda **Holloway**
Gemma **Hurley**
Breanna **Iredale**
Maria **Koulouris**
Margaret **Lade**
Margaret **Lester**

Peter **Lewis**
Peter **Lukey**
Terry **Mackay**
Sabrina **Maguire**
Victoria **Manderson**
Peter **Martin**
Belinda **Minton-Connell**
Joan **Mitchell**
Kristy **Nagel**
Meredith **Neumann**
Pam **Newman**
Jan **O'Brien**
Alex **Obleschunck**
Vera **Pazourek**
Steven **Phillips**
Mary **Ricca**
Roy **Ricca**
John **Roberts**
Josie **Roberts**
Margaret **Ross**
Pam **Sheumack**
Michelina **Sinopoli**
Kiky **Soeprapto**
Linda **Spears**
Judi **Steele**
Claire **Stewart**
Mike **Stratton**
Betty **Stirling**
Patricia **Stretton**
Colleen **Sweeney**
Carole **Sweetnam**
John **Tame**
Doug **Thompson**
Eileen **Thompson**
John **Thompson**
Jarrod **Thomson**
David **Triplow**

Judy **Umney**
Peter **Verwoerd**
Christine **Victor**
Carla **Wijnschenk**
Louise **Wilkinson**
Ros **Wilson**
Marie **Wright**
Valerie **Young**
Delvene **Yun**
Sally-Ann **Zetter**

Tax Help

Albert **Chivilò**
Ted **Humphreys**

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
Shepard Webster & O'Neill Pty Ltd
A J Wiber
Woottons

Honorary Solicitor

Michael **Ongarello**



Highlights and Achievements

Social Activities

Annual Picnic

The Centre hosted its second annual social get-together barbecue and picnic in the George Pentland Gardens on the 22nd April. This day was a great opportunity for volunteers, staff and their families to meet and chat socially with other volunteers outside of the Centre's work environment.



Recognition of Service

•	OVER 30 YEARS	
•	Peter Lewis	39
•	Marie Wright	38
•	Anja Cadle	32
•		
•	OVER 20 YEARS	
•	Betty Stirling	23
•	Francis Evans	20
•		
•	OVER 10 YEARS	
•	Joan Mitchell	19
•	Rhonda Holloway	18
•	Peter Martin	17
•	Judy Caraher	16
•	Carole Sweetnam	15
•	Christine Victor	15
•	John Tame	14
•	Iris Dale	14
•	Ada Fletcher	14
•	Sue Grogan	14
•	Barrie Holloway	14
•	Lyn Flatman	12
•	Terry Mackay	12
•	Margaret Ross	12
•	Mary Ricca	11
•	Meredith Neumann	11
•	Joan Fitzpatrick	10
•		
•	OVER 5 YEARS	
•	Anthony Glenwright	9
•	Val Young	8
•	Ron Allan	8
•	Peter Verwoerd	7
•	Louise Wilkinson	7
•	Peter Lukey	7
•	Margaret Lade	6
•	Roslyn Wilson	6

A cknowledgements

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

Supporters of the Centre

Australian Taxation Office
Barrie Thomas, Triple A Foundation
Beaconhills College
DBD Database Services
Frankston City Council
Frankston Community Support and Information Centre volunteers
Good Shepherd Youth and Family Services
Lifeline
Lions Club of Bayside
Lois Dennington
Mornington Peninsula Community Connections
Microsoft
RE Ross Trust
Shepard, Webster and O'Neill Pty Ltd
Victoria Government Lirary Board
Woorinyan Inc

AGENCIES AND ORGANISATIONS ASSISTING THE EMERGENCY RELIEF PROGRAM

Department of Families, Community Services and Indigenous Affairs
Frankston Magistrates' Court
Operation Larder
Telstra

Brotherhood of St Laurence (Goods & vouchers)
Chapel of the Resurrection – Peninsula School
Frankston Presbyterian Church
Nuttelex
Seaford Uniting Church
St James the Less
Anonymous donations

Acknowledgements

Community Appeal 2006

Monetary Donations

Baxter Village Bowls Club
Baxter Village Residents Club
Beta Sigma Phi – Preceptor Tau Chapter
Carrum Gardens Social Club
Chisholm Institute
Davex Enterprise P/L
First Church of Christ Scientist

Goods In-Kind Support

Anglican Parish of Mt Eliza – Caritas
Anonymous donation
Baxter Village Resident Clubs
Cake Decorators Association – Frankston
Centrelink Office Staff
Colour Collections Hair Salon



Francis Xavier Church, Queen St
Cell Prayer Group
Frankston Bridge Club
Frankston City Council
Frankston CWA – Gumnuts
Frankston Garden Club
Frankston Italian Senior Citizens Club
Frankston Ladies Choir
Frankston Seventh Day Adventist Church
Frankston Wranglers Charity Club
Individual donations

- Anonymous donation
- Barbara Barber
- G.H. & L.M. Caton
- Matthew Chaban
- Mary Irons
- Dr M Nayagam
- Denise Nicholls
- Pat Streeton

Lions Club of Karingal
Manning Residents Club
Peninsula Community Legal Service
Polish Senior Citizens Club
Seaford Ladies Discussion Group

Commonwealth Bank Social Club
Don Jacobs
First Church of Christ Scientist
Frankston City Council – Aged Services
Frankston CWA
Frankston Naval Memorial Club
Frankston North Salvation Army
Gateway Family Church
High Street Uniting Church
Mt Eliza Hair Salon
Pam Sheumack
Pearcedale Primary School
Peninsula Country Golf Club
Peninsula War Widows
Ryan Carlisle & Thomas
Seaford Park Primary School
Seaford Uniting Church
Skillsplus
St James the Less – Caritas
Ted Tomlin
Village Clinic – Mt Eliza