

Frankston Community Support and
Information Centre

Annual Report 2011



Those who can, do. Those who can do more, volunteer.



FRANKSTON COMMUNITY SUPPORT
AND INFORMATION CENTRE



ANNUAL REPORT
2011

68 Playne Street, Frankston, Victoria 3199
Telephone: (03) 9768 1600
ABN 95 426 151 625
Incorporation Registration Number A0000431J

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."

Contents

- 4 From the Chair
- 5 Manager's Report
- 6 Governance
 - 6 *Board Members and Positions*
 - 8 *Board of Trustees — Material Aid Trust*
- 9 Staff
- 10 Emergency Relief Program
- 11 Emergency Relief Statistics
- 12 FaHCSIA Project
- 13 Operational Statistics
- 14 People - Our Main Resource
- 15 Volunteer Commitment
- 16 Information Resources
 - 16 *Websites*
 - 17 *Brochures, Information Technology, Databases*
- 18 Frankston Community Appeal
- 19 Reaching our Community
 - 19 *Christmas Gift Wrapping Program*
 - Community Development*
 - Tax Help 2010-2011*
 - Municipal Emergency Management Plan*
 - 20 *Public Internet Access Program*
 - Lord Mayor's Fund*
- 21 Working Together
 - Frankston City Council*
 - Triple A Foundation*
 - FaHCSIA*
 - Good Shepherd Youth & Family Services*
 - Centrelink*
 - Victorian Government*
 - Mornington Peninsula Community Connections*
 - Operation Larder*
 - Frankston Magistrates' Court*
 - Australian Taxation Office*
- 22 Major Supporters
- 23 Acknowledgements
- 24 Treasurer's Report 2010-2011
- 25 Recognition of Service
- 27 Financial Documents
 - are not available on the Internet.*
 - Please contact the Centre for assistance.*

From the Chair



Over the past year significant matters have occurred that have impacted on the Agency in several ways. The first major decision was for the Board to agree with the proposal by council to relocate the agency to Lewis Street. The significance of this is that

for the first time in the history of the agency, we will be housed in a purpose designed building.

The Board and staff have been liaising with Council to design extensions to the building and the interior layout with the view of achieving a building large enough with all that is necessary in the way of infrastructure to serve the needs of the agency for years to come. The building is scheduled to be completed in March 2012.

It would be remiss if I did not express our thanks and appreciation to the Frankston City Councillors and Council officers for their efforts in securing and refurbishing the property for our sole use. Over many years, council has provided funds for rent, staffing, power, telephone, and other costs. Without this support, the agency would not exist.

Another significant event was after years lobbying the Federal Government for increased funding to cover administration costs for staffing, with the assistance of Dr. Gillian Kaye, General Manager FCC, who wrote to the Minister, they have agreed to allow us to use funding to increase our paid staffing positions to the level where the agency can now operate with the staff levels required to deliver the high quality of service to our clients. We now have Margaret Gerandt job sharing with Maureen Macer in the role of Operation Coordinators, and we welcome Tracey Byrne to the team in her role as Case Worker.

On behalf of the Board, I wish to acknowledge another significant achievement by our staff and volunteers when addressing problems presented by our clients when applying for Emergency Relief (ER). A different approach had to be developed to minimise the number of repeat clients receiving ER who appeared

to be continually struggling with their problems. The results are startling, and in her manager's report, Vicki Martin details how this was achieved and the Board congratulates Vicki and her staff for developing a structure that will better meet the needs of our clients.

The Board has nominated Vicki to be our representative on the Board of the Volunteer Resource Centre, and she continues to support the Board of the VRC not only in her capacity as Treasurer, but in many other areas.

We are fortunate that we continue to recruit suitably talented people to the Board, and this year we welcomed Leanne LaCombre and Sue Smith, plus regained the services of Steve Phillips as a co-opted member. Their skills will enhance the makeup of the Board and we look forward to their valuable contribution.

We believe that our ER funding should not be for the sole use of the agency, and to this end, we continue to support other local agencies by broking funds to those agencies that support people in need in areas which are not covered by our service.

I am pleased to report our financial position continues to be sound, with an operating surplus for the year of \$30,370, although we do rely mainly on interest from our cash reserves to fund the bulk of our administration costs.

Our Federal Government Emergency relief funding increased to \$419,975 and further donations in the sum of \$31,000 was also received, and our thanks go to the R.E. Ross Trust and the Magistrates Court for their generous contribution.

The Board and I wish to express our thanks and appreciation to our dedicated Staff and Volunteers, who work so hard to provide a first class service to those in need. My thanks to Vicki for her vision and dedication to the agency and for her support to myself and the Board of Management. Lastly to the talented, dedicated Board of Management who give their time to ensure all that need to be done is done to continue the high standard of service is delivered.

Manager's Report

Reshaping our Future

We started this year with enthusiasm knowing we were going to make a difference by implementing ideas from the 'Reshaping our Future' forum. The forum had a strong focus on improving service provision and addressing issues faced by staff on a daily basis. Good common sense decisions were made and the rest is now history.

Our service distributed \$398,600.30 in emergency funds and material aid to 5,188 clients from July 2010 – June 2011. Our way was to adopt a holistic approach when looking at their financial situation and concentrate on identifying areas of support. We were not influenced by the client pressuring and naming a 'voucher' as the answer to their often overwhelming financial and personal problems. People had to be willing to address their financial issues and bring documentation so we could advocate, develop plans and negotiate on their behalf with their everyday creditors. We also linked them with professional services to take on their more serious problems and often followed up to see how they were progressing.

This required the support of all staff including supervisors, interviewers, receptionists, information workers and administration staff. The whole organisation embraced our goals and because of this we were able to reduce the frequency clients returned to request further financial assistance – a decrease of 77% plus we were able to educate and provide them with some peace of mind. Using \$109,065 of our funds on housing, networking and working collaboratively with other local services enabled us to assist people in securing accommodation as well as preventing an increase in homelessness.

The numbers of people waiting to be seen became more manageable and aggression reduced. More time became available to work realistically through issues with the client which, in turn, provided a better quality of service. Access to information through our website increased again and, through funding, information kits containing brochures and fact sheets were developed and distributed to local organisations.

"Good common sense decisions were made and the rest is now history"

With the valuable financial support this year of the R E Ross Trust, Lord Mayor's Charitable Foundation, State Library – Vicnet, local clubs, Department of Families, Housing, Community Services & Indigenous Affairs and Triple A Foundation we were able to enhance our service by creating small innovative programs, training of volunteers and fund extra staff.

We congratulate our Chair, John Tame, for having been awarded the Order of Australia Medal in the Queen's Birthday Honours this year for his services to the Frankston community.

My sincere thanks to John and members of the Board of Management, my hard working and dedicated colleagues Maureen, Marion, Margaret and Tracey, plus our committed team of volunteers who respond to the needs of the community.



A handwritten signature in black ink that reads "Nikki Marsh".

Governance

Board Members and Positions

The Board 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 2010 - 2011.



CHAIR: John **Tame** OAM JP

John joined the board 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 awarded the Medal of the Order of Australia in June 2011 for service to the Frankston community and was appointed a Justice of the Peace in 1990.

Meetings attended: 9



VICE-CHAIR: 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 board member since 2000 and is a Charter Member of the Brotherhood of St. Laurence.

Meetings attended: 7



VICE-CHAIR: 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 board since 1998.

Meetings attended: 10



TREASURER: Terry **Mackay**

Terry has been involved at the Centre, both as a volunteer and a board 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 board in 2005. He has a background in organisational and counselling psychology.

Meetings attended: 10



MEMBER: Susan **Smith**

Susan is a local Chartered Accountant specialising in small business accounting and tax. She has a keen community spirit and became a board member in 2010.

Meetings attended: 6

Governance



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 board member in 2006.

Meetings attended: 7



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 has just completed a Master in Public Policy and Management. Jo is currently undertaking a PhD in the Graduate School of Management at La Trobe University. She joined the board in 2008.

Meetings attended: 7



MEMBER: Leanna La Combre

Leanna has experience in working for commonwealth and state government departments in the areas of insurance, risk management, policy, governance and compliance. Leanna's formal qualifications include a Bachelor of Arts in Criminal Justice, a Graduate Diploma in Public Policy and Governance and a Bachelor of Laws. Leanna has been a board member since 2010.

Meetings attended: 9



MEMBER: Joan Fitzpatrick (resigned October 2010)

Joan joined the board 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: 3



CO-OPTED MEMBER: Steven Phillips (from December 2010)

Steve joined the Centre as a volunteer in 2005 and the board in 2008. Steve has a background in youth and case management. Steve currently works for Skills Victoria as an Apprenticeship Support Officer.

Meetings attended: 5



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.



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.



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 19 years.

Staff



MANAGER — Vicki Martin

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



OPERATIONS COORDINATOR — 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. She has experience in aged care respite (dementia specific) and coordination in community houses. Maureen commenced employment at the Centre in 1992. She has a background in retail management.



OPERATIONS COORDINATOR — Margaret Gerandt

Margaret joined the Centre as a volunteer in 2005 and was offered a casual position to fill the co-ordinator of volunteers role while Maureen was on leave in 2008. She job shared this position with Maureen from May 2010. Margaret has a background in business administration and has been elected president on school and pre-school committees where her roles included literacy programs, banking and fundraising.



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.



CASEWORKER — Tracey Byrne

Tracey joined the organisation in 2008 as a volunteer and recently accepted the position of generalist caseworker at the Centre. With a background in business studies, a personal interest in social justice led her to further study in criminal justice and criminology resulting in the completion of her Degree in 2008 and further ER training in 2009.

Emergency Relief Program

Making a difference

On the 16 June 2010 the Centre held a 'Reshaping the Future' forum for the Centre's paid staff, volunteer interviewers and receptionists to address issues surrounding the emergency relief program.

The issues presented for discussion were:

- burnout of staff
- excessive numbers of clients not prepared to address problems causing their financial stress
- dealing with more aggressive, threatening and abusive clients
- volunteers working long overtime hours
- service provision under strain

The forum outcomes were:

- Receptionists to inform clients of the Centre's documentation requirements before interview
- Uniformity for receptionist and interviewers in information provided to client as far as documentation, assessment, income information, etc.
- Deal with the bigger financial issues not the topping up of income with vouchers
- Food as an option for people needing to collect documentation before returning
- Last drop in time for full financial assessment by client to be 3:00pm (closure 4:00pm). A short assessment to be carried out after this time, food provided if appropriate and appointment offered
- New approach to be adopted for working with emergency relief clients
- Case management type approach to be considered
- financial assessment information with outcomes of interview provided in a professional form for client, financial counsellors and other organisations
- Information confirmed before assisting client financially
- Information kits to be developed due to reduction in written information from organisations with a focus on sole parents
- Additional paid support staff required to assist volunteers with follow-up

*"We're not bad people —
we're just poor people"*
(Quote by client)

At the end of this financial year we were able to see the benefits of our restructure. In comparison to the previous financial year:

- reduction in new clients — 18.71%
- reduction in repeat visits (2 - 8 visits) by clients requesting further financial assistance — 71.03%

Of the 2311 new clients for the 2010-11 financial year there totalled 3771 visits. 6.32% were return visits. In comparison the 2009-10 financial year had 2843 new clients and 77.35% in return visits (total visits 5042).

Why the reduction? Local organisations (Crisis Centre, Peninsula Legal Service, Peninsula Mental Health and WAYSS) advocate and negotiate on client's behalf for financial assistance from the Centre. It reduces waiting periods, stress and contact with the Centre when organisations fax all necessary documents and their assessment to the Centre for our consideration.

Organisations negotiating with the Centre have now adopted the requirement for 'documentation' from their clients as well as 'their story'.

The new process for accessing the service for financial assistance has been operational for approximately 12 months (Reshaping our Future). The Centre requires documentation providing evidence of a person's income and expenditure to be brought to the interview and requires the willingness of the client to work with the community worker to address their issues. We are able to address their financial issues instead of topping up their income with food vouchers.

Even though we purchased \$137,760 in food vouchers this financial year there was a reduction of 22.14% on the previous year. This process has also reduced the number of people who 'demand' a food voucher and then become repeat visitors to the Centre requesting the same each time without making any real improvement in their situation. Financial contribution towards payment of debts due to extenuating circumstances has increased by 54.50% so this provides a better outcome for the client than provision of vouchers only.

Emergency Relief Statistics

Outcome for the client:

- Reducing the client's waiting period by checking client has documentation on arrival at reception
- Financial issues addressed and referrals provided in Kit form
- Providing more substantial outcome for client with funds
- Substantial assistance in comparison to food voucher
- Reduction in stress level
- Assisting in housing stabilisation
- Providing some level of security for a family or individual
- Educating and improving clients ability to negotiate with debtors by understanding their budget and options through the Centre's income and expenditure assessment process

Outcome for the organisation:

- Reducing the stress on volunteer and paid workers
- More intense supervision by paid staff to volunteer interviewers
- More specialised training for all staff
- Better quality of service
- More time to address the client's issues
- Additional paid staff

Centrelink engagement program

The Centre has been fortunate to have a Centrelink Community Engagement officer on-site for client access one day a week for most of 2010 - 2011. The Centrelink officer, working with case workers and agency staff, provides consultative support to develop a coordinated response to client needs and develop strategies in assisting people who are homeless or at risk of homelessness.

Number of clients assisted with Emergency Relief — 5,188

Statistics:

6,198	— Total clients requesting Emergency Relief
5,188	— Clients assisted with Emergency Relief
1,105	— New Emergency Relief clients
4,976	— Referrals to other services

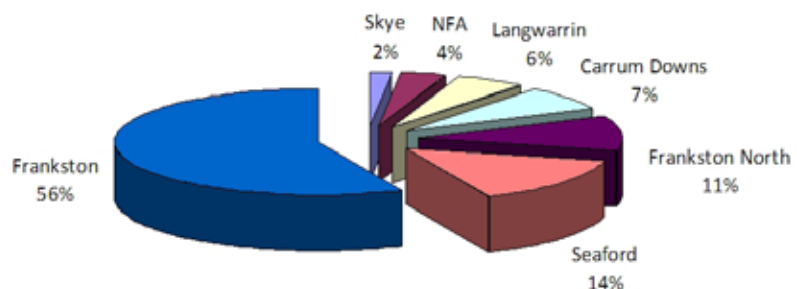
Breakdown:

2,029	— Men
2,882	— Women
277	— Via Agencies

Breakdown of Emergency Relief distributed:

Food Gift cards	-	\$137,760.00
Telstra Vouchers	-	\$10,500.00
Telstra Phone Cards	-	\$2,470.00
Donated Gift Cards	-	\$0.00
K-Mart Vouchers	-	\$600.00
Target Vouchers	-	\$900.00
Coles Express Cards (Petrol)	-	\$1,150.00
Food purchases (Ritchies)	-	\$32,722.98
Food in kind (Donated)	-	\$15,411.00
Financial (Utilities/Bills etc)	-	\$197,086.32
TOTAL		\$398,600.30

ER client numbers by Postcode



FaHCSIA Project

Tailored Information for Sole Parents

Clients visiting the Centre can be extremely stressed and may have difficulty retaining the options offered, so keeping information together in a wallet allows them to look through it later.

The Grant from FaHCSIA (Department of Families, Housing, Community Services and Indigenous Affairs) provided funding for the Centre to:

- Produce 'Tailored Information for Sole Parents' — a variety of brochures and fact sheets tailored to suit single people, sole and recently separated parents plus
- Organise training workshops 'Making Sense of the Household Budget' for volunteer interviewers.

Brochures and Factsheets



The complete kit contains 32 brochures designed, printed, folded, packed in colourful wallets for distribution. Information about services was researched and rewritten to suit our local area. The aim of gathering information was to look at the issues that faced sole parents holistically – financial, physical, emotional and wellbeing. As a priority, the project focussed on domestic violence and anger management issues.

Kits tailored specifically for male or female sole parents are identified by blue or pink wallets. Other kits are tailored with information, either included or excluded by the interviewer, depending on individual client requirements.

Full kits were posted to local schools, churches, community centres, maternal health care centres and doctors. They are also available for download via our website.

Over 100 sole parents given wallets were surveyed:

- 85% were female and most were between the ages of 26-35, then in the 36-45 age group.
- 85% were the primary carer of children under 16.
- Of these primary carers, 84% were female, 10% were male and 6% did not respond.
- 72% of sole parents said they did not have any custody issues, 23% did and 5% gave no response.
- 100% of clients said they liked the durable plastic wallets and highly coloured brochures and answered 'Yes' to the question 'Do you think the information in this plastic wallet will be of use to you?'

One sole parent said she "Couldn't find the information in the kit anywhere else". She found the checklist useful when she applied for a sole parent payment and thought the quicker outcome enabled her to have more time to apply for a job and get on with life.

Training workshops

Good Shepherd Youth & Family Service was engaged to develop and deliver four 'Making Sense of a Budget' workshops to staff and volunteers working with sole-parent emergency relief clients. Workshops were designed to give interviewers focus on the complex issues they face plus tools to help stabilise their clients financial situation. Over fifty FCSIC volunteer interviewers attended the four workshops and reported gaining valuable resources and more knowledge of appropriate services for their clients.

The project has enabled clients to become more:

- informed and self-reliant,
- connected to support organisations,
- skilled in managing their income and expenditure.



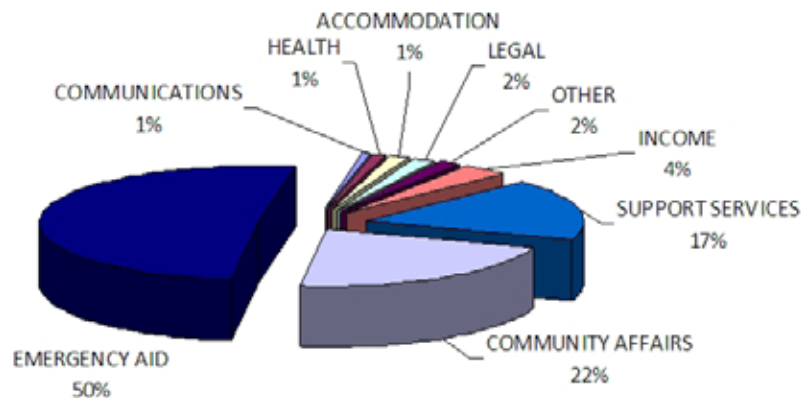
Operational Statistics

Total number of enquiries — 11,298

	July 10 — June 11	July 09 — June 10
Total enquiries:	11,298	13,849
Number of days open:	227	219
Total of Individual Contacts:	7,314	9,196
Face to Face Interviews:	4,858	6,311
Telephone Interviews:	2,422	2,829
Other forms: (Mail, Follow up, Email, Fax)	34	56
Appointments for services:	494	451
Hits on frankston.net website	83,902	72,544
Hits on gettinginvolved.com.au website	3,544	2,816

Breakdown of enquiries July 2010 — June 2011

ACCOMMODATION	153
CITIZENSHIP	10
COMMUNICATIONS	70
COMMUNITY AFFAIRS	2,224
CONSUMER	65
EDUCATION	23
EMERGENCY AID	6,198
EMPLOYMENT	9
ENVIRONMENT	8
HEALTH	95
INCOME	358
LEGAL	172
RECREATION	11
SUPPORT SERVICES	1,786
TRANSPORT	50
ECONOMIC DEVELOPMENT	1



People — Our Main Resource

The value of volunteers is immense and irreplaceable

The Centre's core service – information and crisis support is provided by a team of remarkable volunteer staff. Each worker at the Centre fulfils a critical role in assisting the Centre's paid staff and providing the continuity and infrastructure required for this vital volunteer service.

Recruitment of suitable volunteer staff remains a continuous challenge as many positions are demanding and require multiple interpersonal skills to deal with the complexities of cases that can present at the Centre on any given day.

Volunteer applicants are matched for their suitability to positions that become vacant and these can include reception, interviewing, information, administration, statistics and information technology. Selection criteria for each position depends on the particular skills needed to fulfill the requirements and duties of that position. Understanding and commitment to the Centre's goals, values, policies and practice is essential, as is the ability to work as part of a team and accept relevant roles and responsibilities.

Many volunteers who demonstrate exceptional and varied skills are often approached to take on additional roles providing support to fellow workers and students in the form of roster coordination, mentoring, facilitating case discussion groups, project work, training and acting as team leaders when required.

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

Initial and on-going training is a key component of our volunteers' success in dealing with the many challenges they can be confronted with on shift. Many interviewers extend themselves beyond their shift to ensure the best options are explored and offered to meet each individual client's circumstance.



Volunteering brings together a diverse range of people from all backgrounds and walks of life and offers an incredible networking opportunity – not only do volunteers develop lasting personal and professional relationships, but it is also a great way to learn about people from different socio-economic environments.

The Centre is very proud of its wonderful team of skilled volunteers whose value is immeasurable and thanks them sincerely for their inspiration and commitment to the Frankston Community.

Volunteer Commitment

Total Volunteer Hours — 13,151

Scope of Volunteer Roles

Administration
Accountancy Service
Board of Management

- Meetings –
- Centre finances
- Working with Manager
- Sub Committees

Case Discussion Group Leaders
Database Development
Database Input and Support
Face-to-face Interviewing
Telephone Interviewing
Information & Resources
Information Technology Support
Maintenance, Food resources & Gardening
Media Collation
Mentoring
Reception
Roster Coordination
Statistics
Tax Help
Team Leaders
Trustees

Training

Induction

– Orientation and police check (all roles)

Receptionists

On the job training
Training meetings

Administration and Data Entry

On the job training

Interviewers

– On the job training
– 50 hour competency based training course (CHCCS6B)
– Mentoring and probation hours
– In-Service Training attendance

Training Sessions & Workshops offered to Volunteers 2010 - 2011

July 5 Post Sentence Management of Offenders on Community Based Dispositions. – (Frankston Correctional Services)

Aug 4 Tenancy Rights and Responsibilities Training for Volunteers and Community Workers – (Consumer Affairs Victoria)

Aug 5 Making Sense of the Household Budget – (Good Shepherd/FaHCSIA)

Sept 4 “From Trauma to Triumph” Workshop

Sept 16 Making Sense of the Household Budget – (Good Shepherd/FaHCSIA)

Oct 7 Seniors Rights Discussion and Workshop – (Ageing Well Expo)

Oct 8 “Inside Out” – (Mental Illness Fellowship Vic)

Oct 19 Dealing with Challenging Situations (CIVic/FaHCSIA)

Oct 25 Making Sense of the Household Budget – (Good Shepherd/FaHCSIA)

Nov 10 “Simply Busting”

Nov 11 Brotherhood of St Laurence – Services & Programs

Nov 25 Money Minded Training – (B St L)

Mar 29 Mental Health and Drug and Alcohol Training Session (CIVic/FaHCSIA)

Mar 30 Making Sense of the Household Budget – (Good Shepherd/FaHCSIA)

April 6 “Come and hear from Sudanese community leaders living locally”

May 10 Recidivist drink and disqualified driving forum – (Frankston Magistrates Court)

May 25 Infocom Training

May 26 Infocom Training

June 22 Addressing the Health and Wellbeing of Frankston’s Refugee and Migrant Communities – (New Hope Foundation)

June 22 ADHD to the Power of Three – Library

Information Resources

Websites

www.frankston.net

The Centre aims to provide up-to-date information to the community and each year more people are using our website to find it.

This year www.frankston.net had 83,902 hits, averaging 230 every day, and in comparison, there were 72,544 hits last year. Since June 2004 the website has received a total of 348,921 hits.



The design of a website helps reflect the organisation's attitude to its clients while conveying its values, personality and message. It also gives its audience confidence with the reliability of the information contained within it. As the number of online searches through our website increases, it has become a major challenge to keep all our information constantly up-to-date.

www.frankston.net has over 70 webpages of community, volunteering and local support service information with 56 fact sheets and all brochures available for download. Our statistics show the most popular pages viewed by visitors consistently are bulk billing doctors, community and support services.

Intranet



All the Centre's networked PCs have the Intranet set as their homepage. Volunteers and staff find this is a fast convenient way to access information, source community worker links, search 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 16,687 hits since its startup in August 2005 with 3,544 hits in the past year.

Information Resources

Brochures

Community information and referral bring people and services together so our service is a vital link between people who need help and organisations that provide that help. The Centre is constantly looking for new ways to provide and present information in different forms plus aiming to improve on what we already do.

Currently our interviewers use a combination of the Internet, Infocom and 'in-house' brochures to present information to our clients. People can also browse and pick up brochures from a display stand in reception when they come into the Centre or find information and download brochures in PDF form on our website.

Information must be relevant to the local area and services so brochures and fact sheets are all designed and produced 'in-house'. They are researched, checked and updated by our team of skilled information workers. As addresses, contact numbers, open hours and websites of many services change frequently it is only viable to produce short print runs as the brochures can quickly become obsolete.

Between July 2010 and June 2011 Frankston Community Support and Information Centre volunteers photocopied 20,306 brochures and fact sheets which were given to clients throughout the year. Often, a team of volunteers had to be available to fold the brochures as keeping up with demand was a constant challenge.

This year, most brochures taken or downloaded were 'Where to Find Assistance — Food and Clothing', 'Where to Find Financial Assistance' and 'Homeless in Frankston'. Other popular brochures publicising local services included 'Where to Find Assistance — Housing options', 'Emergency Accommodation', Residential Caravan Parks', 'Local Bulk Billing Doctors', 'Legal Assistance', 'Crisis Support', 'Drugs and Alcohol', 'Local Information and Assistance' contact numbers.

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

This year we have been fortunate to have three volunteers with backgrounds in IT to assist with PC and network troubleshooting issues.

The Centre has 17 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 which require regular monitoring.

Databases

Work commenced on the original client database during 1995. Five years ago this updated database held approximately 13,200 client names and, of these, only 10% had typed case notes. Currently, in this database, there are 18,810 individual client records with 104,412 client interview contacts and 59,711 client notes. The backlog of case notes has been completed and Database entry volunteers usually enter new information within two working days.

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. Since

project commencement this database has recorded 29,204 client waiting time entries and 14,617 individual volunteer sessions.

Other volunteers involved with this project systematically check the handwritten client cards and sort them into strict alphabetical order so interviewers can locate them quickly.

Frankston Community Appeal

2010 Community Appeal

The Appeal, coordinated by Frankston Community Support and Information Centre, is now in its 20th 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.

Monetary donations to the 2010 Appeal totalled \$8090 and items purchased from the cash donations created 200 hampers for distribution to:

- DHS Frankston (10)
- Crisis Centre and Peninsula Youth & Family Services (75)
- St Vincent de Paul (75)
- WAYSS Domestic Outreach (20)
- FCSIC (20).

The content of a hamper included one tin 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 another 40 hampers to Frankston families in hardship. Operation Larder donated an additional 50 hampers and FCSIC packed and distributed approximately 124 hampers from donations of goods received from many local organisations and individuals.



This year a total of 414 hampers were distributed to people in Frankston City. 1418 people (549 adults and 869 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 20th annual Frankston Community Appeal.



- Frankston RSL donated 200 tinned hams plus 200 tins of red salmon which were added to festive hampers packed by Larder.

- The Mt Eliza Village Clinic filled 18 large plastic tubs to the brim with festive grocery donations from their doctors, staff, patients and well wishers.

- Frankston Library became a collection point for local residents wishing to donate groceries.

Refer to Page 25 for acknowledgement of donations.



Reaching our Community

Through Services, Projects and Partnerships

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 \$2,033.25 was raised by five church-based organisations over a two and half week period wrapping gifts for shoppers.

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
- Peninsula Primary Care Partnership
- Rooming House Working Group
- Frankston Volunteer Partnership Project
- Community Information Victoria
- Frankston Volunteer Resource Centre
- Municipal Emergency Management Committee
- Healthy Communities Initiative
- Supporting Frankston Sudanese
- Frankston City Housing Strategy Reference Group

Tax Help 2010 —2011

Tax Help is a community based free service designed to help people gain confidence in the tax system. The program provides assistance and education to low income and disadvantaged people in genuine need of help.

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 21st year, helped 212 people, including people with disabilities or from indigenous or non-English speaking backgrounds.

Years of Tax Help Service at the Centre:

Peter Lewis	15 years
Albert Chivilò	11 years
Brian Longhurst	1 year

Municipal Emergency Management Plan

The Centre has a role in the City's Emergency Management Planning Committee and 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 information to residents. The Centre will also provide personal support when and where required.



Reaching our Community

Through Services, Projects and Partnerships

Public Internet Access Program (PIAP2)

The Centre's Public Internet Access Project (PIAP2) was funded by the State Government to provide 2080 hours of free Internet access over a two year period finishing on 15 April 2011. The two PCs available for public Internet access in the reception area consistently attracted a high level of interest due to their location. Promotional pens printed with the PIAP logo, along with the PIAP notepads, were put out daily for our users benefit. Clients checked their email while waiting to be interviewed, filled out e-tax forms, printed Centrelink statements, legal documents emailed from banks, solicitors etc., used the computers to look for housing vacancies and searched and applied for jobs online.



It is technically challenging to manage publicly shared computers in a volunteer agency where the staff have limited knowledge and resources. By the nature of our business, the Centre attracts people with diverse and complex problems but our public users treated the area with respect and it is pleasing to note there were very few incidents involving these PCs. Also, we received a lot of good feedback about the project from our users.

1 July 2010 — 30 June 2011
1775 users Total hours: 966
PIAP PROJECT TOTAL: 20 April 2009 — 15 April 2011
3166 users; 2088 hours, 50 minutes

Lord Mayors Charitable Fund

Information on Demand

— Real time response to client needs Project

The Lord Mayors Charitable Fund Grant enabled the Centre to purchase four networked PCs for use in the interviewing rooms. The new computers provide a higher standard of support to our clients and anecdotal feedback from the interviewers has been very positive about the experience of sharing the search for information and options. The clients are pleased they can access their Centrelink and bank statements online during their interview. Some have accessed their Telstra bills and one even downloaded an application form for a foreign passport.

These PCs help facilitate immediate access to online and database information including:

- Client access to the Infocom database with over 13,000 entries on Victorian community organisations and support services
- Information from government agencies and other sources via the Internet
- Access to and submission of on-line forms with the interviewer's assistance

The client gains part ownership of their problems by looking at information with the interviewer and working together to address issues, help select options and becoming involved in the decision-making process.

To The Team at
Frankston Community Centre

Even though thank you doesn't seem enough, I would still like to say THANK YOU.

The last time I was there I was overwhelmed by your generosity, this time – once again you have provided hope through a bad time. You got my phone re-connected, provided me with food for two weeks and made my pets legal for a year.

Once again thank you so much for your help and support

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. In 1968, 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 for 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.

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.

Centrelink

Centrelink Community Engagement Officers provide support to people of all ages who are homeless or at risk of homelessness. These officers deliver services to people outside the traditional Customer Service Centre setting, with FCSIC being one of the locations. This means people can be assisted in an environment in which they feel comfortable, and where they can be supported by others such as the Centre workers.

Victorian Government

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

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

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.

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.

Frankston City Council

Department of Families, Housing, Community Services and Indigenous Affairs

Barrie Thomas, Triple A Foundation

Frankston Community Support and Information Centre volunteers

Frankston Magistrates' Court

Lord Mayor's Charitable Foundation

Operation Larder

DBD Database Services

Ritchies Community Benefit Card

R E Ross Trust

Victorian State Government Vicnet PIAP Project

Mornington Peninsula Community Connections

Aglow International - Australia

Australian Arrow Social Club

Australian Taxation Office

Chapel of the Resurrection – Peninsula School

Frankston Presbyterian Church

Karingal Bowling Club

Kogo (Knit one, Give one)

Lifeline

Lions Club of Frankston

Lions Club of Frankston — Bayside

Minter Ellison Lawyers

Rotary Club of Frankston North

Seaford Uniting Church

Shepard, Webster and O'Neill Pty Ltd

St James the Less

Telstra

Woorinyan Inc.

(Feedback from client)

To The Staff

*Thank you for making such a
difference in the community and in
peoples lives.*

Thank you for helping me.

Thanking you more than you know.

Acknowledgements

Community Appeal 2010

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 2010 Frankston Community Appeal successful.

Beta Sigma Preceptor Tau Charter
Cake Decorators Society
– Frankston
Carrum Gardens Social Club
Centrelink Social Work
Chapel of the Resurrection
Chisholm Institute Frankston
Cooinda Trefoil Guild
First Church of Christ Scientist
Frankston Arts Centre
Frankston City Council
Frankston City Library
Frankston Community
Correctional Services
Frankston CWA
Frankston Garden Club Inc.
Frankston Naval Memorial Club
Frankston RSL
Frankston VRC
Frankston War Widows' &
Widowed Mothers' Association
Frankston Wranglers Charity Club
Greek Senior Citizens
Karingal Bowling Club
Langwarrin Girl Guides
Lions Club of Frankston
Lions Club of Karingal
McClelland College students
Men's Shed
Monash University
– Frankston Campus
Mt Eliza Village Clinic
Office of Bruce Billson MP
Operation Larder
Peninsula City Church
Peninsula County Club
Polish Senior Citizens



Presbyterian Church Frankston
Rotary Club of Frankston
Rotary Club of Langwarrin
Rotary Club of Long Island
Rotary Club of Mt Eliza
Salvation Army
– Frankston North
Seaford Park Primary School
Seaford Uniting Church
SE Water
St Pauls Church
Toorak College
Tyabb Primary School

Individual Donations

Mark Buckley
Phyl Carswell
GH & LM Caton
JM & GC Forbes
ME Franklin
Mandy Gatliff
Angela Goss
Jean Grey
Vicki Leach
Susan Luecke
P and M Nayagam P/L
Denise Nichols
Anne Politho
David Roberts
Ted Tomlin
S Welsh
Helen Wright
Anthony Wroe
Anonymous donations

Treasurer's Report

Treasurer's Report 2010-2011

This year has again seen the Centre play an important role in providing support and advice to residents in the City of Frankston.

Provision of Emergency Relief to residents experiencing financial hardship continues to be the major focus of the Centre's operations.

Funds received for Emergency Relief included the Government Grant of \$343,541; donations from Magistrates Court \$16,000 and a Grant from the R.E. Ross Trust \$15,000, which totalled \$374,541, an increase of \$24,405 for the year.

The total Ross Trust Grant is \$45,000 with instalments of \$15,000 over a three year period. Also received were the final instalments of \$28,000 outstanding from the Grant for the FaHCSIA Vulnerable Groups Project.

Emergency Relief expenditure totalled \$390,454, an increase of \$14,917, which included the unexpended Global Financial Crisis funding of \$32,146 from last year.

The Centre's clients are continuing to experience difficulties meeting their general living and accommodation expenses as shown in the assistance provided for:

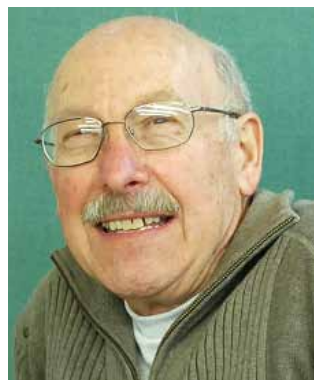
Food Gift Cards	— \$148,961
Rent/ Accommodation	— \$109,065
Utilities/Telephone	— \$29,625
and	
Food	— \$31,739.

Administration Income and Expenditure continues at an acceptable level to fund the everyday running costs of the Centre. Main sources of income included Bank Interest \$7,785, Gifts \$4,586, Material Aid Fund and Emergency Relief Administration fees \$9,372.

Relevant Expenditure included Miscellaneous Items \$5,326, Fees and Subscriptions \$1,303, It Equipment \$1,164 and Audit Fees \$1,520.

The Centre was also successful in obtaining a Grant of \$5,450 from The Lord Mayor's Charitable Foundation to fund a project, Information on Demand — Real Time Response to Client Needs. The funds were used to install computers in the interview and training rooms.

I again acknowledge the valuable contribution and assistance provided to the Centre by Frankston City Council with its infrastructure in-kind support, Magistrates' Court for ER funds, Triple A Foundation for funds used for staffing, donations from residents, local community organisations and our dedicated team of volunteers.



Terry Mackay
Treasurer

Recognition of Service

Value of Volunteer Time

It is difficult to put a price on volunteer time but, by estimating \$25 per hour as the monetary value of Frankston Community Support and Information Centre volunteer commitment, it equates to \$328,775 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.

Contribution of Volunteers

Australia has over five million active volunteers over 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.

The top reason for volunteering was 'Helping others or the community' 57%, followed by 'personal satisfaction' at 44%, and 'to do something worthwhile' at 36%.

Australians volunteer:

- a total of 713 million hours annually.
- Average of 1.1 hours weekly.
- Average of 56 hours annually.



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