

ANNUAL REPORT 2025





2025 Annual Report



COMMUNITY SUPPORT FRANKSTON ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THE LANDS ON WHICH WE LIVE, WORK AND HELP OTHERS.
WE PAY OUR RESPECTS TO ELDERS PAST, PRESENT AND THOSE EMERGING OF ALL ABORIGINAL AND TORRES STRAIT ISLANDER NATIONS.

Message From the Chair & Manager



With more than 25,000 interactions across Frankston residents, partner agencies, and community services, demand for assistance has continued to rise as our community faces growing housing and cost-of-living pressures. Nationally, the cost-of-living crisis has dominated public discussion – and locally, it continues to drive more people to the doors of emergency relief providers like CSF.

In last year's report, we welcomed a record number of first-time clients, with 791 individuals and households in Frankston City seeking financial or food assistance from CSF for the first time. Over the past 12 months, this number has increased to 869 – a clear sign of the deepening financial strain affecting our community. Importantly, this figure represents only new clients and does not include the thousands of people who continue to rely on our support each year.

Many new families have sought assistance as a direct result of the ongoing housing and cost-of-living crisis, with private renters among the most severely affected. Residents who once managed their living expenses are now struggling under the weight of rising rents, soaring utility bills, and higher everyday costs – leaving many at risk of financial hardship and, in some cases, homelessness.

The sharp increase in housing costs, combined with the shortage of affordable housing in Frankston, has left many families and individuals in increasingly vulnerable situations. Our data continues to show that private rental tenants experiencing housing stress make up the largest proportion of our client base, with a higher proportion of women seeking assistance. This trend highlights that the housing crisis is not a temporary challenge but a sustained issue requiring long-term, coordinated responses. CSF remains committed to supporting those affected as housing pressures continue to grow across our community.



We extend our heartfelt gratitude to the hundreds of volunteers and supporters who form the backbone of CSF. Their dedication and compassion are the driving force behind our work – sustaining us through challenges and change, and serving as both the first point of contact and, for many, the last line of support for people in crisis. Without our volunteers, we have no service, and we deeply appreciate the contribution each of them makes.



We are also deeply grateful to Frankston City Council for its ongoing in-kind support, and to the Federal Government for its significant Emergency Relief (ER) grant funding. This year, CSF secured a new five-year ER funding agreement with the Department of Social Services – a vital investment that strengthens the long-term stability of our services and enhances our capacity to respond to growing community needs.

On behalf of Frankston residents who continue to face financial hardship, we remain committed to advocating for increased government funding, social justice, and stronger support that more accurately reflects the rising demand for emergency relief within Frankston.

We extend our sincere appreciation to our many partners for their ongoing collaboration and generous contributions to our Emergency Relief program. Their shared commitment enables us to meet the evolving needs of Frankston's most vulnerable residents with compassion, care and practical assistance. We are equally thankful to the many service groups, local businesses, philanthropic organisations and community partners whose ongoing support allows CSF to deliver a wide range of essential services to those in need.

This year, a generous donation enabled CSF to deliver targeted Emergency Relief to women and children experiencing family violence – a growing and urgent area of need in our community. This support has been truly life-changing, helping us provide safe communication devices, pay critical bills and cover essential expenses such as car registration for those left without resources or hope.

Additional philanthropic grants allowed more than 500 Frankston residents to access essential medicines, including PBS prescriptions and other vital treatments. These contributions have had a profound and lasting impact, supporting mothers and children in crisis refuges and ensuring continued access to life-sustaining care. Without this generosity, much of this essential work would not be possible.

CSF has always been more than an emergency food provider. While food security remains central to our mission, we recognise that true stability requires more than access to meals – it demands financial resilience and holistic support. Our approach extends beyond food relief to include assistance with utilities, medical costs and housing, helping individuals and families regain stability and independence during times of crisis.

We are also grateful for the contribution of our co-located and outreach partners – including Bolton Clarke's Homeless Persons Program, Services Australia and the Mental Health Legal Centre – as well as the Frankston Emergency Relief Providers Network for their steadfast commitment to supporting our community. The combined efforts of these groups, volunteers and staff reflect the strength and compassion of our community sector, and we are proud to stand alongside them in our shared mission to support Frankston's most vulnerable residents.

CSF also extends its gratitude to all volunteers and donors of the Frankston Community Appeal for another successful fundraising effort this year. Their generosity provided hampers, toys, vouchers and essential items to support those most in need. As we approach the 35th anniversary of the Appeal, we celebrate the enduring spirit of community kindness and compassion that continues to define this important initiative.

As financial pressures intensify, strong leadership and a coordinated approach to relief are essential. CSF remains steadfast in its mission to address the root causes of financial hardship and to support individuals in rebuilding their lives with dignity. This vital work is only possible through the continued collaboration and support of our partners, volunteers and the broader Frankston community.



SUE SMITH
Chairperson



STEVE PHILLIPS
Manager

Governance

Board of Management - Members & Position



SUSAN SMITH
CHAIR

Susan is a local Chartered Accountant specialising in small business accounting and tax, has a keen community spirit and became a Board Member in 2010. Susan commenced as Chair in 2013.

JANET MCCAHOON
VICE-CHAIR 1

Janet was President of the Frankston Community Breakfast for almost two decades and founded the Voices of Frankston Choir. A past District Governor of Rotary International and a counsellor, Janet commenced volunteering at CSF in 2016 and joined the Board in 2017.



ANTHONY GLENWRIGHT
VICE-CHAIR 2

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.

TERRY MACKAY
TREASURER

Terry has been involved at the Centre, both as a volunteer and a Board Member since 1995. Terry's background is in banking, and he has been Treasurer of the organisation since 1995.



MARISA KLEISTERLEE
SECRETARY

Marisa has over 30 years' experience in senior management roles in the Building and Seniors Living industries, with a focus on financial management, governance and regulatory compliance. Marisa joined CSF as a new Member and was appointed as Board Secretary in 2018.

GLENDA GIRVAN
MEMBER

Glenda retired in 2015 after working in Commercial Credit for over 30 years for the Building Industry. Following her commencement as a volunteer at CSF in 2016, Glenda was appointed as a Board Member in 2018.



PEDER WHELAN
MEMBER

Peder is a partner of Kemp & Partners, Accountants in Frankston and is a Business Advisory and Taxation Specialist. He attended The Peninsula School, then completed his degree in Accounting at Monash University and became a CPA in 2008. Peder was appointed as a Board Member in 2021.

PETER CRACKNELL
MEMBER

Peter has 30+ years' experience in sales, marketing and business development across consumer goods, intellectual property, business services and products and is the current President of the Rotary Club of Frankston Sunrise. He is a keen golfer and joined the Board in May 2023.



MARK GOWANS
MEMBER

Mark joined the Board in February 2022 and was also an interviewer at CSF. Mark has resigned from his position on the Board of Management to pursue other interests, and he leaves with our sincere thanks for his time and valuable input, and wish him well in his future endeavours.



STEVE PHILLIPS (CSF MANAGER)
EX-OFFICIO MEMBER

Steve joined CSF as a volunteer in 2005 and was a Board Member from 2008-2010. Steve has a professional background in a number of community related roles and has served as CSF Manager since May 2014.



| Our Services

COMMUNITY INFORMATION

Connecting vulnerable people in our community to appropriate services, supports and programs

COMMUNITY ASSESSMENTS

Individualising intake sessions with trained community workers to assess people in need

VOLUNTEER RESOURCE SERVICE

Promoting / providing volunteer opportunities and community engagement

EMERGENCY RELIEF WORK & CASEWORK

Assisting people experiencing financial crisis with material aid, personal and practical help

ADVOCACY & REFERRAL SERVICES

Providing access and linkages to specialised services and workers

SERVICE PARTNERSHIPS

Creating community links, networks and programs that best serve the needs of people experiencing hardship

Staff



STEVE PHILLIPS
MANAGER

Steve joined CSF as a volunteer community worker in 2005. He became a Board Member in 2008 and Manager in 2014. He has a Bachelor of Communications and International Studies, with a professional background in case-management, counselling and social engagement programs, previously working for Monash University.



KIM BASKETT
OPERATIONS COORDINATOR

Kim commenced full time as Operations Coordinator in May 2024. With a professional background in case management, volunteer management and community support, Kim has previously worked in Emergency Relief, Disability and Accounting, and has Cert IV qualifications in Community Services, Accounting and Assessment & Workplace Training.



NATALIE REEVE
COMMUNITY SUPPORT OFFICER

Nat joined CSF to complete her Community Services Diploma placement in 2017 and continued to volunteer until she commenced her full-time position as Community Support Officer in 2021.



KATE MOWAT
COMMUNITY SUPPORT OFFICER

Kate commenced as a volunteer at CSF in February 2024, completing her placement and achieving a Diploma of Alcohol & Other Drugs. She commenced her role as a full-time Community Support Officer in August 2024. Kate has a background in customer service.



DONNA WAIXEL
ADMINISTRATION SUPPORT OFFICER

Donna has had an extensive career working in local government throughout her 35-year association with Frankston City Council. Donna was appointed to her part-time role in August 2022.

Recognition of Service

ACTIVE VOLUNTEERS – OVER 5 YEARS OF SERVICE

Barrie Holloway	34	Lidio Bastidas	9
Terry Mackay	30	Glenda Girvan	8
Anthony Glenwright	28	Judith Mackay	8
Stewart Harkness	22	Sylvia Payne	8
Jan O'Brien	21	Glenn Payne	7
Chris Devine	17	Michael Morrison-Story	7
Joy MacEwan	17	Jeanette Taylor	7
Gail Forbes	16	Marisa Kleisterlee	7
Illy Barnes	14	Mark Gowans	7
Susan Smith	14	Trish O' Neill	5
Armored Rae	10		
Janet McCahon	9		
Kerrie Firth	9		

LIFE MEMBERS

<i>Pat Arthur*</i>	1982	Terry Mackay	2008
<i>Gwen Shenton*</i>	1986	<i>John Murphy*</i>	2008
<i>Alan Coulson*</i>	1987	Carole Sweetnam	2009
Shirley Davies	1990	Vicki Martin	2011
<i>Dorothy Lynch*</i>	1993	Maureen Macer	2011
<i>Margaret (Peg) Hess*</i>	1996	<i>Judy Caraher*</i>	2012
<i>Sheina Thompson*</i>	1996	Susan Grogan	2014
<i>Peter Lewis*</i>	1998	<i>Peter Martin*</i>	2015
<i>Pat Runacres*</i>	1998	Stewart Harkness	2015
Marie Wright	2000	<i>Mary Ricca*</i>	2016
Anja Cadle	2000	David Triplow	2018
Joan Mitchell	2006	Gail Forbes	2023
John Tame	2006	Marion Lester	2024

**Deceased*

Treasurers Report



Community Support Frankston has again experienced another busy year providing Emergency Relief and other Services to residents in the City of Frankston.

The demand for assistance continues to increase as the rising cost of living impacts our vulnerable clients.

Due to the prudent management of finances by the Board our Organisation has a healthy Balance Sheet with Net Assets of \$623,883 which includes both Administration and Emergency Relief funds of \$562,243 and minimal Liabilities.

Emergency Relief income for the year was \$713,295 with Grants from Department of Social Services, Department of Families, Fairness and Housing and Donations being the major source of funding for the programme.

Expenditure for our Emergency Relief programme was \$564,123 and covered a wide range of needs with Food, Food Cards and Phone/Utilities being the primary areas of assistance.

Administration income received was \$38,459 and included Donations and Bank Interest on investments.

Expenses totalled \$263,202 and included Volunteer/Staff, Training/Supplies and Stationery/Office Supplies. Depreciation was \$13,719.

Due to a change in circumstances the Board of Management has assumed the role of employer of our two Community Support Officers and Administration Officer who are an integral part of our Emergency Relief Program. Wages and associated costs were paid from Department of Social Services Grant.

The Material Aid Fund Trust Income was \$72,128 and included donations to our yearly appeal and Bank Interest which provided the funding of \$52,298 to stock Christmas hampers for the underprivileged in our community.

We acknowledge the generous support received from Frankston City Council for the provision of our building, payment of some major running costs and in-kind support of our Manager and Operations Co-Ordinator.

The support, both in-kind and monetary, received from various Businesses, Organisations and residents is very much appreciated and included Peninsula Kingswood Foundation, Frankston Rotary, Frankston Rotary Sunrise, Frankston Lions Club, Magistrates Court and South East Water,

Terry Mackay
Treasurer



Vale

JUDY ELIZABETH CARAHER

17.03.1945 – 29.10.2024

Judy commenced volunteering with CSF in 1991, was elevated to Life Membership in 2012, and finished her volunteering journey with us in 2016. During her time with us as a community interviewer, Judy also spent time on the CSF Board of Management as Vice Chairperson for seven years. Judy was a champion of CSF and introduced several volunteers to the centre. She is remembered for her kindness, patience and generosity.



ANJA UNELMA CADLE

15.08.1930 – 02.06.2025

Anja volunteered with CSF, then a Citizens Advice Bureau (CSB), from 1975, was elevated to Life Membership in 2000, and finished her volunteering journey with us in 2007 after many dedicated years on reception and interviewing. Anja is remembered for her good nature, love of bright colours and she passed away peacefully with family, including her son Mark.

PETER LAURENCE MARTIN

13.12.1948 – 18.06.2025

Peter volunteered with CSF from 1990, was elevated to Honorary Life Member in 2015, and finished his volunteering journey with us in 2014. Peter was also the husband of CSF's longest serving manager, Vicki Martin, and Peter is affectionately remembered for all the time he spent with us helping to maintain and expand the various centres we've been located at, thanks to his carpentry and skills. Peter was also involved with numerous CSF events and is remembered as a true gentleman by all those who knew him.



Volunteer Committment

ALTHAUS, Tsugumi
BARBER, Kevin
BARNES, Ilme
BASTIDAS, Lidio
BISTA, Fran
BOURKE, Brodie
BOWMAN, Corinne
BROWN, Sonya
BROWN, Susan
CAPO, Carol
CAPO, Toni
CAPON, Brian
CHITTY, Jason
CLARKE, Hilary
COAD, Darryl
COX, Stewart
CRACKNELL, Peter
DAO, Lufeng
DEVINE, Christine
DUNNING, Frances
DUNNING, Tony
FARGHER, Lauren
FERRIER, Marcella
FINN, Carolyn
FIRTH, Kerrie
FORBES, Gail
GIRVAN, Glenda
GLENWRIGHT, Anthony
GOWANS, Mark
GRANT, Colin
GRANT, Olivia
GROVES, Kate
GU, Lily
GUZYS-MCAULIFFE, Judith
GUZYS-MCAULIFFE, Nia
HANN, Karin

HARKNESS, Stewart
HOFFMAN, John
HOFFMAN, Patricia
HOLLOWAY, Barrie
HOUSTON, Peter
HUME, Manu
KANE, Samantha
KING, Alfreda
KLAIKALITIS, Sasha
KLEISTERLEE, Marisa
LITTLECHILD, Julie
LITTLECHILD, Lawrie
LIVERSIDGE, Elvira
LONGSHAW, David
MACEWAN, Joy
MACKAY, Terry
MCCAHON, Janet
MCCOLL-JONES, Jacinta
MERRETT, Vincent
MORRISON-STORY, Michael
MOWAT, Kate
NAYAGAM, Mrin
O'DONNELL, Debra
O'NEILL, Trish
ONGARELLO, Michael
PALMER, Sarah
PAYNE, Glenn
PAYNE, Liz
PAYNE, Sylvia
PEREIRA, Treherne
PIPER, Owen
PIPER, Rose
PULE, Annette
RAE, Armored

REDFERN, William (Bill)
SEDGWICK, Wendy
SELKRIG-JONES, Anna
SMART, Judith
SMART, Max
SMITH, Susan
TAYLOR, Clare
TAYLOR, Jeanette
TEMPLETON, Wendy
TETLEY, Sue
TURNER, Chris
VENVILLE, Annie
WAIN, Jennifer
WALDRON, Lara
WALLACE, Melissa
WALSH, Frances
WATERMAN, Sarah
WATSON, Alice (Ally)
WHELAN, Peder
WHILD, Maelana
WIDDICOMBE, Joanne
WILLIS, Hazel
WOOD, Graeme
WOOD, Lynne
YOUNG, Harley

(Those who logged 10+ hours
in the CSF Sign-in Book for
the financial year)

TOTAL VOLUNTEERS: 100 (95 CURRENTLY ACTIVE)

TOTAL HOURS: 15,447



| Volunteer Spotlight

SAM KANE

RECEPTION & INTERVIEWER

Volunteering since
2024

Why do you volunteer at CSF?

Having been in a vulnerable position myself both financially & with ill health in the past, I volunteer to give back to those who now need support. With a greater understanding & empathy for others it makes my day to be amongst a special group of people striving to assist others who are in need.

What is your Superpower?

My organisation skills. Definitely my laugh that I'm told is well heard in the building & quite contagious. My ability to wear both my reading & sunglasses on my head whilst still asking everyone if they've seen them.

Favourite place in the centre?

The staff room where I can find something to clean, or eat a slice of Annette's tasty quiches.

One word to sum up my volunteer experience would be :
FULFILMENT



TSUGUMI ALTHAUS

ADMINISTRATION

What does a typical volunteer day look like for you?

I come in with Mrin and sign in then chat with people (saying hello) then talk to Kim about what we can do to help for that day. We usually make "cutlery sets" with napkins, wooden forks and knives, putting some coffee, sugar, and tea bags into individual plastic bags. It is fun as I have someone to join me and we usually chat away and 2 hours just goes by.

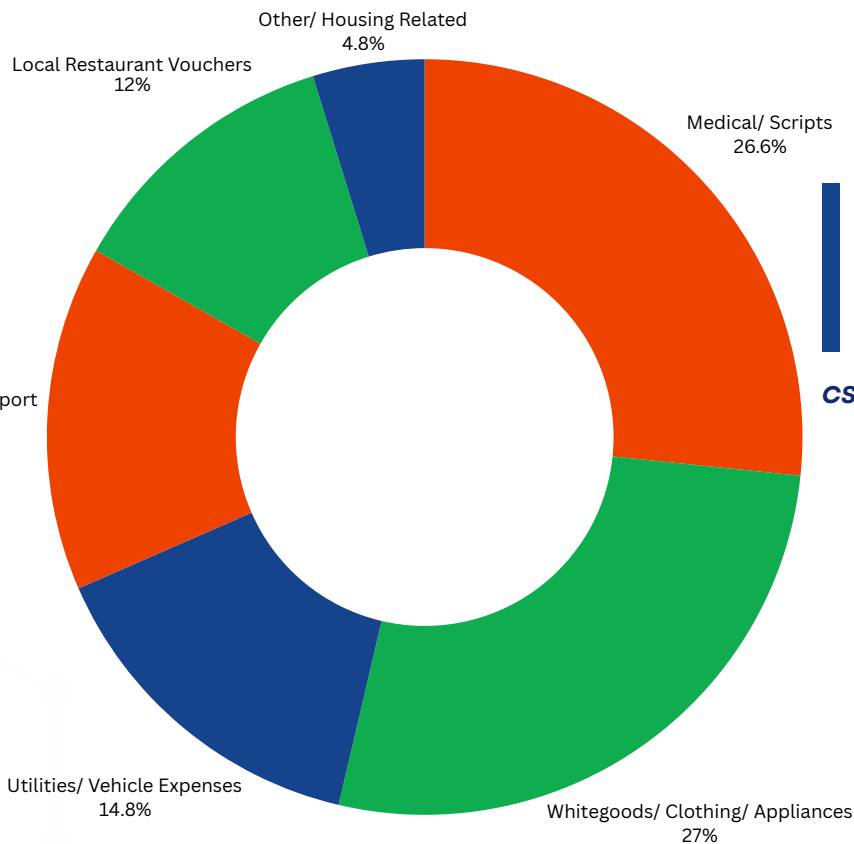
Favourite local spot in Frankston?

Frankston pier

What would you say to someone thinking about becoming a volunteer?

It is such a nice feeling to help people in need and at the same time it gives me an opportunity to meet other people in the community. In my personal life I work in the space where we deal with people's family issues and working at the community centre helps me understand people in need more in a different perspective.





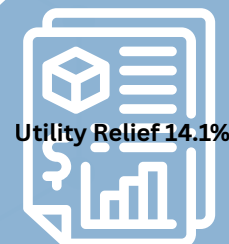
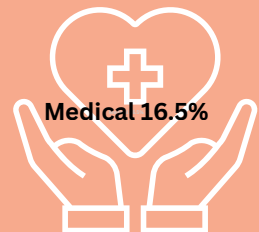
Emergency Relief Client Financial Assistance

CSF financial assistance (minus food cards)



**In the 24/25 FY
CSF handled
20,000+
Emergency Relief
Cases....**

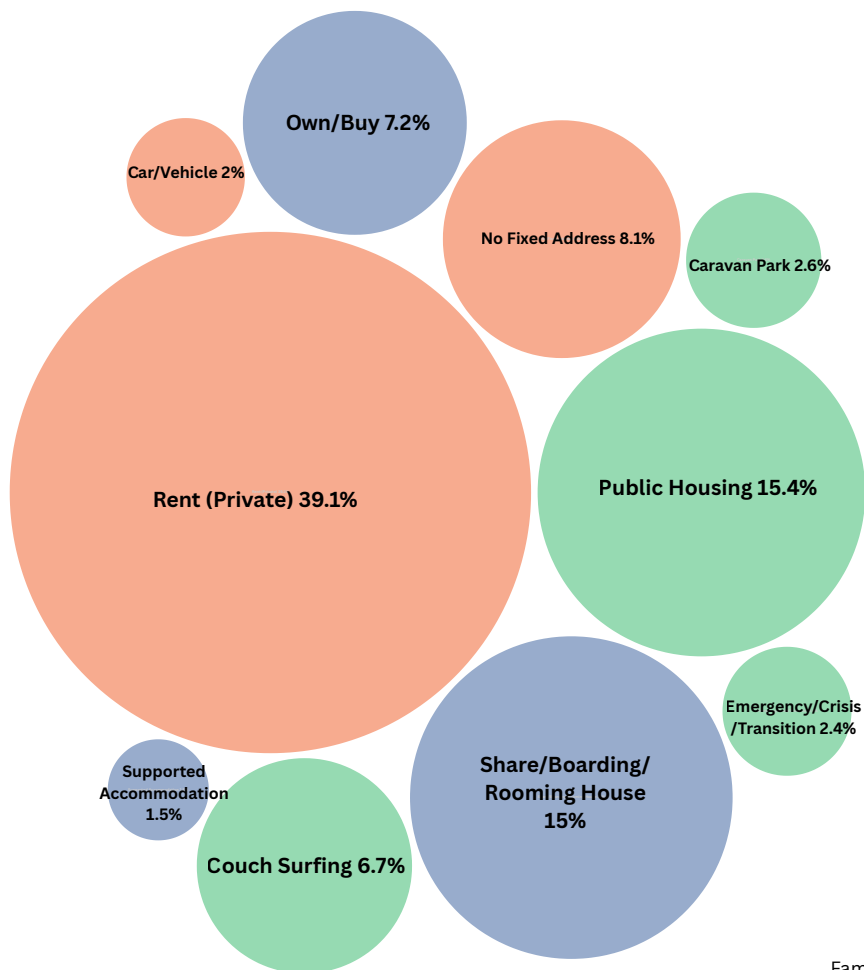
**more than
25,000 total
contacts
and.....**



**provided
30,000+
types of
emergency
relief.**

CSF Outgoing referrals for non-food related support

% BREAKDOWN OF HOUSING TYPE

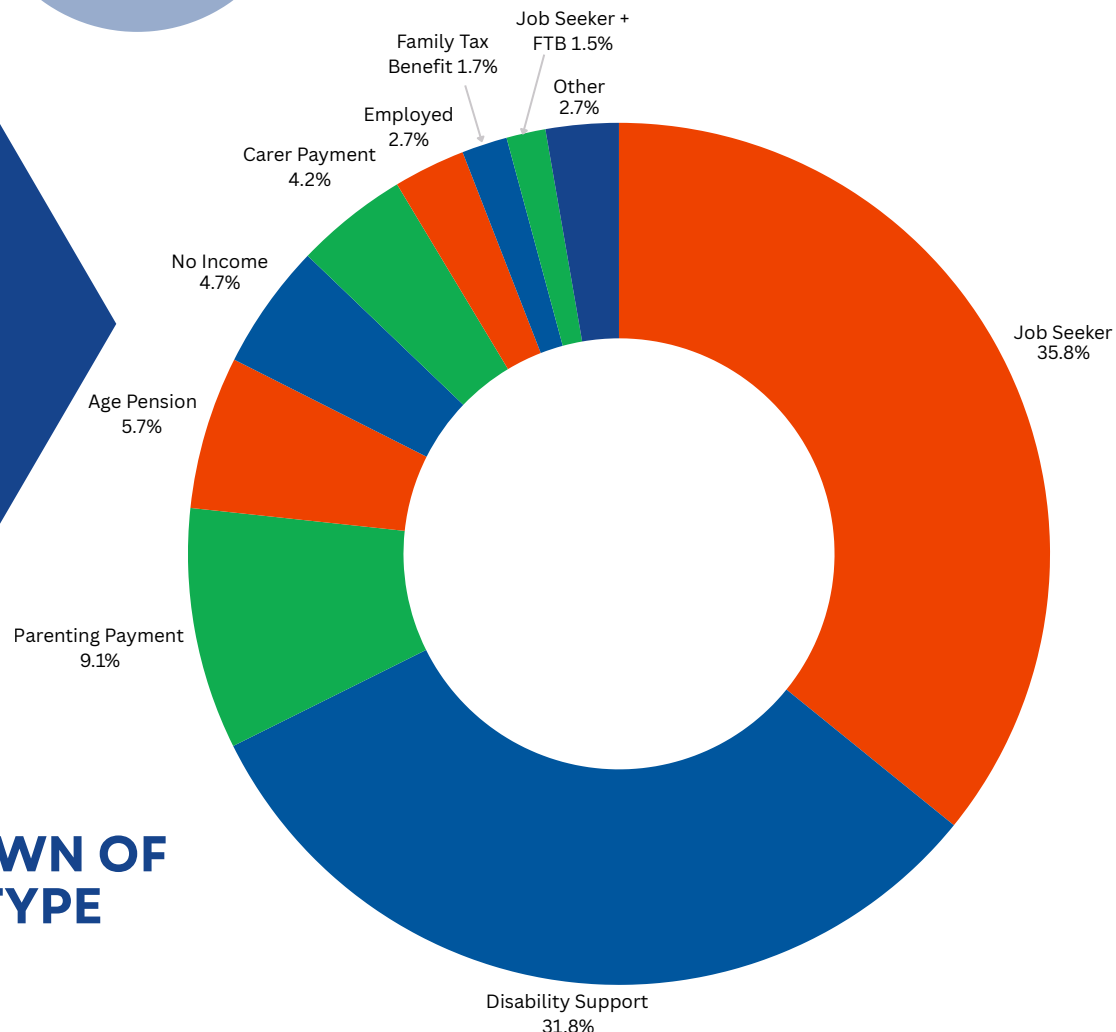


Support was also provided to individuals in a range of living situations, including:

- Couch surfing on 900+ occasions
- Homeowners on 1,650+ occasions
- Sleeping rough on 1,950+ occasions
- Public housing on 3,200+ occasions
- Rooming houses on 4,325+ occasions

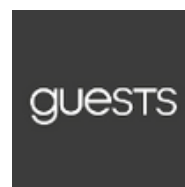
Those facing challenges in sustaining private housing represented our largest cohort, with support provided on over 7,350 occasions

% BREAKDOWN OF INCOME TYPE





Supporter Acknowledgements



Regular Supporters

Amrita Australia
Bakers Delight
Boomerang Bags
Brekky Club
Brotherhood of St Laurence
Brumbys Bakery
Bubbles on Beach
Change the Channel
Coles
CWA Frankston South
Elisabeth Murdoch College
Frankston Beach Association
Frankston Beach Patrol
Frankston Garden Club
Frankston Netball Club
Frankston RSL
Frankston RSL Ladies Auxiliary
Frankston South Chemist
Fratelli's Restaurant
Freemasons Lodge of Honour
Give Now
GRC Buxton

Home Instead
In Home Care (Frankston Council)
Interact
Jodie Belyea's Office
Kananook Primary School
Knit a Row & Go
Langwarrin Community Centre
Launch Housing
Lions Club of Frankston
Maree's Tours
Melbourne Racing Club
Mensay (Belvedere Comm Group)
Mensay / Dads in Distress
Montalto
MSFIN
PARC
Peninsula City Church
Pets of the Homeless
Presbyterian Church Frankston
Red Cross
Rotary Club of Frankston
Rotary Club of Frankston North

Sandhurst Club
Seaford Uniting Church
Services Australia
Seventh Day Adventist Church
Share the Dignity
Sleep Safe
Somerville Community House
Somerville Knitters & Crocheters
Soroptimists Mornington Peninsula
South-East Water
St Francis Xavier
St John of God
St Luke's Uniting Church
St Thomas More Primary School
St Vincent de Paul Seaford
Tempur Australia
The Cupcake Queen
Their Care
Thread Together
2 Pairs Each
Victorian Government (DFFH)
Welsh Ladies Choir

34th Community Appeal

“Live locally, give locally”

Bringing Hope & Joy to Our Community

This year marked the 34th Frankston Community Appeal, an annual initiative led by Community Support Frankston (CSF) that continues to bring hope and joy to thousands of local residents facing tough times. Thanks to the incredible generosity of the Frankston community, more than 1,200 festive hamper bags were distributed to families in need. Each hamper was thoughtfully packed with delicious festive foods and vouchers to help households celebrate the season, along with toys that brightened the holidays for over 1,200 children.

The Appeal is a true community effort, with funds raised through the support of dozens of local agencies, schools, organisations and individual contributors. Many of these supporters form part of the Frankston Emergency Relief Providers (FERP) Network, whose ongoing collaboration ensures help reaches those who need it most. Together, this year's collective effort achieved a record-breaking milestone, raising a combined cash and in-kind total of \$124,904.98—a testament to the compassion and unity that define Frankston.

Behind the scenes, a dedicated team of 100+ volunteers gave their time and energy to make the Appeal possible. Over three days, volunteers from various groups and organisations who worked tirelessly to stack, pack and distribute the hampers. Their teamwork and generosity embodied the true spirit of giving that lies at the heart of the Frankston community.

The Frankston Community Appeal is a shining reminder of what can be achieved when community come together in the spirit of helping those less fortunate.





Monetary Donations & In-Kind Support

Community Support Frankston would like to thank the following businesses, schools, organisations and individuals who donated food, vouchers, toys, goods, gave cash donations or raised funds for the 34th Annual Frankston Community Appeal

BUSINESSES, ORGANISATIONS, CHURCHES & SCHOOLS

Aldi

Amrita Australia

Barry Dean Pharmacy

Bayside Shopping Centre

Brotherhood of St Laurence

Cake Decorators Assoc of Vic

Cooinda Trefoil Guild

Frankston Community Rehab Centre

Frankston Council

Frankston Council Social Club

Frankston District Girl Guides

Frankston Football Club

Frankston High School

Frankston Library

Frankston Library Wishing Tree

Frankston Magistrates Court

Frankston RSL Club

Frankston Wranglers Club

Grace Christian Church - Hopeshop

Hinkler Pty Ltd

Jodie Belyea MP

Kananook Primary School

Karingal Lions Club

Koula Nails & Feet

Lifstrong Physiotherapy

Lux Panels

Maree's Bus Tours

McGrath's Langwarrin

Moose Toys

Operation Larder

Orwil Street Community House

PARC

Paul Edbrooke MP

PayPal Giving Fund

Peninsula Kingswood Country Golf Club

Ray White Real Estate

Langwarrin

Red Gum BBQ Seaford

Rotary Club of Frankston

Rotary Club of Frankston

Sunrise

Sandhurst Club

Seaford RSL

Seaford Uniting Church

Seventh Day Adventist Church

Share the Dignity

Shout Out for Good

South East Water

St Francis Xavier

St Luke's Anglican Church

St Thomas More Primary

School

Uniting Church Frankston

Wildcats Langwarrin Basketball Club

Zonta Club of Melbourne South-East

INDIVIDUAL SUPPORTERS

\$5,000 & OVER

Dr Mrin & Prakash Nayagam

\$1,000 & OVER

Kate Groves

Corinne & Tim Bowman

Cath Pauline

Lara Waldron

MJ & BJ Walsh

Fang-Jue Lee

UNDER \$1000

Gemma Lambe & Family

Illy Barnes

Rhonda Moore

Jon Otto & Kathi Schvetz

Kylie Gard

Wendy Jeffries

Ann Wood

Jocelyn Hesketh

Debbie Mills

Kate Drysdale

Joan Cavanagh

Reaching Our Community



Celebrating Our Partnership with Operation Larder

Community Support Frankston is proud to partner with Operation Larder, whose generosity and dedication is unparalleled. As our largest food pantry partner, Operation Larder ensures that local individuals and families experiencing hardship have access to nutritious food and essential groceries. Beyond providing food, they also contribute volunteer support, strengthening the network of care that sustains our community. This partnership is more than a supply chain - it is a lifeline of compassion, collaboration, and resilience. Together, we help safeguard food security and bring hope to Frankston residents in need.

Their ongoing commitment also plays a vital role in the Frankston Community Appeal, where they supply hundreds of items to help fill hampers and bring comfort to families during times of hardship, as well as partnering with CSF on events throughout the year.

Our main liaison with Larder is Julie Burnham - an amazing lady who is an integral part of the Appeal, and who works with CSF volunteers to secure thousands of grocery items for the hampers (including driving to 7 different supermarket locations to get half price hams). Julie also oversees CSF's weekly Foodbank pick-up and is often off in her own car to buy items we've run out of - tremendous effort.

Founded over 40 years ago, Operation Larder has been guided by the tireless efforts of community leaders, including Mrs. Dawn Peacock (President), Graham Peacock (Treasurer), and until recently, Nylma Carruthers (Secretary). Nylma, who sadly passed away earlier this year, will be remembered for her extraordinary dedication. Every Monday morning, Nylma would arrive at CSF, check pantry stock, purchase supplies, and restock shelves - an inspiring effort, especially in her seventies. Nylma's warmth, generosity and unwavering commitment touched everyone she met. Nylma will be deeply missed, forever appreciated, and always be part of the Annual Appeal and CSF family.



OZ HARVEST

Oz Harvest play a vital role as a supplier of free fresh fruit and vegetables. This support ensures vulnerable members of our community have reliable access to healthy, nutritious food—an essential foundation for wellbeing. By providing high-quality fresh produce, Oz Harvest helps to strengthen local food security and helps ease the burden of food costs for individuals and families facing hardship. This partnership is not only about nourishment, but also about dignity, care, and hope, ensuring everyone in Frankston has access to the essentials they need to thrive. According to Oz Harvest estimates, CSF has assisted with 10+ tonnes of rescued food, and 10,000+ kg of CO² saved.



FOODBANK

Foodbank's support provides bulk pantry staples at significantly reduced cost, alongside free bread, fruit, vegetables, and frozen meat/meals. This year alone, their contribution is conservatively estimated at \$120,000, making a substantial impact on our ability to meet growing demand. Foodbank's generosity ensures that thousands of vulnerable households and individuals in Frankston have access to nutritious food, greatly strengthening CSF's capacity to support our community with dignity and care. We would also like to thank the helpful volunteers at the Foodbank Dandenong pick-up site, who are always positive and welcoming.



BRIGHT SPARQE / ALEX MAKES MEALS

Community Support Frankston (CSF) has a strong and valued relationship with Bright Sparqe, a charity dedicated to supporting the most vulnerable in our community. Through their partnership with Alex Makes Meals, Bright Sparqe supplies CSF with nutritious meals each year for distribution to individuals and families in need. This partnership makes a tangible difference, ensuring that at-risk community members not only receive vital nourishment, but also the support and care that fosters dignity, hope and connection during challenging times.



MEALS ON WHEELS

CSF is proud to partner with Frankston City Council's Meals on Wheels Program, providing hot and healthy take-away meals to Frankston residents in need of a feed through our Hot Meals Program. This achievement is only possible thanks to the dedication of our volunteers, who ensure vulnerable community members receive regular, nutritious meals and vital support. Operating four days a week at CSF between 12 noon and 2.00pm, this program delivers both nourishment and social connection for disadvantaged community members.



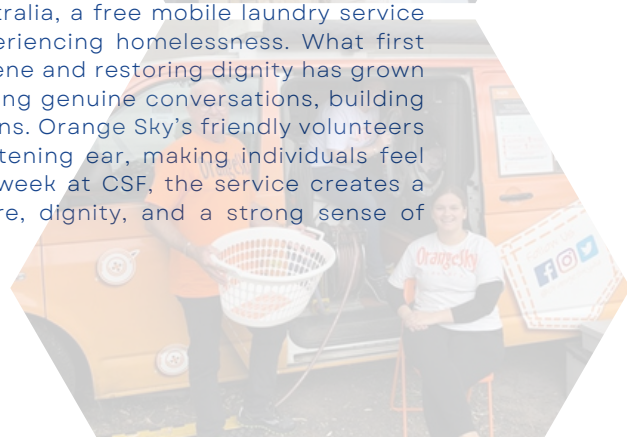
ALDI

CSF is grateful for its strong association with Aldi's Bayside store, which generously provides us with surplus meat, fruit, vegetables and bread that would otherwise go to landfill. Valued at approximately \$70,000, this contribution plays a vital role in reducing food insecurity while also addressing environmental sustainability by cutting food waste. Through this partnership, Aldi supports CSF in delivering essential nutrition to vulnerable community members, while helping to protect our environment and preserve valuable natural resources.



ORANGE SKY

CSF proudly partners with Orange Sky Australia, a free mobile laundry service that provides vital support to people experiencing homelessness. What first began as a practical way of improving hygiene and restoring dignity has grown into something far more impactful - fostering genuine conversations, building trust, and creating regular social connections. Orange Sky's friendly volunteers offer not only clean clothes but also a listening ear, making individuals feel seen and valued. Operating two days per week at CSF, the service creates a safe, welcoming space that promotes care, dignity, and a strong sense of community belonging.



Reaching Our Community



FRATELLI'S RESTAURANT

Fratelli's Restaurant is a valued member of Community Support Frankston's meal team, generously donating 50+ pasta meals each week for our clients. This incredible contribution provides comfort, nourishment and care to vulnerable community members. Their generosity reflects a genuine commitment to supporting the local community and highlights the powerful role local businesses play in creating lasting positive impact.



MAMA LEES

CSF provides our homeless clients and those unable to access cooking facilities with meal vouchers redeemable at Mama Lees' Asian Restaurant in Frankston. CSF is grateful for this partnership, as it allows individuals to choose a meal of their preference. Beyond nourishment, it offers social inclusion and connection, enabling vulnerable community members to enjoy a warm, welcoming meal in a supportive local setting.



BARRY DEAN & AMCAL PHARMACIES

CSF greatly values the support of Barry Dean Pharmacy and Amcal Pharmacy, who provide prescribed medications to clients through our referral letters and Emergency Relief Program. These vital partnerships ensure vulnerable community members can access the essential medications they need without the added stress of financial burden. By removing cost barriers, it promotes health, stability and wellbeing, while offering reassurance and dignity to those doing it tough. This support plays a crucial role in strengthening community health outcomes, helping community members with essential medications that they would otherwise go without.



PETS IN THE PARK / PETS OF THE HOMELESS

CSF is proud to be associated with Pets in the Park, a monthly clinic where our volunteers assist qualified vets and nurses in supporting Frankston residents experiencing homelessness and who own pets. This free service provides essential care including check-ups, immunisations, parasite control, and desexing. For people facing hardship, pets are often their closest companions, offering love and stability. By ensuring these animals remain healthy, this program strengthens wellbeing, reduces stress, and fosters dignity for both owners and their beloved pets. CSF is also grateful to Pets of the Homeless for their monthly drop-off of Vet quality food donations.



RITCHIES IGA

CSF's long-standing partnership with Ritchies IGA in Frankston has been vital in supporting the community for many years. Through discounted pantry items for client distribution and generous contributions to our Festive Hampers, Ritchies helps ensure vulnerable families have access to essential supplies all year round. Their support is especially meaningful during the holiday season, bringing comfort and relief to those doing it tough and reinforcing the importance of community collaboration in times of need.



| How you can help

Community Support Frankston is committed to providing vital financial and material aid to people in need through our Emergency Relief program. We have launched an ongoing appeal with a goal of raising \$100,000, ensuring that every dollar donated goes directly to supporting individuals and families in Frankston facing hardship. All donations over \$2.00 are tax deductible. You can support us by sharing our appeal through this website -

<https://www.givenow.com.au/emergencyreliefappeal> or simply scan the QR code to donate.



Donate Products / Groceries

Community Support Frankston relies on the generosity of our community to keep our Emergency Relief pantry stocked and ready to assist local individuals and families experiencing hardship. We are currently seeking donations of non-perishable food items such as pasta, rice, canned goods, cereals and long-life milk. Every contribution, big or small, helps us provide essential support to people in crisis. Together, we can ensure that no one in our community goes without the basic food they need.

Frankston Community Appeal

Each year, our fundraising Appeal brings the community together to help local people doing it tough at Christmas. With the cash donations we receive, we purchase groceries to create hampers for families, couples and singles, ensuring they have food and comfort during the festive season. Thanks to the generosity of our supporters, the 2024 Appeal provided much-needed relief to more than 2,000 adults and kids in Frankston, making Christmas a little brighter for those facing hardship.

Volunteer Your Time

Volunteers are at the heart of everything we do at Community Support Frankston. They play a vital role in welcoming clients, providing information, and linking people with specialist community services and activities that can make a real difference in improving lives. We are always in need of caring, community-minded people to join our team. If you're interested in volunteering, please visit our website at www.frankston.net or call us on 9783 7284 to learn more about getting involved.

Support a Project

Have you been thinking about Community Development lately? If so, please talk to us about funding an idea you are passionate about - it takes a community!



| Working Together



Community Development

CSF recognises that resource sharing, knowledge exchange, feedback and strong networking are vital to delivering efficient and effective services. Throughout 2024–2025, our staff have actively contributed to a range of community committees, peak bodies and organisations, ensuring collaboration, continuous improvement and strengthened outcomes for the Frankston community:

- Australian Council of Social Services (ACOSS)
- Community Information & Support Victoria (CISVic)
- Community Plate Action Group
- Frankston City Strategic Housing & Homeless Alliance
- Frankston Emergency Relief Providers (FERP) Network
- Frankston & Mornington Zero Committee
- Frankston Municipal Emergency Management Planning Committee (MEMPC)
- Frankston Municipal Emergency Recovery Planning Committee
- Frankston / Mornington Peninsula Primary Care Partnership
- Impact Volunteering
- Institute of Community Directors Australia
- Victorian Council of Social Services (VCOSS)
- Volunteering Victoria
- Westernport Regional Association of Community Information Centres (WRACIC)
- Winter Shelter Program

Bolton Clarke Homeless Persons Program (HPP)

Bolton Clarke's Homeless Persons Program supports individuals who are homeless or at risk of homelessness, many of whom face complex physical, mental and psychological health challenges. The team delivers primary healthcare directly to people in need - whether on the streets, in parks, at food programs, or in crisis and low-cost accommodation such as hotels, boarding houses and caravan parks. In addition to professional nursing care, HPP connects clients with health, housing related needs, meals, legal and financial assistance. At Community Support Frankston, the dedicated Claire and Nikky provide this vital, compassionate support to clients in extremely vulnerable circumstances.



Department of Social Services (DSS)

The DSS once again provided additional funding to support CSF this year in responding to the significant increase in demand for emergency relief, largely driven by the current cost-of-living crisis. Many individuals and families across Frankston are struggling to afford essentials such as food, housing and utilities, placing enormous pressure on already vulnerable households. With this vital funding, CSF was able to sustain and strengthen the delivery of emergency relief services, ensuring those most at risk received timely assistance, care and support during what continues to be an incredibly difficult and uncertain period.



Frankston City Council

CSF is grateful for its strong partnership with Frankston City Council, which continues to provide vital in-kind support, including our building, some staff wage support and other associated costs.



Services Australia

CSF is fortunate to have a nominated Community Engagement Officer from Services Australia working alongside us to support highly vulnerable community members, particularly those at risk of homelessness. As one of their external co-locations, CSF provides a vital access point for this service, which assisted hundreds of Frankston residents this year.



FERP NETWORK

CSF continues to convene the Frankston Emergency Relief Providers Network (FERP) quarterly meetings with a range of volunteer and non-volunteer related welfare providers.



Australian College of Optometry

CSF operates a regular Optometry Clinic, giving clients the opportunity to access free eye health checks from a qualified optician. This service is especially important for those who may otherwise go without essential eye care due to financial hardship. For low-income earners, prescription glasses are also provided at no cost, with expenses covered by CSF.



Mental Health Legal Clinic

The MHLC are a free mental health legal clinic located in Frankston, offering low-income earners, who are unable to access other free community services, free legal advice on a range of issues that may be impacting their life. CSF works closely with this organisation in arranging appointments for Frankston residents with a range of legal matters.



Frankston Magistrates' Court

Since the 1980s, the Frankston Magistrates' Court has been a valued supporter of CSF, directing funds from penalties imposed by Magistrates to our Emergency Relief Program. These funds provide vital assistance with essential costs such as food, housing, utilities, petrol, medical and pharmaceutical needs, and accommodation, ensuring meaningful support reaches those experiencing hardship in our community.



Australian Tax Office (Tax Help)

Each year CSF operates a Tax Help Service for Frankston residents. This service operates between July and October, where qualified Tax Help volunteers assist those unable to afford an accountant. This is a free and confidential service that is well utilised each year.

| Testimonials

“Great place if you are struggling to make ends meet they're very helpful and friendly.”



“Above board and loyalty eager to learn, love and help you with any and all circumstances life has to throw at you and endure. Bravo for the public servants - officially second to NONE”



“Thank you so much for just listening and showing compassion during our phone conversation. My heart sang filled with hope as you gave warmth, love and empathy.”

