



ANNUAL REPORT 2026

LOCAL SUPPORT. LASTING IMPACT.





2026 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

This year, 902 people and families in the City of Frankston came to CSF for the first time to ask for help. Behind that number are real people with real lived experience, not just statistics, people looking for a hand up, not a handout, and there are thousands more who continue to need help year after year. We believe this trend deserves serious consideration from all levels of government, not CSF alone. Our role has never been limited to providing a meal; it is the care behind every interaction that defines our commitment to the Frankston community.

None of this would be possible without our volunteers. They show up week after week to pack hampers, staff our front of house, run our meals and food program and listen to people respectfully on what is often their hardest of days. Many have given years, some decades, of their time quietly. To every one of them, we owe our thanks.

It has been a busy and meaningful year. Our Emergency Relief (ER) program provided food and/or financial support to 3,051 individuals and families on 22,697 occasions, contributing to more than 27,000 total contacts across all programs, an increase on the previous year and a sign that demand keeps rising 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 bring more people to providers like CSF.

That pressure is felt most by private renters. Many new families have sought assistance because of the housing and cost-of-living crisis and residents who once managed their living expenses are now finding it harder under rising rents, utility bills and everyday costs, leaving some at risk of hardship and, in some cases, homelessness. We see this strain up close and take it seriously, with compassion and the kindness it deserves.

While households struggling to maintain private rental housing remain our largest client base, this year CSF also provided Emergency Relief to 1,128 unique individuals experiencing homelessness, including 271 people sleeping rough, across 1,941 recorded occasions. More than 400 people seeking assistance were living in inadequate rooming houses, pointing to the scale of hidden homelessness across the municipality.

Our Board also adopted CSF's 2026–29 Strategic Plan, now shared with volunteers. While some priorities have shifted with the times, our vision remains the same: a Frankston community where all people can access the resources services and opportunities they need to live with dignity, stability and participation.



We are also grateful to our longest serving partner, Frankston City Council, for its ongoing in-kind support and to the Federal Government for its Emergency Relief grant funding. In October last year, CSF secured a new five-year ER funding agreement with the Department of Social Services, an investment that strengthens the long-term stability of our services and our capacity to respond to growing community needs. As one of only a few standalone organisations in Australia to still hold a direct relationship with DSS, we value this commitment to place-based services.

For Frankston residents facing financial hardship, we remain committed to advocating for greater government funding and support that better reflects the real, rising demand for Emergency Relief within Frankston. As the only place-based Emergency Relief service in Frankston, we can't continue to do more with less; there is a breaking point and we take that seriously.

With sector funding in decline, philanthropy and community donations continue to hold us up.

While we can't thank everyone individually here (please see our Annual Report Supporter's pages), we make special mention this year of the PK Foundation, Frankston Rotary Club, the Frankston Sunrise Rotary Club, Lions Club of Frankston, Frankston RSL and the Freemasons Lodge of Honour/ Foundation as supporters of our community services.

This year, generous donations enabled CSF to deliver targeted Emergency Relief to women and children experiencing family violence, a growing area of need in our community. This support has made a real difference, helping us provide mobile phones, pay critical bills and cover essential expenses such as car registration for those left with nothing.

Additional philanthropic grants gave more than 600 Frankston residents access to essential medicines, including PBS prescriptions and other vital treatments. The funds also covered car registration and minor repairs - helping parents get to work and kids get to school. They also enabled us to temporarily accommodate over a dozen women fleeing domestic violence, after other services turned them away for not being "housing providers." We aren't one either. But when there was nowhere else for them to go, we stepped up.

CSF has always been more than an emergency food provider. While food security remains central to our mission, true stability takes more than meals; it takes financial resilience and holistic support. Our approach extends beyond food relief to include co-located wraparound services with our friends from the Bolton Clarke Homeless Persons Program, Services Australia, Mental Health Legal Centre, NJ Psychology and the Australian College of Optometry. We are also grateful for the Frankston Emergency Relief Providers Network, which we continue to coordinate.

CSF also thanks all volunteers and donors of the Frankston Community Appeal for another successful fundraising effort this year, which provided hampers, toys, vouchers, and essential items to those most in need. As we approach the Appeal's 36th anniversary, we celebrate the community spirit that continues to define it.

As financial pressures continue to tighten their grip, thoughtful leadership and a coordinated approach to relief have never mattered more. CSF remains steadfast in addressing the root causes of hardship - walking alongside people as they rebuild their lives with dignity and hope. None of this would be possible without the unwavering support of our partners, volunteers, staff and the broader Frankston community, whose generosity turns compassion into real, lasting change. It takes a community.

Community Support Frankston is supported by a dedicated Board of Management whose members bring extensive professional expertise, business experience and a strong commitment to the Frankston community. Collectively, the Board provides strategic direction, sound financial oversight and effective governance, while supporting CSF's ongoing commitment to delivering quality services to people experiencing hardship.



Sue Smith, Chair

A handwritten signature in black ink, appearing to read 'Sue Smith'.



Steve Phillips, Manager

A handwritten signature in black ink, appearing to read 'Steve Phillips'.

Governance

Our Board of Management



Sue Smith, Chair

Sue is a local Chartered Accountant specialising in small business accounting and taxation. With a strong commitment to the local community, Susan has been a member of the CSF Board since 2010 and has served as Chair since 2013. Her financial expertise and governance experience provide valuable leadership to the organisation.



Janet McCahon, First Vice Chair

Janet brings extensive community leadership and counselling experience to CSF. She served as President of the Frankston Community Breakfast for almost 20 years, founded the Voices of Frankston choir and is a past District Governor of Rotary International. Janet began volunteering with CSF in 2016 and joined the Board the following year.



Anthony Glenwright, Second Vice Chair

Anthony is a Product Development Manager within the technology sector, specialising in the design, planning and management of software products. He has been a valued member of the CSF Board since 1998, contributing extensive experience in strategic planning, technology and project management.



Terry MacKay, Treasurer

Terry has a long-standing association with Community Support Frankston, having contributed as both a volunteer and Board Member since 1995. With a professional background in banking, Terry has served as CSF Treasurer since 1995, providing extensive financial knowledge and continuity to the organisation's financial governance.



Marisa Kleisterlee, Secretary

Marisa brings more than 30 years' senior management experience across the Building and Seniors Living industries. Her expertise encompasses financial management, governance and regulatory compliance. Marisa joined CSF as a member and has served as Board Secretary since 2018.



Glenda Girvan, Member

Glenda brings more than 30 years' experience in Commercial Credit within the building industry. Following her retirement in 2015, Glenda commenced volunteering with CSF and was appointed to the Board in 2018. Her commercial and financial experience, combined with her practical understanding of CSF's community services, is highly valued.



Peder Whelan, Member

Peder is a Partner at Kemp & Partners, Accountants in Frankston, specialising in business advisory and taxation. A former student of The Peninsula School, Peder completed his Accounting degree at Monash University and became a CPA in 2008. He joined the CSF Board in 2021 and contributes valuable professional and business expertise.



Peter Cracknell, Member

Peter brings more than 30 years' experience in sales, marketing and business development across consumer goods, intellectual property, business services and products. He is also actively involved in the local community and is President of the Rotary Club of Frankston Sunrise. Peter joined the CSF Board in 2023.



Steve Phillips, Ex-Officio Member

Steve has been closely associated with Community Support Frankston for more than 20 years. He first joined CSF as a volunteer in 2005 and subsequently served on the Board from 2008 to 2010. With a professional background spanning a range of community-focused roles, Steve has served as CSF Manager since May 2014 and provides an important link between the Board, management, staff and volunteers.

Strategic Plan

2026 – 2029

VISION

A Frankston community where all people can access the resources, services and opportunities they need to live with dignity, stability and participation in community life.

MISSION

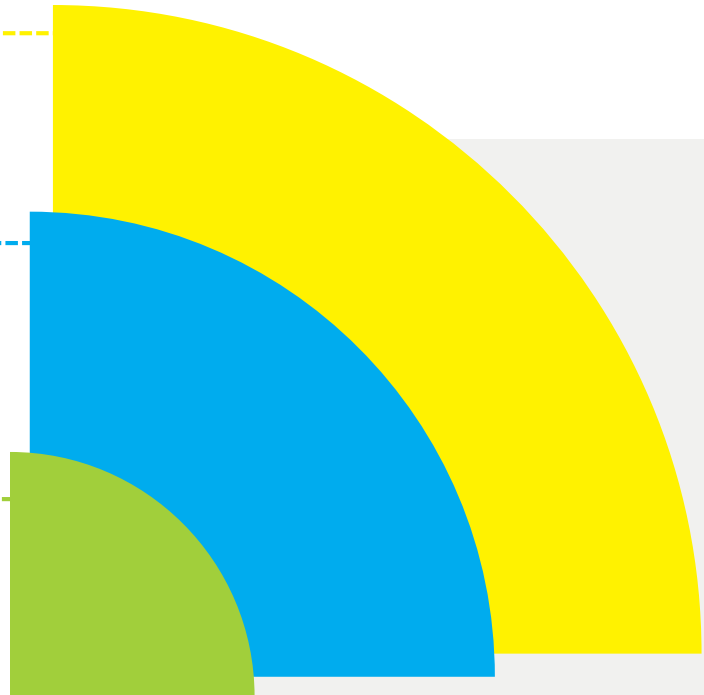
In partnership with local services, government, businesses, plus community and philanthropic organisations, Community Support Frankston provides emergency relief, information, advocacy, and support that improves the social, emotional, and physical wellbeing of people experiencing hardship.

VALUES

We are guided by fairness, dignity and respect for all people.

We believe in:

- Equitable access to support and essential resources
- Non-judgemental, inclusive service delivery
- Respect for diversity and lived experience
- Community-led support and empowerment
- Ethical practice and accountability



STRATEGIC PRIORITIES

Strengthen Partnerships and Financial Sustainability

Maintain, strengthen and expand relationships with government, council, business and community partners to ensure continuity of services and long-term financial sustainability.

Improve Service Responsiveness and Innovation

Develop, adapt and explore service models that respond effectively to changing community needs, increasing complexity and emerging service gaps.

Strengthen Governance and Organisational Resilience

Ensure strong governance, compliance and succession planning to support long-term organisational stability and sustainability.

Strengthen Workforce Capacity

Build and sustain a skilled, supported and resilient workforce of staff and volunteers to meet increasing demand and complexity.



Staff

THE PEOPLE BEHIND CSF

Behind every food parcel, hot meal, referral, appointment and conversation at Community Support Frankston is a dedicated team committed to supporting people in our local community. Our staff bring together professional expertise, practical experience and importantly, a genuine understanding of the people and community we serve.



Steve Phillips, Manager

Steve has been part of the CSF journey for more than 20 years, beginning as a volunteer Community Worker in 2005, before serving on the Board and becoming Manager in 2014. With a Bachelor of Communications & International Studies and a professional background in case management, counselling and social engagement, Steve brings extensive community sector experience to his role. His focus is on ensuring CSF remains responsive to changing community needs while maintaining strong relationships with staff, volunteers, partners and the wider community.



Kim Baskett, Operations Coordinator

Kim brings a diverse combination of community services, emergency relief, volunteer management, disability and accounting experience to her role at CSF. She commenced as Operations Coordinator in May 2024 and plays a key role in coordinating the people and processes behind CSF's daily operations. Kim holds Certificate IV qualifications in Community Services, Accounting and Assessment & Workplace Training, providing a valuable blend of practical and professional expertise.



Natalie Reeve, Community Support Officer

Natalie first came to CSF in 2017 as a Community Services Diploma student completing her placement. What began as a placement developed into a lasting commitment to the organisation, with Nat continuing to volunteer before joining the team as a full-time Community Support Officer in 2021. Her years of experience with CSF have given her a strong understanding of our clients, programs and the practical realities of delivering support to people experiencing hardship.



Kate Mowat, Community Support Officer

Kate joined CSF as a volunteer in 2024 while completing her studies and subsequently became a full-time Community Support Officer. She holds a Diploma of Alcohol & Other Drugs and brings a broad range of experience from customer service, photography, property management and business development. Kate's varied background and understanding of community services contribute to the practical, client-focused support provided by the CSF team.



Donna Waixel, Administration Support Officer

Donna brings more than 35 years of local knowledge and administrative experience through her long career with Frankston City Council. Since joining CSF in 2022, Donna has provided valuable administrative support to the organisation, helping ensure the many behind-the-scenes processes required to keep CSF operating effectively are managed with accuracy and care. Her extensive knowledge of the local community is an additional asset to the CSF team.

THE PEOPLE BEHIND THE NUMBERS

Every statistic in this Annual Report represents a person, a family or a community member who has been supported by the CSF team, our volunteers and our network of community partners.

Treasurer's Report

The current economic climate continues to affect vulnerable residents in our community, as demonstrated by the growing number of existing and new clients seeking help with everyday living expenses. Our organisation continues to rely heavily on government and other grants, together with donations, to meet this need.

Unfortunately, due to a decrease in available Emergency Relief funding, strict budgeting was necessary to ensure assistance was provided on an equitable basis. Income for the Emergency Relief program totalled \$612,670—a reduction of \$100,625 from the previous year—and included a Department of Social Services grant of \$412,175, a Frankston City Council grant of \$45,000 and donations of \$81,982.

These funds provided a wide range of assistance to our clients, with food and food vouchers being the main areas of support. Food was also provided through grants from Frankston City Council and the Department of Families, Fairness and Housing.

Administration income for the year totalled \$69,090, with donations and bank interest being the primary sources of funds. Expenditure included wages, superannuation expenses and depreciation.

The Balance Sheet remains satisfactory, with net assets and equity of \$613,962. This includes Administration and Emergency Relief bank balances totalling \$590,930, with minimal liabilities.

This is adequate to fund our current operations; however, we remain reliant on sufficient ongoing funding from the Department of Social Services to ensure the continued viability of our Emergency Relief program.

The Material Aid Fund Trust is administered by three Trustees who oversee the financial operation of our annual Christmas Appeal. The appeal raises funds to provide Christmas hampers for families and other people experiencing disadvantage in our community.

Trust income for the year was \$58,462, comprising donations of \$52,365—a reduction of \$16,742 from the previous year—and bank interest of \$6,097. Expenditure totalled \$53,915 and included \$49,039 to stock the hampers and an administration fee of \$4,409.

We again acknowledge the generous support of Frankston City Council, including the provision of our premises, associated running costs, and Manager and Coordinator wages.

We are also indebted to residents, organisations and businesses—including Rotary Club of Frankston Sunrise, Peninsula Kingswood Foundation, Freemasons Victoria, South East Water and many others—for their ongoing financial and in-kind support. Their generosity helps ensure that Community Support Frankston can continue to serve as the largest Emergency Relief provider in our community.

Terry Mackay
Treasurer





Volunteer Commitment

ALTHAUS, Tsugumi	FORBES, Gail	LITTLECHILD, Julie	PEREIRA, Treherne
BARBER, Kevin	FRAWLEY, Jane	LITTLECHILD, Lawrie	PIPER, Owen
BARNES, Ilme	GIRVAN, Glenda	LIVERSIDGE, Elvira	PIPER, Rose
BASTIDAS, Lidio	GLENWRIGHT, Anthony	LONGSHAW, David	RAE, Armorel
BISTA, Fran	GRANT, Colin	MACEWAN, Joy	REDFERN, Bill
BOURKE, Brodie	GRANT, Olivia	MACKAY, Terry	SEDGWICK, Wendy
BOWMAN, Corinne	GRASSER, Debbie	MAYNE, Daniella	SELKRIG-JONES, Anna
BUTTO LIRA, Violeta	GROVES, Kate	MCCAHERN, Janet	SMITH, Susan
CAPO, Carol	GUZYS-MCAULIFFE, Judith	McINTYRE, Clare	TAYLOR, Clare
CAPO, Toni	GUZYS-MCAULIFFE, Nia	MERCKENS, Saxen	TAYLOR, Jeanette
CAPON, Brian	HAJDINJAK, Denise	MERRETT, Vincent	TEMPLETON, Wendy
CHITTY, Jason	HALBISH, Kate	MORONEY, Judy	TETLEY, Sue
CLARKE, Hilary	HANN, Karin	MORRISON-STORY, Michael	TURNER, Chris
COX, Stewart	HARKNESS, Stewart	NAYAGAM, Mrin	VENVILLE, Annie
CRACKNELL, Peter	HOFFMAN, John	NOVAK, Caroline	VRIESEN, John
CURRAN, Glenn	HOFFMAN, Patricia	OKILL, Brooke	VRIESEN, Patricia
DAO, Lufeng	HOLLOWAY, Barrie	O'NEILL, Trish	WAIN, Jennifer
DEVINE, Christine	HOUSTON, Peter	O'DONNELL, Debra	WAIXEL, Kenneth
DUNNING, Frances	IDDLES, Ron	ONGARELLO, Michael	WALDRON, Lara
DUNNING, Tony	KANE, Samantha	PAYNE, Glenn	WARDEN, Lindsay
FARGHER, Lauren	KING, Alfreda	PAYNE, Liz	WHELAN, Peder
FERRIER, Marcella	KLAIKALITIS, Sasha	PAYNE, Sylvia	YOUNG, Harley
FINN, Carolyn	KLEISTERLEE, Marisa	PERA, Roz	ZADOW, Cathy
FIRTH, Kerrie	KUFFER, Ben		

BEYOND OUR CSF TEAM

Our volunteer community extends well beyond those who contribute their time on a regular basis at CSF. Throughout the year, hundreds of generous community members step forward to support special events and fundraising activities, including the Frankston Community Appeal, Bayside Christmas Wrapping and Bunnings BBQs. Whether packing Christmas hampers, wrapping gifts or cooking a sausage at a weekend fundraiser, every hour contributed helps CSF raise vital funds and extend our support to people experiencing hardship. We are incredibly grateful to everyone who gives their time, skills and energy to help our community.

RECOGNITION OF SERVICE More than five years of volunteer service

Barrie Holloway	35	Illy Barnes	15	Judith Mackay	9
Terry Mackay	31	Susan Smith	15	Sylvia Payne	9
Anthony Glenwright	29	Armored Rae	11	Glenn Payne	8
Stewart Harkness	23	Janet McCahon	10	Michael Morrison-Story	8
Chris Devine	18	Kerrie Firth	10	Jeanette Taylor	8
Joy MacEwan	18	Lidio Bastidas	10	Marisa Kleisterlee	8
Gail Forbes	17	Glenda Girvan	9	Trish O'Neill	6
				Carol Capo	5

LIFE MEMBERS

<i>Pat Arthur*</i>	1982	Marie Wright	2000	<i>Judy Caraher*</i>	2012
<i>Gwen Shenton*</i>	1986	<i>Anja Cadle*</i>	2000	Susan Grogan	2014
<i>Alan Coulson*</i>	1987	Joan Mitchell	2006	<i>Peter Martin*</i>	2015
Shirley Davies	1990	John Tame	2006	Stewart Harkness	2015
<i>Dorothy Lynch*</i>	1993	Terry Mackay	2008	<i>Mary Ricca*</i>	2016
<i>Margaret (Peg) Hess*</i>	1996	<i>John Murphy*</i>	2008	David Triplow	2018
<i>Sheina Thompson*</i>	1996	Carole Sweetnam	2009	Gail Forbes	2023
<i>Peter Lewis*</i>	1998	Vicki Martin	2011	Marion Lester	2024
<i>Pat Runacres*</i>	1998	Maureen Macer	2011	Glenda Girvan	2025

**Deceased*



Brooke

How long have you volunteered at CSF? 5 weeks

Favourite food? Vietnamese

Favourite TV show or movie? Outlander/The Goonies

Funny fact/embarrassing moment/strangest achievement? I worked as head designer/wardrobe in an Aussie film "Little Black Dress", film was a flop 😊

Favourite memory at CSF? Helping and the snacks

Colin

How long have you volunteered at CSF? Since November 2024

Favourite food? Alternates between baked beans on toast (my cooking) and salmon poke bowl (Hilary's cooking)

Favourite TV show or movie? Blazing Saddles (so politically incorrect nowadays, but so funny!)

Funny fact/embarrassing moment/strangest achievement? 'Hanging out' with Princess Diana (and Prince Charles) during their visit to Melbourne in January 1988. (well, as part of the VicPol security team)

Favourite memory at CSF? 24 December, the end of the Christmas Hampers!



volunteer SPOTLIGHT

Joy

How long have you volunteered at CSF? 18 years

Favourite food? Seafood – Oysters, prawns, lobster

Favourite TV show or movie? Pretty Woman

Funny fact/embarrassing moment/strangest achievement?
A client stole the clock from an interview room!

Favourite memory at CSF? Enabling a young mother to visit her children, who were living with a foster family in the country. She was extremely grateful for our assistance.



Hilary

Have been volunteering since July 2024

No real favourite food. Love Asian inspired flavours, fresh fruit, seafood and Lindt chocolate!

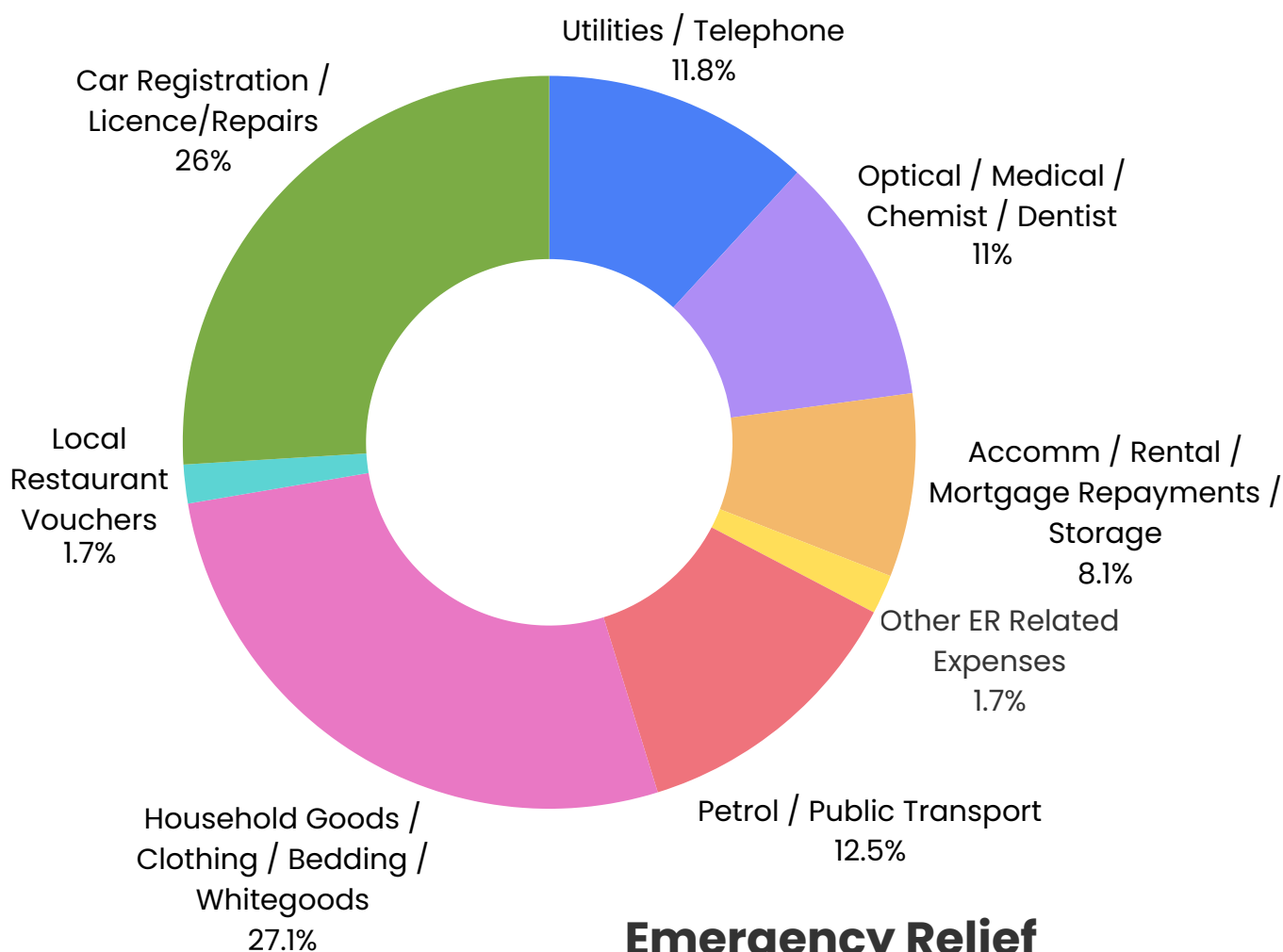
Favourite TV show or movie – Love watching our holiday movies (CSG productions) especially of our winter wonderland holiday under the Northern lights in Norway.

Strangest achievement I can write backwards fluently!

Favourite memory at CSF Being able to pack Christmas toy hampers with appropriate toys for disadvantaged families.

Statistics

Our Year in Graphs



Emergency Relief Financial Assistance

CSF financial assistance (minus food cards)



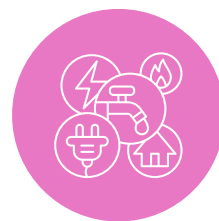
Keeping People Fed

Essential Grocery Cards
Issued on > **3606 occasions**



Keeping People Moving

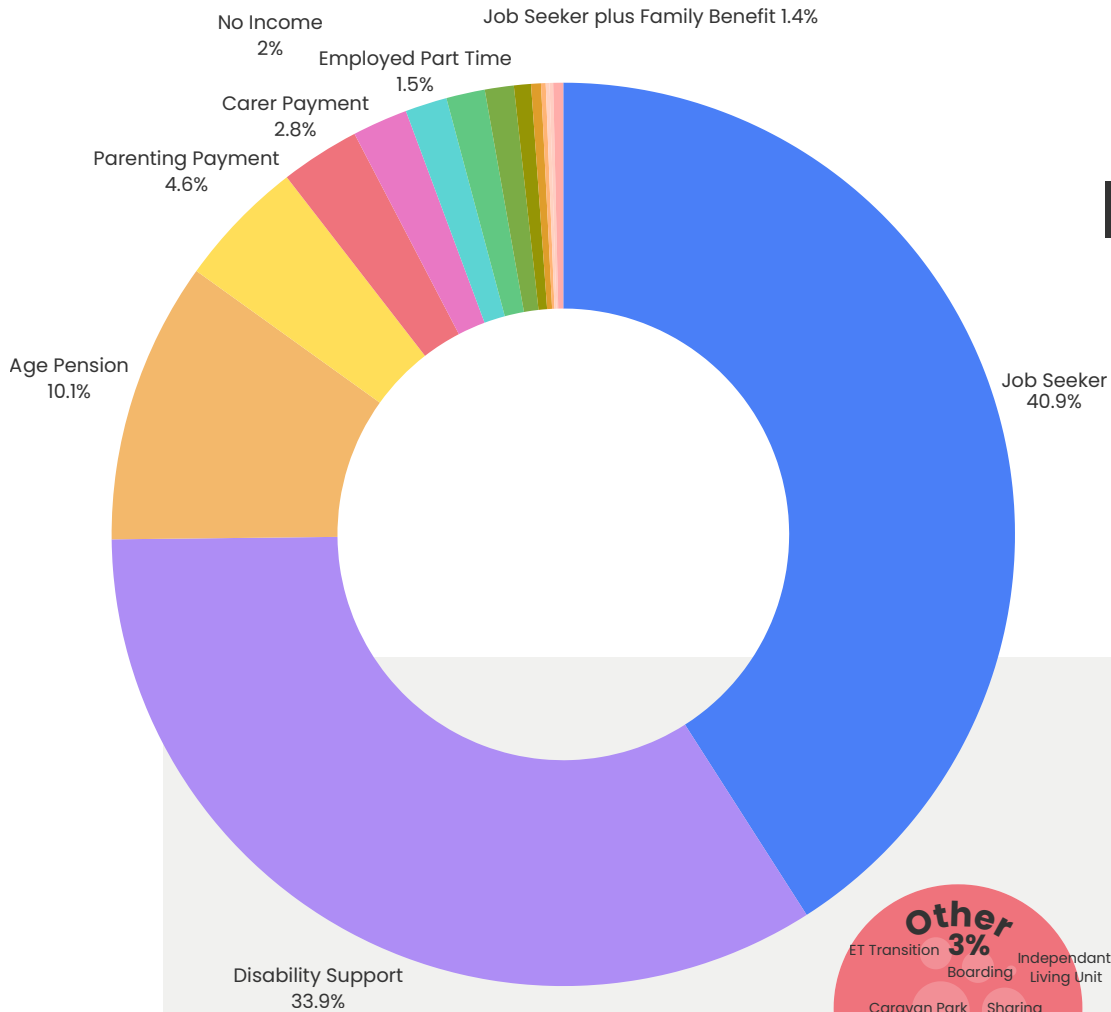
Petrol Cards and
Essential Travel on > **282 occasions**



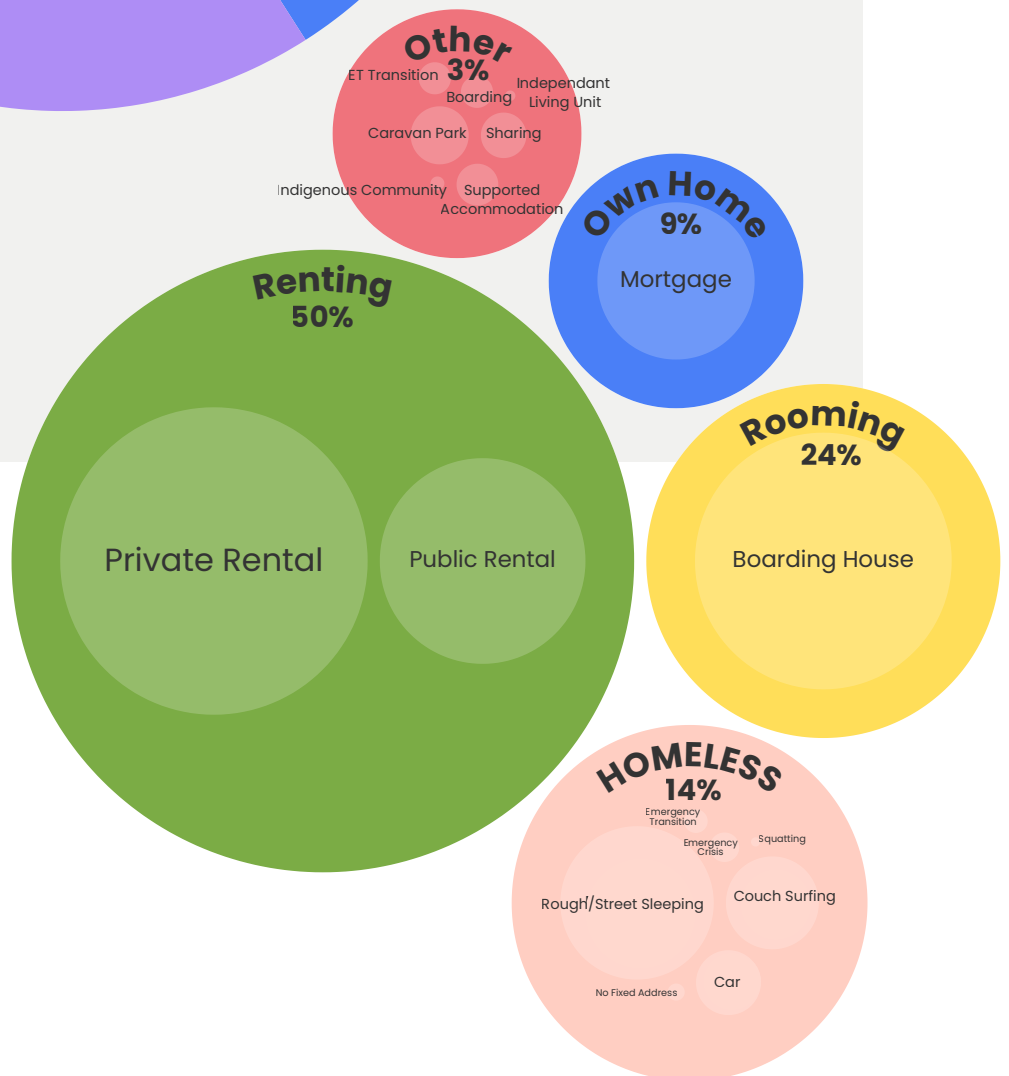
Keeping People Connected

Financial Support
towards Utility Costs on
> **238 occasions**

CLIENT INCOME TYPE



CLIENT HOUSING TYPE



Supporter Acknowledgements



Regular Supporters

Amrita Australia
Bakers Delight
Blessing Bags Melbourne
Boomerang Bags
Brekky Club
Bright Sparq
Brumbys Towerhill
Bunnings Frankston
Cake Decorators of Victoria
Cornish College
Country Women's Assoc Frankston
Dental & Dentures on Beach
Dept of Families, Fairness & Housing
Flinders Christian College
Focus IT
Food Filled
Frankston City Council Social Club
Frankston Community Rehabilitation Centre
Frankston District Girl Guides
Frankston Garden Club
Frankston Red Cross Trauma Team
Frankston RSL
Frankston RSL Ladies Auxiliary
Frankston Seventh Day Adventist Church

Frankston Youth Services
Fratelli's Restaurant
Fuzzy Love
Grace Christian Church Langwarrin
Highway Pharmacy
Hinkler Pty Ltd
Inspire Early Learning
Knit a Row & Go
Knit One Give One
Langwarrin Community Centre
Langwarrin Girl Guides
Leo & Lotus
McGrath Real Estate Langwarrin
Mensay
Monarch Motorcycle Club
Monash University
Montalto Winery
MSFIN
Neami International
Orwil Street Community House
PARC
Parkdale Pantry
Peninsula City Church
Peninsula Health
Pets of the Homeless
Ray White Langwarrin

Red Cross
Rotaract
RSL Queensland War Veterans
Sandhurst Club
Scottie's Garage Seaford
Seaford RSL
Seaford Uniting Church
Services Australia
Share the Dignity
Somerville Community House
Soroptimists International
South East Water
St Francis Xavier School
St John of God
St Luke's Uniting Church
St Vincent de Paul Seaford
Tempur Australia
Thread Together
U3A Frankston
Vasey RSL Care
Welsh Ladies Choir Mornington
Peninsula
Westpac
Wintringham



Frankston Community Appeal

Live locally, give locally



What began 35 years ago as a local community initiative has grown into one of Frankston's most significant annual Christmas appeals.



The 35th Annual Frankston Community Appeal marked a significant milestone in an initiative that has brought the Frankston community together for more than three decades to support local families and individuals experiencing hardship.



Led by Community Support Frankston (CSF), the Appeal once again demonstrated the extraordinary generosity of the local community, with more than 2,000 Frankston residents in need receiving assistance with festive food hampers and vouchers, together with toys bringing joy to over 1,000 local children.



The Appeal is made possible through the generosity and commitment of dozens of local businesses, agencies, schools, community organisations, service clubs and individuals. The collective support of the Frankston Emergency Relief Providers (FERP) Network continues to play an important role in identifying families and individuals who would benefit from assistance and ensuring support reaches those most in need.



The Appeal also relies on an extraordinary team of volunteers who give their time, energy and expertise to bring the initiative together. Over three days, volunteers from CSF, Operation Larder, Frankston City Council Social Club, Rotary Frankston, Rotary Frankston Sunrise and many other community groups worked together to sort, stack, pack and distribute the hampers. Their contribution reflects the remarkable community spirit that has sustained the Appeal for 35 years.



CSF sincerely thanks every donor, supporter, volunteer and organisation who contributed to this year's Appeal. Their generosity has helped bring comfort, dignity and festive cheer to thousands of local Frankston residents experiencing significant financial pressure.

For 35 years, the Frankston Community Appeal has demonstrated what can be achieved when a community comes together to support its own. The Appeal remains a powerful expression of "Live locally, give locally"—reminding people experiencing hardship that they are valued, supported and part of the Frankston community.

Appeal Acknowledgements

BUSINESSES, ORGANISATIONS, CHURCHES & SCHOOLS

Amrita Australia	Lions Club of Frankston	Rotary Club of Frankston Sunrise
Barry Dean Pharmacy	Maree's Tours	Rotary Club of Frankston
Bayside Shopping Centre	Marshall White Real Estate	Royal Navy
Brotherhood of St Laurence	McGrath's Real Estate Langwarrin	Sandhurst Club
Cake Decorators Guild of Victoria	Nourish Society	Services Australia
Cooinda Trefoil Guild	Oakwood Primary School	Share the Dignity
EView Real Estate	Operation Larder	Soroptimists International
Footsies Pizza Shop	PARC	South East Water
Frankston City Council Social Club	Paul Edbrooke MP	St Francis Xavier School
Frankston District Girl Guide Leaders	Peninsula City Church	St John's Catholic Church
Frankston RSL	Peninsula Health	St Luke's Anglican Church
Frankston RSL – Ladies Auxiliary	Peninsula Kingswood Golf Club	St Vincent de Paul
Frankston Seventh Day Adventist Church	Rapid Tune	UBTB Op Shop
Frankston Library Wishing Tree	Ray White Real Estate Langwarrin	Women Connect
Freemasons Lodge of Honour	Red Gum BBQ Seaford	
Igniting Change	Revamped Jewellery	
Langwarrin Community Centre		
Lifelong Physiotherapy		



INDIVIDUAL SUPPORTERS

\$5,000 & OVER

Dr Mrin & Prakash Nayagam

Sue Smith

\$1,000 & OVER

Cath Pauline

Corinne Bowman

UNDER \$1,000

Ann Wood

Assia Comella

Brenda Thurgar

Carol Capo

Claire Groves

Emily Berlouis

Emma Coyle

Grant Wishnowsky

Joan Cavanagh

Jocelyn Hesketh

Jodie Belyea MP

Kate Groves

Kim Keane

Mikkeline Lee

Mintra Warden



Reaching Our

Community Support Frankston's ability to respond to people experiencing hardship is strengthened by a network of generous food, community and service partners.



Operation Larder

Our long-standing partnership with Operation Larder continues to be one of the cornerstones of CSF's food relief program. As our largest food pantry partner, Operation Larder provides a substantial supply of essential pantry staples for distribution through our emergency relief program, while also contributing volunteers to support our operations. Their generous contribution extends to the Frankston Community Appeal, where hundreds of items help fill festive hampers for local families. We are grateful for their continued support and collaboration throughout the year.



OzHarvest

OzHarvest plays an important role in increasing CSF's access to fresh and nutritious food through the rescue and redistribution of surplus produce. During 2025–26, CSF received approximately 11 tonnes of rescued food through OzHarvest, helping provide healthy food to people experiencing hardship while diverting edible food from landfill. This partnership demonstrates the value of combining food rescue with emergency relief to deliver both social and environmental benefits.



Foodbank

Foodbank remains an essential partner in CSF's food relief program, providing access to bulk pantry staples at significantly reduced cost, together with donated bread, fruit, vegetables and frozen food. During 2025–26, the value of food and assistance received from Foodbank was conservatively estimated at \$109,000. This support enables CSF to stretch available resources further and respond to the increasing demand for emergency food assistance. We also acknowledge the welcoming and helpful volunteers at Foodbank's Dandenong distribution centre.



Alex Makes Meals

Our partnership with Alex Makes Meals provides over 150 nutritious prepared meals each week for distribution to people experiencing hardship. These ready-to-eat meals are particularly valuable for clients who may have limited cooking facilities or require convenient meal options. We sincerely appreciate the generosity and commitment of everyone involved in preparing and delivering these meals to CSF.



Frankston City Council – Meals on Wheels

CSF continues to work alongside Frankston City Council's Meals on Wheels Program and provided over 14,000 hot, nutritious takeaway meals this year through our Hot Meals Program. Operating four days each week, the program provides more than food—it creates an opportunity for social interaction, connection and regular contact with people who may otherwise experience isolation. The program is supported by CSF's dedicated volunteers, whose commitment ensures meals are prepared, served and distributed to clients each week.



Aldi

Our partnership with ALDI's Bayside store continues to make a significant contribution to both food security and food rescue. During 2025–26, Aldi provided approximately 24 tonnes of surplus food, including meat, fruit, vegetables and bread, with an estimated value of more than \$72,000. This food would otherwise have been destined for landfill. The partnership allows CSF to provide a greater variety of nutritious food to clients while reducing food waste and its environmental impact.

Community

These relationships enable CSF to provide a broader range of assistance, rescue surplus food, reduce waste and connect people with services that address needs beyond emergency food relief.



Ritchies IGA

Ritchies IGA Frankston continues its long-standing support of CSF through discounted pantry items for emergency food relief and contributions to our annual Festive Hampers. Their ongoing generosity helps CSF provide essential food throughout the year while making a valuable contribution to the Frankston Community Appeal during the Christmas season.



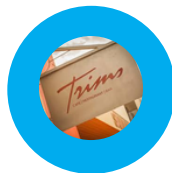
Brumby's Bakery

Brumby's Frankston – Towerhill has been a valued food donor to CSF for many years, regularly providing bread and other bakery products. CSF volunteers collect the donations and ensure they reach people experiencing hardship, including through our Hot Meals Program, where fresh bakery products accompany the meals served to clients each lunchtime. We greatly appreciate Brumby's ongoing commitment to reducing food waste while supporting local people in need.



Fratelli's Restaurant

Fratelli's Restaurant continues to generously support CSF's Hot Meals Program by providing more than 50 pasta meals each week for distribution to clients. Their ongoing contribution provides nutritious meals while adding variety to the food available through our program. We greatly appreciate their generosity and commitment to supporting people in our local community.



Trims & Mama Lees Restaurants

Through our partnership with these restaurants, CSF provides meal vouchers to people experiencing homelessness and others who have limited or no access to cooking facilities. The vouchers allow clients to choose a meal that suits their preferences and dietary needs, providing not only nourishment but the opportunity to enjoy a meal in a welcoming local setting.



Barry Dean Pharmacy

Our partnership with Barry Dean Pharmacy assists CSF clients to access prescribed medications through our referral and emergency relief programs. This support is particularly important for people experiencing financial hardship who may otherwise be forced to choose between essential medication and other basic household expenses. We thank Barry Dean Pharmacy for helping CSF respond to the broader needs of our clients.



Pets in the Park / Pets of the Homeless

CSF is pleased to support Pets in the Park, which provides a monthly veterinary clinic for people experiencing homelessness and financial hardship. CSF volunteers assist qualified veterinary staff in providing services including health checks, vaccinations, parasite control and desexing. We also thank Pets of the Homeless for their regular donations of veterinary-quality pet food. Supporting the health and wellbeing of companion animals is an important part of supporting the people who depend on them.



Amrita Australia

Amrita Australia supports CSF through its Amrita Pantry initiative, providing perishable and non-perishable food, toiletries and other essential items for distribution to people experiencing hardship. Through its Mother's Kitchen initiative, Amrita also provides free, wholesome meals to people experiencing homelessness and disadvantage. Both initiatives are powered by dedicated volunteers and demonstrate the value of community-led support in strengthening local food relief.



Foodfilled

FoodFILLED is a community-focused food rescue organisation connecting surplus food with emergency relief providers and the people they support. CSF receives regular donations of bread, fresh fruit and vegetables and pantry goods, helping us increase the variety of food available to clients while making productive use of surplus produce that might otherwise go to waste. Their ongoing support is another important link in CSF's local food rescue network.

TURNING SURPLUS INTO SUPPORT

Every food rescue partnership helps CSF redirect quality food from landfill to the tables of local Frankston residents experiencing hardship.





How you can help

Every contribution helps Community Support Frankston provide practical assistance, dignity and hope to people experiencing hardship in our community.

Donate

Your financial support helps provide food, essential medications, transport, emergency accommodation and assistance with urgent household expenses.



Volunteer

Share your time and skills by joining our dedicated team of volunteers who support thousands of local people each year.

Fundraise or Partner with Us

Schools, community groups and local businesses can hold fundraisers, donate essential goods, sponsor programs or establish ongoing partnerships with CSF.

Spread the Word

Follow and share our work, support our community appeals and help others learn where assistance is available.

Together, we can ensure that no one in our community faces hardship alone.

Our Contact Information :

 (03) 9783 7284

 www.frankston.net

Working

Community Support Frankston's work extends well beyond emergency food relief. Many people who seek our assistance are also navigating homelessness, health concerns, financial hardship, mental health challenges, legal issues or social isolation.

Our partnerships with government agencies, community organisations and specialist services allow us to connect people with the right support at the right time. By working alongside organisations with specialist expertise, CSF can help address the circumstances contributing to hardship, rather than simply the immediate need.

Bolton Clarke – Homeless Persons Program



The Bolton Clarke Homeless Persons Program (HPP) brings primary healthcare directly to people experiencing homelessness or at risk of homelessness, including those living in crisis accommodation, boarding houses, caravan parks and rough sleeping locations. At CSF, Claire and Nikky provide clients with access to healthcare and assistance with connecting to housing, financial, legal and other support services. Their regular presence provides an important health and referral pathway for some of the most vulnerable people accessing CSF.



Department of Social Services

Funding from the Department of Social Services (DSS) has enabled CSF to maintain and strengthen emergency relief services during a period of unprecedented pressure on household budgets. This support has helped CSF respond to increased demand for assistance with essentials including food, utilities, housing and other immediate needs, ensuring limited organisational resources can reach more people experiencing financial hardship.

Frankston Magistrates' Court



The Frankston Magistrates' Court has supported CSF's Emergency Relief Program since the 1980s through the allocation of funds from penalties imposed by the Court. This long-standing partnership has enabled CSF to assist people experiencing hardship with essential expenses including food, accommodation, utilities, transport, medical and pharmaceutical costs. More than four decades later, the partnership remains an important source of practical assistance for people in crisis.



Frankston City Council

Frankston City Council is a longstanding and valued supporter of CSF, providing significant in-kind assistance including the use of our premises, staff wage support and associated operational costs. This support provides an important foundation from which CSF can deliver its programs and services across the Frankston community.

Services Australia



Through our partnership with Services Australia, CSF provides a local access point for vulnerable community members to connect with government services. A dedicated Community Engagement Officer works alongside CSF, with a particular focus on people experiencing or at risk of homelessness. The service has assisted hundreds of Frankston residents and provides an important link between emergency relief and longer-term government support.

Together



Frankston Emergency Relief Providers Network (FERP)

CSF continues to coordinate the Frankston Emergency Relief Providers (FERP) Network, bringing together volunteer and professional emergency relief and welfare organisations from across the Frankston area. Quarterly meetings provide an opportunity to share information, identify emerging community needs, discuss service pressures and strengthen referral pathways. The network helps ensure local providers remain connected and better equipped to respond collectively when community needs change.



Australian Taxation Office – Tax Help

CSF again hosted the Australian Taxation Office Tax Help Program, providing free and confidential assistance to Frankston residents who may otherwise be unable to afford professional tax preparation. Qualified Tax Help volunteers assist eligible residents between July and October, helping people meet their tax obligations while retaining more of their income for essential household expenses.



Orange Sky

Orange Sky Australia operates its free mobile laundry service at CSF twice each week, supporting people experiencing homelessness and financial hardship. The service provides access to essential laundry facilities while creating opportunities for conversation and social connection. The regular presence of Orange Sky volunteers adds another layer of practical and social support for people who may have few other points of connection with the community.



Australian College of Optometry

Through CSF's Optometry Clinic, clients experiencing financial hardship can access regular eye health checks from qualified optometry professionals. Where required, CSF also assists eligible low-income clients with the cost of prescription glasses. The clinic helps remove financial barriers to essential eye care and ensures vision problems do not become an additional obstacle to employment, education or everyday life.



Mental Health Legal Centre

The Mental Health Legal Centre (MHLC) provides free legal assistance to eligible low-income people experiencing mental health issues who may have difficulty accessing other legal services. CSF assists local Frankston residents to connect with the clinic and arrange appointments for a range of legal matters, providing an important pathway to specialist advice when legal problems intersect with financial hardship, housing or mental health.



ERMHA.....

ERMHA provides specialist support to people living with complex mental health and disability challenges. ERMHA staff attend CSF each Thursday, providing clients with an accessible opportunity to discuss their circumstances and connect with appropriate support. Having this service available at CSF helps reduce barriers for people who may otherwise struggle to navigate or access mainstream services.



Frankston Winter Shelter

The Frankston Winter Shelter, organised by Peninsula City Church, brings together local churches, organisations, community groups and volunteers to provide a coordinated response to people experiencing homelessness during the colder months. CSF is proud to be part of this collaborative initiative, which provides up to 12 people each night with a safe place to sleep, a warm meal and access to support throughout the winter period. The program demonstrates the strength of the Frankston community when organisations combine their resources and expertise to respond to homelessness.

Testimonials

David

"It's a great place for people who are struggling to make ends meet, the staff are very friendly and helpful and they do a fantastic job to help people in rising cost of living."

Danielle

*"A great service & support for people in need.
It is an incredibly valuable resource that is available for a variety of purposes.
Volunteers are magnificent."*



CSF Client

"When times are difficult, asking for help can feel embarrassing. But the kindness, understanding and generosity you each show makes such a positive impact. We are truly thankful—not just for the support centre, but for all the caring people who are there for us. It means more than you realise. Thank you so much."

