

# ANNUAL REPORT 2020

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SOUTHERN  
PENINSULA  
COMMUNITY  
SUPPORT  
& INFORMATION CENTRE

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SOUTHERN PENINSULA  
COMMUNITY SUPPORT  
& Information Centre  
acknowledges Aboriginal  
and Torres Strait Islander  
peoples as the First People  
of Australia and we pay our  
respects to their elders past  
and present with whom we  
share this country.





# The Life You Can Change

With your help we provide support for marginalised individuals and families who are experiencing disadvantage within our community.

Demand is growing and we need your help!

You can support our work by volunteering, donating food or material goods, or make a cash donation.

## **Donate**

<https://www.givenow.com.au/spcsic>

## **Volunteer**

(03) 5986 1285

[www.spcsic.org/volunteering](http://www.spcsic.org/volunteering)

## **Drop-off**

878 Point Nepean Road, Rosebud

(9:30am – 3:30pm)

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# Vision

A strong and equitable community for all.

# Mission

To build equality by providing client driven support, information and advocacy to people on the Southern Peninsula.

# Services

## Crisis Support and Emergency Relief

Crisis support staff provide information, referral, and practical assistance in the form of material aid. Emergency relief material aid is available to Southern Peninsula residents on a low income who are experiencing financial hardship and a crisis or emergency event. The relief may include pantry items, fresh fruit and vegetables, frozen meals, food vouchers, transportation and utilities assistance, medical needs and other financial aid.

## Low Income Support Service

The Low Income Support Service (LISS) has been operating at SPCSIC since July 2002. The Service provides an effective means of assisting clients to examine their situation and make informed decisions. LISS works within a case management model and is designed to assist people to identify and address those things they are struggling with in day-to-day life.

## Family Support Service

The Family Support Service (FSS) has been operating at SPCSIC since 2017 and is designed to assist families with children to address issues that are impacting on their day-to-day lives. FSS operates 3 days per week within a case management model and allows people an opportunity to address more complex family concerns, where the needs of children and adults are taken into account.

Family Support Service appointments are free, confidential, and client self-determined, allowing clients to talk about what is most important to them, to examine their situation and make informed decisions. Children are welcome to attend with parents, and a play space with toys and activities is provided.

The Family Support Worker can help with everything from income and entitlements assessment, household bills, budgeting, advocacy and negotiation, education and school issues, to getting connected to specialist support services, or with a specific identified need.

The program is driven by the needs of the family unit and can be as short as one visit to get a particular issue resolved or a number of sessions addressing multiple complex issues.

## Southern Peninsula Laundry and Shower Program (SPLaSh)

This service is available to community members who are sleeping rough or experiencing other forms of homelessness, and those who may otherwise have need to utilise these essential services. The program offers access to showers, washing machines and dryers with soap, shampoo, towels and laundry powder provided. Snacks, tea and coffee are also available.

Some other support services also attend SPLaSh, offering a chance for clients to have contact with services that may not otherwise be easily accessible.

SPLaSh is a free service and offers practical support in a friendly, welcoming environment.

## Southern Peninsula Fresh Food Program

The Southern Peninsula Fresh Food Program works with SecondBite to provide fresh food on the Southern Mornington Peninsula.

The program delivers two services:

Fresh Food delivery to agencies & Fresh Food delivery to the community.

The program runs out of the Rosebud Memorial Hall weekly on Mondays.

Community Members having difficulty accessing fresh fruit and vegetables can attend the program at the hall at 10:30 am.



## Needle and Syringe Program

The Victorian Needle and Syringe Program (NSP) is a major public health initiative to minimise the spread of blood borne viruses, HIV/AIDS and Hepatitis B and C among injecting drug users and to the wider community. The NSP at SPCSIC offers education in a friendly environment and engages people who are often very isolated.

## Tax Help

Volunteer workers are trained by the Australia Taxation Office to assist people to fill in simple tax returns. This service is offered to people on low incomes and is available from mid-July to the end of October each year.

## No Interest Loan Scheme

The No Interest Loan Scheme (NILS) provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 18 months.

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## Employment Engagement Program (EEP)

Utilising Work for the Dole funding the Employment Engagement Project commenced at SPCSIC in April 2015 and is now into its sixth year. Designed to improve engagement for long term unemployed community members, participants undertake a variety of tasks all designed to give value to them and the community. The program offers participants the opportunity to connect with people and organisations in the local community that they may not normally have a chance to engage with. It also gives participants the opportunity to build skills and confidence which will enhance their ability to re-enter the workforce.

## Colocation

The model of joint service provision between SPCSIC and colocating services is to provide the wider community with a more comprehensive and efficient service. When on site the staff of colocating services form part of the team at SPCSIC. Enabling colocating services to operate at a low cost from the building allows SPCSIC to provide services that benefit the local community and enables clients greater access to various services. SPCSIC offers office space, meeting and training rooms.

## Volunteers and Student Placements

SPCSIC relies on a dedicated team of volunteers to deliver the majority of our services. Our volunteers are people from the local area who have great knowledge and understanding of their community and are willing to contribute their time and skills to the day-to-day operation and management of the Centre. Our volunteers provide: reception duties, support to clients in crisis, comprehensive information and referral, completion of forms, Tax Help, Fresh Food program, Pantry Program, SPLaSh, No Interest Loan Scheme, general maintenance and gardening at the centre, administrative and data entry, statistical information collection, practical action, advocacy and negotiation, governance and management and so much more!

SPCSIC also provides students studying community services, social work and related areas of study the opportunity to get hands on experience and throughout the year these students bring great skill and enthusiasm to SPCSIC.

*Thank you so much, SPCSIC....  
you've helped me out with food  
and clothing, now today you've  
helped me with a bike  
so I can get to job interviews.*





*(Facebook Quote)*

*You are all amazing,  
compassionate people our  
community would be lost  
without you all.*



*(Facebook Quote)*

# Statistics

Southern Peninsula Community Support Snapshot (1 July 2019 – 30 June 2020)				
Value of Assistance Given				
Assistance Given (\$) Main Centre	\$311,002	 <b>Top 5 assistance by types</b>	1. Food Parcels/ Food Vouchers	\$268,111
Assistance (\$) NFA food @ SPLaSh	\$20,240		2. Material Goods	\$64,546
Material goods - unrecorded	\$55,165		3. Utility Expenses Assistance	\$35,577
Christmas Hampers & Toys	\$30,450		4. Education support	\$13,443
Mums Supporting Families in Need (estimate)	\$10,000 plus		5. Transport Expenses Assistance	\$7,385
Client Numbers				
Unique clients	1,639	 <b>Key client groups</b>	Clients with identified disability	512
No. of emergency relief visits / phone calls	5832		Clients who were homeless (Main centre)	149
Types of service delivered (number)	23,376		Clients who were homeless & at-risk clients (SPLaSh)	208
No. of dependents (non-unique)	8,492		Clients with LOTE	128
New clients	452		ATSI clients	63
SPLaSh presentations	1,026		Asylum Seeker	11
Low Income Support Case management sessions	1,130		Low Income Support Individual Managed Cases	239
Family Support Service Case management sessions	390		Family Support Service Individual Managed Cases	120

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# President's Report

The remainder of 2019 continued to provide significant challenges for the centre. The Board of Management focussed on progressing the actions from its stabilisation and working strategic plan with the necessary changes to the organisation and improvements. This included actions across strategic planning, financial measurement, organisational risk management and building practices for better financial sustainability.

After an extended period of leave, our CEO Jackie Currie left the centre to pursue other opportunities. We also said farewell to our program coordinators, Mark Patton and Robyn Coughlin in late 2019 after significant contributions to the centre. We thank them all and wish them well as they pursue other opportunities.

We were extremely pleased to have Jeremy Maxwell who was initially engaged in August 2019 as Acting CEO, agree to join us as CEO. I would like to introduce Jeremy formally given we have had such a busy year.

Jeremy has been involved with a wide range of community organisations both in paid and volunteer roles for over 40 years. He is a passionate believer in the value of community organisations and their capacity to create change for good. I think most of us have who have worked with Jeremy will agree that he is an accomplished not for profit leader, corporate adviser, senior fundraiser and executive manager who has broad experience in not for profit income generation. Jeremy's experience has been invaluable in assessing organisational capacity to take on income generating opportunities to build an effective operating model. Jeremy has also been a member of the Fundraising Institute Australia (FIA) for over 22 years, has held the international fundraising certification of Certified Fundraising Executive (CFRE) since 2004 and was recognised as Fellow of the FIA in 2007.

As you may recall from last financial year, the organisation needed to improve its operating model to ensure ongoing financial sustainability to resolve the trading deficit for the 2019 year. I am very pleased to be reporting that for the 2020 financial year, the association achieved a modest profit, a stronger balance sheet and a comfortable short term cashflow position. In early February 2020, we held our first combined Strategic workshop and planning session which was attended by the Board, management and staff, and we also received a presentation from the Mornington Peninsula Shire to understand their plans for the future community capital development for our region which will enable future joint collaboration. We have our next strategy session in early December 2020.

During the year, the Board had a number of changes. Our Treasurer, Graeme Rocke retired from the Board in late 2019 and we thank Graeme for his contribution. We welcomed Arthur Bruce who has strong experience in Government and also in helping families settle into Australia, and Samantha Wilson who has joined us as Treasurer after providing volunteer assistance with financial modelling last year for the centre. I would also like to thank John House who has decided to retire from the Board. John has been a valuable contributor as a long-term volunteer, and we thank him for his contribution to the Board since 2017.

I would like to mention the passing of Helen Schultze in July 2020. Helen was involved with the Centre since 1993, joining the Committee of Management in 1994 and continuing on the Board until her retirement late last year. Helen continued to contribute to the Board and attended

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meetings until she took leave due to health issues. Helen's tenacity and fortitude were always evident and her ability to cut through an issue and be on point was admirable. We are extremely grateful to have been graced with Helen's presence for so long.

The successful delivery of the programs at SPCSIC is through the continued commitment and teamwork of its staff and volunteers. We would like to acknowledge the passion and dedication of the team. Working through our internal challenges last year to then be faced with Covid-19, may have been sufficient for some people to 'give up'. In an environment with significant potential risks and a change almost overnight with respect to our environment and support, our staff, volunteers and Jeremy were stoic in adapting the operating model and have continued to deliver best practice services during these unprecedented times. I would like to thank both the staff and volunteers, including the Board volunteers who also stepped up to assist, as well as a number of other friends of staff and volunteers in our community who helped us during this time to provide the critical services and support to those in our community who are disadvantaged.

I am also extremely grateful for the continued support of a number of philanthropic trusts, the Mornington Peninsula Shire, the Federal Government through CISVic, local businesses and community groups and individuals who have listened, assisted, and advocated for us.

Thank you.

**Rachel Burdett**  
**President, SPCSIC**

## Board of Management

### **Rachel Burdett (President / Finance & Governance Sub-committee) – Board since 2018**

Rachel is an independent advisor, company director and a chartered accountant with over 30 years' experience. Rachel is dedicated to building better business through engagement, financial literacy and governance to protect the community and individuals.

Rachel has worked within the accounting and banking industry and has acted as an advisor to companies, Boards and management providing effective and innovative stabilisation, turnaround, solvency and restructuring solutions. Rachel has previously worked with the Spastic Centres of South Australia, The Kidney Foundation and the Anglicare Financial Counselling program.

### **Rev Murray Morton AM (Vice President / People Sub-committee) – Board from 1996**

Murray has been a Reverend for 50 years and believes the church cannot stand alone from the community but be a servant to the community. A number of years ago while Murray was working with Food for All, Habitat For Humanity and the NILS program there was an opportunity to bring these groups together which lead to his involvement with SPCSIC as a Board member commencing about 24 years ago.

### **Kevin Rutley (Secretary / Data Sub-committee) – Board since 2019**

Kevin was a member of Lions International for a total of 28 years from the 1970s, including President and Secretary (5 years) at both the Lions Club of Ringwood and the Lions club of Pambula Merimbula (NSW) including Chairmanship(s) of Fund Raising, Membership and Activities committees.

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In addition, Kevin was a member of the Ringwood Technical School Board for 3 years and the Inaugural Secretary of the Epworth Hospital Heart Support Group. In his working life as a Project Engineer and Engineering Manager he was responsible for Budget Creation and financial analysis of Major Projects in the Food and Chemical Industries.

**John House (Board Member / Fundraising & Marketing Sub-committee) – Board from 2017**

John manages the NILS program which he became involved with approximately three and a half years ago. John has a significant senior management background including national sales manager and operations manager. John also has been self-employed over the years including being a sales consultant and operating a dry-cleaning business.

**Belinda Rodman (Board Member / Fundraising & Marketing Sub-committee) – Board from 2018**

Belinda has a Master's Degree, has many years' experience in Human Resource Management, including holding the position of Training & Development Manager at St Vincent's Hospital, Melbourne. Over several years, Belinda has been running her own businesses on the Mornington Peninsula and has been a volunteer member of the Mornington Peninsula Shire Council's Disability Advisory Committee for four years. This will be her third year on the SPCSIC Board

**Pat Tonks (Board Member / People Sub-committee) – Board from 2018**

Pat emigrated from England in 1969 and she moved to Rye in 1981. Her children attended Rye Primary School where she was School Council President for a number of years. Pat and her husband operated their business for 25 years, Rye Colour TV Centre and she was associated with the Rye Business Group for a number of years. Pat also became a Councillor for Bowen (Rye/Tootgarook) Riding with the Flinders Shire Council, was on the Steering Committee which formed the Bendigo Bank/Rye Community Bank in 2001 and on the Board, subsequently becoming Treasurer for 14 years. Pat was associated with the Rye Community House where she was President for a number of years. Pat also volunteers weekly in the Pantry at SPCSIC.

**Annie Davis (Board Staff Representative / Data Sub-committee / Finance & Governance Sub-committee) – Board from 2018**

Annie returned to her home town Melbourne from Coffs Harbour in 1992 with her three children and worked for accounting software companies before moving into commercial Construction. Her positions, Administration and Office Manager, developed her specialisation in information and technology. While employed by Structural System Limited as Senior Administration Officer she developed an Integration Management System for the national organisation, compliant with ISO Quality, Environmental and OHS Standards.

In May 2018 Annie applied for the Administration and Finance Worker position at SPCSIC and after the interview knew that it was meant to be that she would become part of the team. And what an exciting challenge that was. After a few weeks of reviewing the accounts and payroll "systems", Annie set the target to establish an accounting system that would dramatically change the administration process. In January 2019, Annie met Macy the mini Labradoodle pup who comes to work with her every day and is known as "The Therapy Dog". Macy brings much joy to the staff and volunteers.

### Arthur Bruce – (Marketing & Fundraising Sub-committee) – Board from 2020

Arthur migrated from Ireland to Australia in 1986, and since 1987 has lived on the Mornington Peninsula in Somerville and more recently Mount Eliza. Both of Arthur's children went to school locally and he was a member of local sporting and cultural clubs. Arthur has held senior executive and Board roles in the Rail industry in Melbourne, New Zealand and the Middle East. In addition to helping establish a mentoring program for migrants, Arthur was a mentor in the inaugural Women in Rail mentoring program. Working for Rail Projects Victoria, Arthur is part of the team delivering a wide range of critical infrastructure projects as part of Victoria's Big Build, including the \$11 billion Metro Tunnel Project. Arthur also volunteers with the SPCSIC SPLaSh program.

### Samantha Wilson, (Treasurer / Finance & Governance Sub-committee) – Board from 2020

Samantha has had a long career in both management accounting and banking credit risk. Samantha commenced her association with SPCSIC during 2019, providing her professional skills in a volunteer capacity and was asked to join the Board this year as Treasurer, which she happily accepted. Her interests are varied however concentrate on the visual arts such as drawing and painting.

## Staff



Chief Executive Officer - Jeremy Maxwell			
Program Coordinator	Miranda Gillespie	Volunteer Coordinator	Karen Tatman
Admin, Finance & IT	Annie Davis	Low Income Support Worker	Margaret Brown
Family Case Worker	Tracey Byrne	SPLaSh Worker	Cynthia Bangs

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# Helen Schultze Tribute

It was a terribly sad year for the Southern Peninsula Community Support & Information Centre team as we lost one of our greatest supporters and advocates, Helen Schultze.

Helen was a part of the Centre's story from the very early years. She joined in 1993, undertaking the interviewer training in that year. She was a dedicated 'Friday' interviewer right up until she retired in December 2019 – over 26 years of volunteering with SPCSIC! She joined the Committee of Management in 1994 and was President in 1995 and 1996, remaining on the Committee, then Board of Management, right through until October 2019. Through her time here she saw many changes and a great deal of growth and was always encouraging and positive in her attitude towards these improvements.



Perhaps Helen's greatest legacy at SPCSIC is the Start Up Money (SUM) project. Helen and another volunteer, Lorraine Wheeler, founded the project in 2003-2004. Starting off with a small grant from the Victorian Women's Trust they ran a pilot program for a year and off the back of the successes in that program established it as an ongoing part of the Budget Support Program at the time. SUM has grown since then into a much larger program with ongoing philanthropic support, with funds allocated to the Low Income Support Service, Family Support Service, SPLaSh and the Emergency Relief program in the form of Large Assist SUMs. The program is designed to assist people in financial distress with a one-off payment that will make a significant difference to their situations. This could be paying for items to support income generation or clearing a large unexpected bill that is preventing the person from moving forward financially. This program has had some incredible impacts on people's lives, and it is our firm belief that in some cases it has actually saved lives. Helen was never one to speak much of herself or her achievements, but we hope she felt very proud of her work on the SUM project as her hard work on it has touched the lives of many people.

Helen was also instrumental in getting an outpost of SPCSIC at Dromana Community House. She was passionate about accessibility, making sure services got to people, rather than just people getting to services. This was a big project, and ultimately became too difficult, but Helen's commitment to meeting the needs of the community was clear throughout.

Helen was a woman of indomitable spirit; she was extremely independent and very practical and to-the-point. She was a fierce advocate for our clients and a great fighter for the underdog. Helen was extremely dedicated to her work at the Centre, and only gave it up when she could no longer physically continue. We are incredibly grateful for her passion and her fighting spirit. Her commitment to the community and to SPCSIC is dearly missed by us all.

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# Jill Fearon

Jill Fearon began volunteering with Southern Peninsula Community Support & Information Centre shortly before Helen Schultze in 1993 and only retired in December 2019. We wanted to celebrate her dedication and amazing contribution to the Centre (across 26 ½ years!) as among her many achievements here there are several stand outs. Jill put together a great outline of her work, and it really gives some wonderful insights into the history of the centre:

“ I joined in early **1993** after responding to an advertisement. At the interview I mentioned my qualifications as a Counselling Psychologist and was immediately offered the opportunity to open a Counselling Clinic as part of the Rosebud Citizens Advice Bureau services as a volunteer. I worked initially one day a week but this quickly became two days. I continued running the clinic for 18 years, by which time we had four counsellors. This was the most satisfying work I have ever been involved in. I then did the “Working with complex clients” Certificate and joined the amazing band of regular volunteers.

In **1996** I was asked to join the Committee of Management and after one month was nominated as President following Helen’s retirement from the position. Murray Morton became Vice President, and still is! My Presidency involved the project funded by the Victorian Government and MPSC to redevelop the former Rosebud Library into a new premises for SPCSIC – the current building. After the move from Rotary House in 1999, Jeff Kennett opened the facility [he had been my Paper boy in his youth and I made the most of that in my speech] and we were packed with local Service Providers eager to tackle him.

For four months in **1997** I played the role of Acting Manager in the interim between managers. I loved it. [I notice in the 1997 – 1998 Annual Report I didn’t sign the Acting Manager’s report which followed on from my President’s report!!]

**1999** – A highlight for me was being taken to VCAT by the neighbours of 878 Point Nepean Road to stop SPCSIC from re-establishing the Needle Exchange after the move from Rotary House. I was labelled a murderer by Neil Mitchell on radio and received some personal abuse at the MPSC meeting. MPSC provided the Chief Planner and a QC, and Sharps CEO came as expert and my supports – WE WON.

In **2001** I received the Centenary Medal, and in **2003** an OAM for my work at SPCSIC. I retired as President in **2004** and from the Committee of Management in **2016**.

Looking through the Annual Reports I am reminded of so much, it brings back those amazing years. ”

A huge thank you to Jill for her time here and for her incredible efforts to support the community through building a stronger service. Across the years Jill made a profound contribution, and without her SPCSIC would not be what it is today.

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# Jackie, Robyn & Mark

It was with immense sadness that we said goodbye, this time last year, to Jackie Currie, Robyn Coughlin and Mark Patton .... the dream team as they have been dubbed.

Jackie was a wonderful teacher, boss, leader and friend, and just everything one could look for in a good mentor. As a leader she guided us through a period of incredible growth and change. Collectively, she, Robyn and Mark created a culture that encompassed compassion, care, positivity and inclusivity, and I know I speak for all our volunteers when I say that it was a privilege to work with each of them and to be the recipient of their wisdom and guidance. They inspired us to be the very best that we could be, they led by example and were central to all that we achieved.

Uber smart and competent, and with a maturity that belied her years, Robyn endeared herself to everyone. The architect behind CLASP and the EEP, she forged wonderful relationships within the wider community that both highlighted and benefitted the work of our Centre. We were often the beneficiaries of her great culinary skills and her Christmas gingerbread was legendary.... Everyone wanted to win that gingerbread house! And who could forget the Coughlin Quiz? We still challenge ourselves when time permits and miss her contribution to the music questions in particular. Such was her appeal that we even forgave the annual Collingwood poster that adorned the wall of her office.

Mark Patton came to us when our pantry was in its infancy and immediately set about streamlining the distribution process and coordinating the Employment Engagement Project. He was one of the founders of the SPLaSh program, which has been so important to many of our most marginalised clients. Mark had a great rapport with our clients and he could calm any situation. Voted 'the nicest man on earth' by staff, his gentle quietness, humour and compassion quickly made him a favourite with our volunteers.

We miss them still. We wish each of them success for the future and we thank them, for without their guidance, direction and vision we would not enjoy the respect and esteem that we have today at SPCSIC.

**Trish.**

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## Facebook Quotes

*Always first class service here.  
Warm and welcoming team.  
Always make you feel like a friend,  
rather than a client. Always going  
above and beyond to help. Thank you  
so much for all you do*

*What wonderful  
angels you are!!*  
🍷🍷🍷

*The centre is run by  
staff and volunteers  
who genuinely care.  
The fresh food  
program is fantastic.*

*I cannot believe what  
you are all doing at  
the centre, absolutely  
amazing, thank you.*

*As an essential service it's  
good to see u are still  
providing essential food and  
service for the community.  
Good on you . 🌸*

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# Centre Reports

## CEO Message

This last year has literally been quite incredible, a journey of constant challenges, and while none of us will forget this moment in history what stands out for me are the inspirational efforts of so many in our community to have our back all the way through.

I try to be mindful every day of the rich history of SPCSIC, forty years of wonderful and passionate commitment backed up by sheer hard work has made for a particularly special organisation that is held in high regard by so many. In 1980-81 we had 469 enquiries, this has grown to over 26,200 types of assistance given for 2019-20 year, an amazing growth and contribution to our community.

The 2019-20 year saw some very key contributors to that rich history leave the SPCSIC family. Helen Schultze and Jill Fearon retired after giving over 26 years each as volunteers. They were instrumental in the development of a number of key programs, especially in those tough early days. Jackie Currie, who lead the organisation in a very challenging environment by exploring new ways of funding programs, then building and growing them for over 13 years, finished her time with us. Our program coordinators, Robyn Coughlin (7 years) and Mark Patton (4 years) who in many ways nurtured that culture of family and togetherness that we value so much, left to pursue other opportunities.

Casting my mind back to the start of the year when I came on board as Acting CEO, we had substantial financial challenges hanging over us from the previous year. It was here that culture of togetherness kicked in, everyone in the organisation, our board, our staff, our volunteers and our key funding partners, worked really hard to turn things around and by early 2020 we had done that.

Enter Covid-19, such a game changer, it flipped everything we did on its head! It seems such a long time ago, but I would ask you to cast your mind back to that time. The unprecedented threat to our whole community created a response from the broader community that at first was devastating and then inspiring.

In March food shortages and the sudden unavailability of 80% of our volunteers and the arrival of a brand-new cohort of vulnerable people left us scrambling to manage our day to day operations. We resolved early on, because there were too many vulnerable people at risk, that we had to find a way to keep all of our programs going.

This was where the inspiring part happened, many of our supporters reached out to help. Individual families donating food and material aid, organisations like Southern Peninsula Food for All, despite not being able to get deliveries, ran down their non-perishable food stocks to keep us supplied. The Mornington Peninsula Foundation and The Ross Trust, already great supporters of our work, gave us grants to boost our cash flow and to purchase material aid, the Toni Kaye Foundation, already providing funding for our Start Up Money (SUM) program, dug even deeper.

Long term partners the Rye, Rosebud and Dromana Community Bank branches of Bendigo Bank dramatically increased their support making us their key beneficiary for the year.

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There were many others who helped - almost every church community donated goods and funds, many social service clubs donated to us, many of the Op Shops also - it was a great coming together of community and we are indebted to all of them for trusting us in this way.

The Mornington Peninsula Shire, already major funders of our organisation worked with the three CISVic agencies here in the Shire to provide us with venues and other supports. This allowed us to switch to much bigger food and material aid distribution programs using Memorial Hall as we instantly developed a home delivery service. They also provided extended support for our foreshore activities for rough sleepers and people at risk of homelessness.

The biggest change has been for staff, volunteers and of course our clients. Our conventional model of operation has been a face to face service where interviews are conducted for all the support we give in our main centre. As the first restrictions hit, we had to keep changing our model of operation, I think in the first five weeks we changed six times finally settling for a phone only model.

The phone only model was particularly difficult for our case managers, Marg and Tracey. They deal with more complex cases and so much of the interaction with clients depends on being able to use observable clues to gauge the supports that their clients need. In many instances because the whole system is working in a similar way, they have needed to do a lot more crisis related system navigation as it is beyond their clients' capacity to manage it.

It has been very confronting for our volunteers, so many of them were in the at-risk health categories and we could not let them work. Initially, over 80% of our volunteers could not work and while we were able to bring some back in as we developed better systems, over 40 of our volunteers were still not able to work at year's end.

The exception to using phone or going remote was our SPLaSh program. We adapted our face to face program ensuring safety and maintaining this vital point of connection for the participants, often the only connection they have from week to week. This proved crucial when you see the level of support (see SPLaSh report) needed in the first lockdown.

That we were able to handle the quite radical changes and adapt to them was all due to the commitment and goodwill of everyone, and I am very proud of every staff member and every volunteer, including those who have had to stay home, for their outstanding efforts.

It will come as no surprise to you that I believe the worst is yet to come, as the subsidies are reduced and the moratorium on rental evictions and mortgage foreclosures take effect, we will see many more people needing help both for emergency relief and for complex case management.

I believe the community support we have received will be needed even more. Knowing this community as I do now, I have confidence it will be there when we need it.

When I started it was only to be for a short time while the organisation transitioned through some big changes. I have happily stayed longer because I have truly enjoyed working with such a committed group of people and for the special sense of community that exists down on the Southern Mornington Peninsula. Thank you.

**Jeremy Maxwell**

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## Volunteer Support Coordinator Report

It has been an interesting year for volunteering at Southern Peninsula Community Support & Information Centre (SPCSIC), with some of the biggest changes the centre has seen in a long time.

The very sad loss of Jackie, Robyn and Mark in quick succession meant we really had to pull together as a team. It was a very unsettling and worrying time for many of us and it is an absolute credit to the volunteers and staff to have weathered that period so well. We all pulled together and worked so hard up to Christmas, surviving another mad hamper period and really earning a holiday break!

Then it was into January which built into an extremely busy February before Covid hit and we were on the hop. There were several days where the volunteer teams turned up and everything had changed overnight, the question 'what's different today?' became the morning refrain. Once again everyone rose to the challenge and we (fairly) smoothly moved into a whole new way of operating. We must have one of the most adaptable and capable workforces around because no one missed a beat taking on phone service and home delivery systems and managing it all brilliantly.

We have a volunteer base of 65 fantastic volunteers and around 40 of them have not been able to work during Covid. Of the few who could continue, many have taken on extra days and extra duties to fill out the roster – an amazing effort for which we are very grateful. For those who wanted to be here and could not be because of the risks to themselves or their loved ones, the impact has been huge as well. We receive many messages from our loyal volunteers, stuck at home and supporting from afar – hopefully it will not be long until everyone can be back at work.

Despite the challenges, our wonderful volunteers gave over 26,000 hours of their time (valued at over \$1million) in roles right across the organisation including Reception, Interviewing, Board of Management, Pantry, Fresh Food, SPLaSh, Tax Help, No Interest Loan Scheme, Data Entry, NSP, Administration, Delivery Drivers, Hall Helpers, Maintenance and minor building works.

Student placements continued, and across the year we had three RMIT Social Work students join us, after having had only one RMIT student before in total. We had several students from other institutions, but mainly from our key student placement partner, Chisholm TAFE in Frankston, from which we get many wonderful students. This year we were participating in the Enhanced Pathways to Family Violence Work Project, during which we would have taken 18 students total across the year. However, this was interrupted by Covid and will be slowed across two years.

Covid has brought one gift for us way down here on the Southern Peninsula – training has gone online! This means so many training opportunities that were difficult to get to, impossible to park at or expensive to access have become significantly more accessible and our volunteers are taking advantage of that.

Sadly, this year the two longest serving volunteers at the Centre, Helen Schultze and Jill Fearon, both retired. Jill had other substantial commitments and left us to focus her energies on those. Helen became too unwell to continue with us. We had always said she was so devoted to SPCSIC she would have to be carried out of here and that almost came true, so it was terribly sad to then lose her in June. We thank Jill and Helen for their incredible contributions.



*You are all wonderful volunteers. Thanks for being there for the community and take care.  
(Facebook quote)*

## Xmas Party



18<sup>th</sup> Dec 2019



Safety Beach  
Sailing Club



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## Low Income Support Service

The Low-Income Support Service (LISS) aims to assist people in addressing issues that impact their day-to-day life. LISS provides an opportunity for people to identify specific issues of concern and with support, work toward a resolution.

During the 2019/2020 financial year LISS assisted 197 people and closed 239 cases (some people presented for assistance in both six-monthly reporting periods). On average each person required assistance over 5.7 sessions, equating to a total of 1,130 sessions overall. Demand for this service continued to run at capacity throughout the reporting period.

In the latter part of the financial year, the Coronavirus Pandemic brought about dramatic changes to service delivery through LISS. The immediate goal was to provide uninterrupted service delivery, whilst minimising the impact of no longer having the capacity to conduct face to face appointments. It has been interesting to note that during this period the no show rate for appointments declined, and in a small number of cases people advised this change in service delivery had made it easier for them to access support – citing lack of transport/poor health/mobility as reasons for their preference of ‘over the phone’ assistance. This unexpected outcome has highlighted the need to re-assess future service delivery when the centre once again opens to the public.

The Start Up Money program (SUM) was created to provide one-off financial assistance to people experiencing a hardship event - the aim being that through targeted assistance, a person would be able to get back on track and maintain their ongoing financial situation. Helen Schultze, a long-term volunteer at this organisation was instrumental in the formation of this essential program. Helen passed away this year and I feel it is important to acknowledge Helen’s ongoing contribution through this program, one which continues to play an important role in supporting people in our community.

During the April-June quarter, the number of people accessing support through LISS did not vary greatly, however this was not the case with SUM. Spending increased dramatically, with demand for assistance exceeding any previous quarter since its inception. The April-June 2020 quarter spending was nearly equivalent to the entire 2018/19 financial year. Telecommunications, transport and housing costs accounted for most cases where SUM funds were utilised to assist people through this difficult time.

I have the utmost respect for people accessing support through the Southern Peninsula Community Support & Information Centre, and Low-Income Support Service. I see people experiencing real hardship working toward their own resolutions and it is a privilege to share that journey with them.

*Well when I said you literally saved me I did mean it ... we really appreciate you and all your hard work, you're the best!  
I've told several people my story about you and every single one of them are truly shocked about how much you managed to do for me... they think I'm the luckiest person on the planet...*

*There are no words to explain to you truly how much you have helped and how thankful I am.*

*— LISS Client*

## SPLaSh

The Southern Peninsula Laundry and Shower program (SPLaSh) is available to community members who are sleeping rough or experiencing other forms of homelessness, and those who may otherwise have need to utilise these essential services. It was developed in response to an identified trend of rising numbers in homelessness, and the inability for people in crisis to access shower and laundry services within the Southern Peninsula area.

I am incredibly passionate about the work we do at SPLaSh, and I put forth ideas and changes in response to feedback from those who access the program. On top of shower and laundry access, we can offer meals, haircuts, toiletries and other material aid alongside a connection point, to identify and respond to other personal support needs service users may have.

During this year, we assisted 208 individuals at SPLaSh. This was via 1,026 presentations at 78 program sessions. This financial year has seen growth in SPLaSh attendance numbers, as well as increased commitment from other services at the SPLaSh program.

*Thanks heaps Cynthia. You do the best food packages with the fruit and vegetables... Thank you so much for everything you have done for me and (my dog), we really appreciate it and you have made a big difference in our lives.*

*A part of me gets agitated by only having words to convey feelings of appreciation... So, just know, and feel, my gratitude for you and your essence Cynthia... You, young lady were a beacon of light to me.*

When staged restrictions were introduced in March 2020 due to Covid-19, we didn't pause – we adapted our delivery to ensure we could continue to operate safely within new government guidelines, and we committed to increase SPLaSh delivery from 3 to 4 sessions per fortnight to support our community though the emerging pandemic. Some imposed restrictions have been challenging, but some changes are surprisingly useful – and likely to become the new normal.

I extend my thanks to fellow staff, Board members, students, volunteers, involved organisations and members of the community who have committed their time or resources to the SPLaSh program. I would like to acknowledge the support of the Mornington Peninsula Foundation as the major funder of this program and for their genuine interest in tackling the issues that contribute to homelessness. Your support has assisted the program to not only run smoothly, but also with the warmth and dedication that makes SPLaSh so unique.

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	FY Totals
<b>Total Presentations</b>	42	60	71	90	69	64	56	67	63	125	189	130	<b>1,026</b>
<b>Individual Presentations</b>	26	26	33	42	32	33	31	36	34	52	65	47	<b>208</b>
<b>New users</b>	15	17	14	20	12	15	10	23	11	28	25	17	
<b>Showers</b>	18	19	33	32	19	16	15	18	25	58	92	54	<b>399</b>
<b>Laundry</b>	19	31	59	77	44	36	30	18	28	25	30	28	<b>425</b>
<b>Haircuts</b>	x	9	x	6	8	11	8	11	12	x	x	x	<b>65</b>
<b>Total No. of Food Items Used</b>	256	210	516	609	640	739	842	553	579	1,412	2,072	1,692	<b>10,120</b>
<b>Total No. of Material Aid Used</b>	147	275	352	340	345	414	391	175	627	1,182	1,270	1,215	<b>6,733</b>

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## Family Support Service

The Family Support Service (FSS) has continued to grow and evolve over the last year, assisting 120 parents, incorporating 272 children over 390 sessions during the Jul-Jun 2020 period. FSS was set up in response to the increasing number of families with children attending SPCSIC, who identify with complex issues requiring additional supports beyond the scope of our volunteer service.

FSS is wholly funded by philanthropy, with the Mornington Peninsula Foundation (MPF) as the lead funder, through the George Hicks Foundation, the Rye, Rosebud and Dromana Community Bank branches of the Bendigo Bank and with support from The RE Ross Trust, who have funded the program for the last three years. The Alan and Kate Gibson Foundation have also supported the FSS this financial year. In addition, the Sentinel Foundation has generously supported the program with brokerage funds.

The service remains client-focussed, working with families to identify goals that they themselves determine may improve their current situation. The service remains unique in its flexibility; it is not time constrained nor is it mandated. It continues to be focussed on empowering clients to be the agent of change within their own lives. The service has become a vital gap filler, particularly since March 2020 with the onset of COVID, as families seek out additional supports during lockdown.

Many families are juggling a multitude of responsibilities including care of children, providing the primary care for other family members, working or studying. Such responsibilities can prohibit their engagement with traditional services. What is unique is that many of these families will attend or phone our centre, requesting material aid, attending to these basic needs is often the pre cursor to more in-depth conversations about family and areas of concerns.

Issues identified are often complex and beyond the scope of our volunteer service. It is evident that having a family support worker within an emergency relief environment has provided a unique opportunity to capture and engage with 'at risk' families. They access our centre because it represents a 'safe' space, where their primary material needs are taken care of and underlying issues can be identified.

The challenges due to COVID-19 have been immense. Our centre went into lockdown with no face-to-face contact with clients. This new way of service has presented challenges, both logistically for the centre and holistically in how best to support and engage with families during lockdown. The program has adapted and responded to provide crisis management where necessary, in addition to casework support, to families struggling with the effects of COVID, the mental and financial burden along with the increased stress of home schooling.

FSS responded by direct contact with families as requests arrived, over the traditional appointment service. This ensured that the urgent needs of families were met in a timely fashion and other issues could be reprioritized for later when schooling resumed. Contactless service presents challenges: true engagement comes when we can build a relationship and trust via direct contact often using observable cues.

Phone assessments are more difficult as observable cues can be missed and engaging clients to identify and work on solutions for long-term change is challenging when families are faced with competing needs from children. Remote learning at home has resulted in the primary focus being on children and education, which means that often any kind of transformative goal could not be prioritized.

The value of the service anecdotally is high, however measuring that value remains elusive. We know that there are reduced services available to clients (pre Covid-19) in our area, face to face financial counselling services were withdrawn. Family Life sold their community house in Tootgarook (used by many parenting groups) and mental health provider Wellways is no longer able to service clients not signed up to NDIS.

Clients continue to struggle with accessing appropriate family service support through the "Orange Door" model with long waitlists and intake not uncommon. The impacts on families can be profound: lack of access and support can cause violence to escalate, clients often choose to disengage from services and targeted funding meant to assist them goes unused.

So how are families helped in ways that other services cannot? Clients have reported their fears with traditional family services, stating they cannot be honest about their struggles due to the potential

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consequences of exposing their vulnerabilities. Asking for help may provoke unintended consequences, whereas FSS is not seen as a traditional family service since it has an 'opt in' framework. One of the most significant insights gained through the delivery of FSS is the paralysing nature of fear and trauma and how this can result in inaction in other unrelated areas of a client's life.

**Here are some examples of how the FSS program has 'made a difference':**

- Collaboration with the schools: a father requested assistance towards education costs, initially referred by the wellbeing worker at a local primary school. The client had 2 children, one in secondary education. The family had endured the trauma of past family violence and dad suffered chronic health conditions. In addition, the children had identified health issues requiring additional supports. The family support worker identified that the family could test their eligibility for NDIS if support was provided. Providing financial assistance for books meant that the worker could then focus on supporting the family with the long-term goal of securing NDIS funding. In addition, working collaboratively with dad and school meant that the school could offer assessment support, required for the NDIS application and counselling supports could be provided for the children.
- A single parent who had never approached our centre before was concerned about home schooling supports for his children as lockdown commenced in March 2020 due to COVID-19. Schools had not yet identified processes for supporting families to home school, particularly for those without access to equipment or internet. The worker was able to source a refurbished laptop for the family as well as discuss affordable internet plans during lockdown. Feedback from the client:

*"Apologies for the delay in writing this, with these unprecedented times & home schooling, time has just gotten away from me. This is a quick email to advise of my appreciation in Tracey's assistance when I first reached out to SPCSIC in late March in light of COVID-19 and the unexpected remote learning costs (internet, devise, printer etc) for my young daughter.*

*Tracey was amazing at listening, assisting & organising a reconditioned laptop to allow my daughter to complete her remote learning from home. I'm very thankful to SPCSIC & Tracey for arranging the reconditioned devise, it was a relief & one less stress lifted in very concerning & testing times.*

*A service I'd never needed or reached out to prior to these times, though so grateful they could assist our family in challenging times."*

- Successful Family Violence Flexible Support Package applications – this is a body of funding available to family violence workers, which should in theory assist those affected by family violence. However, many survivors miss out on this funding since they may have been waitlisted for support and then choose to withdraw or they may have moved beyond the 'imminent' danger of family violence but still carry the 'scars': trauma, sexually transmitted debts, financial hardship, poor mental health, all which impact directly on the children. The family support service has received successful FV funding applications on behalf of 2 clients, which has been pivotal in transforming hardships directly caused by the violence. Funds have paid for schooling costs, housing, repairs to vehicles, utility bills and after school activities.
- A number of families have been assisted with the 'rent relief' application, to assist with paying rent costs after losing jobs through COVID. This policy has required time intensive support to advocate with real estate agents, complete rent relief requests, and support clients to access consumer affairs to register their claims.

**Feedback from families:**

15/05/2020 *"I can't thank you enough for all the time and help that you have given me!! I can't believe we did it!! I've had such a busy day organising everything, and none of it probably would have happened without the amazing help that I've been given from you.*

*I've been kind of panicking all week, but I've just hopped into bed, and I feel really excited about it all. I hope I sleep tonight, it's gonna be a big day tomorrow. I wish I could give you a big hug right now!"*

24/12/2019 *"It has taken me a little while to get back but I just wanted to say once again thank you for thinking of and supporting us throughout this year and for our hamper it was so uplifting and a nice way to end the year."*

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# Program Coordination Report

## Emergency Relief & Crisis Support

Emergency Relief is our largest program and often acts as the entry point from which clients move into our other programs, so when we make changes to ER the effects are felt right across the organisation.

The second half of 2019 saw an increase in emergency relief visits, building up to an extremely busy February this year. There were significant increases on the previous year, so the lead up to the arrival of COVID-19 was a whirlwind.

As the pandemic hit Australia in March, we made a quick succession of changes, starting with replacing our normal ER interviews with brief interviews in the waiting room. We had to start providing pre-packaged food parcels rather than the usual picklists. Then all face-to-face finished and we moved to phone service and home delivery – a monumental change to our services. This required some nimble responses, new processes and paperwork and constant updates to the team, which our amazing volunteers took in their stride.

Although phone service is in many ways far from ideal, there are certainly some benefits and we hope to carry these through in future.

## Tax Help

Tax Help for the 2018-19 year, delivered in August – September 2019, was a great success with 65 Tax Help clients assisted. A new Tax Help volunteer, Morgan, and upskilled reception and interviewing volunteer Welma took on the task and very effectively got through all the cases. They were able to use one of the new offices created from the old common room, which was a great improvement on previous years when Tax Help was located in one of the interview rooms. Our thanks to Morgan and Welma for all their work on the Tax Help program.

## No Interest Loan Scheme

It has been an interesting year for NILS, with new volunteers learning the processes and joining the team. We started to put thought into how we could promote the program, raise the profile of NILS and generate more clients. Then COVID-19 arrived! Although the program can be run effectively via phone and email, applications dropped significantly from March, and remain low – as they have for NILS providers throughout Victoria.

Under these conditions it is impossible to meet the targets for our area, however Good Shepherd have extended funding for the program until the end of the 2020/21 financial year. We expect an increase in applications again once current financial and rental supports decrease or cease and when we can distribute new promotional material.

## NSP

The Needle Syringe Program continues to run very effectively under the skilful management of volunteer Julie, who organises all the ordering, logistics and reporting for this program. The NSP room had to move late in the financial year due to building works in the Reception area, which has

been a smooth process and we look forward to being able to move back soon. Thank you, Julie, for all your hard work on the NSP – squeezed in around a very significant data entry workload and endless filing!

## Emergency Food Relief

Perhaps the most visible of the many services provided by Southern Peninsula Community Support & Information Centre, the provision of Emergency Food Relief, has always required some fairly serious paddling under water to operate smoothly. And this has never been truer than during the past 12 months, when almost every aspect of what we do and how we do it was impacted by COVID-19.

The scale of change from “business as usual” to the “new normal” is staggering. What started the year as a drop-in service where clients could access fresh food daily and pantry staples once every three months from our on-site storeroom known as The Pantry, has evolved into a well-oiled home delivery model providing clients with twice-weekly non-perishable and fresh food, personal hygiene and cleaning products, pet food, frozen meals, masks, blankets and even firewood.

The need to rapidly scale up our capacity to meet the needs of our clients - some of the most marginalised and disadvantaged members of our community at even the best of times - meant we needed to quickly find a dedicated ER “headquarters” that could cope with very (very) large deliveries of donated goods from organisations such as Second Bite, provide adequate storage and also allow for the added challenge of safely maintaining social distance between staff and volunteers.

Happily, the Mornington Peninsula Shire Council threw us the lifeline we needed and allowed us to relocate our ER operations to Rosebud Memorial Hall where we hope to remain until the end of 2020.

With demand for around 120 deliveries a week – new systems (including recruiting a team of volunteer delivery drivers) to receive, unload, store, pack and despatch tens of thousands of donated items had to be created on the fly. It was a mighty steep learning curve for everyone involved. But we got there.



They say it takes a village to raise a child, but it also takes a heck of a lot of food to feed that village. Without the incredible support we receive from so many in our southern peninsula “village” - from the magnificent men and women of Southern Peninsula Food For All to the gorgeous kids who donate their pocket money – the task would be impossible.

We have worked very hard building strong partnerships with all the key food rescue organisations and have been incredibly well supported by them this year. Weekly deliveries from Second Bite and Oz Harvest plus donations from local farms, community groups and even green thumbed local gardeners, have provided an amazing variety of fruit, vegetables and eggs, while Foodbank and Pets of the Homeless help keep us well supplied with non-perishables, toiletries and food for our clients' four-legged friends.

Regular donations of frozen meals from Volpino restaurant in Mount Martha, FareShare and the RACV Foundation have also increased our capacity to further support our clients who may struggle to prepare tasty and nutritious meals at home.

While not the year any of us anticipated or one that any of us would particularly like to repeat, I can honestly say that I have never been more grateful for the dedication of our amazing volunteers and my incredible co-workers who make coming to work on even the most difficult days so much easier – but I do have to give a special shout out to a few who have gone well above and beyond the call of duty to keep me sane and food on the table for so many families. So I send massive socially distanced hugs to Alison Erskine, Steve Gahan, Gary Varley and Cat Wright for their wonderful work helping me at the hall every week, I simply couldn't do it without you.



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# Acknowledgements

The Board of Management, Staff and Volunteers would like to thank the following organisations, businesses, families and individuals for their generous cash and in-kind support during the year.

The total value of donated goods for the 2019-2020 year is \$396,928.

## Thank you

1st Tootgarook Scout Group  
6A Foundation  
Alison Perrin  
Andy's Place - Op Shop  
Anonymous (many)  
Australian Taxation Office  
Banyule Printing  
Belinda Rodman  
Bendigo Bank – Rye, Rosebud  
& Dromana Community  
Branches  
Best Friends, Mornington  
Biglittle Cleaning  
Blairgowrie Community  
Garden  
Bolton Clarke  
Boomerang Bags  
Brad McSwain  
Brian McNeill  
Brotherhood of St Laurence  
Bunnings Rosebud  
Carly Foster  
Casey North CISC  
Charles James  
Chris Brayne MP  
Chris & Helen Trueman  
Christine O'Connor  
Cindy Pritchard  
CISVic  
Clothes 4 U  
Cochrane Farm  
Cog Adair  
Connect Christian Church  
CWA Mornington Peninsula  
Group  
Danielle Sparkes  
David Furniss  
Dawn Clavin & Peter Clavin  
Debbie Withers

Dept of Justice (Rosebud  
Community Garden)  
Derek Heta  
Donation Chain Inc.  
Earl Weston  
Eddie Borg  
Ellie Bracci  
Equity Trustees –  
RM Ansett Trust  
FareShare  
Flinders District Lions Club Inc  
Foodbank Victoria  
Gabrielle Tedesco  
Gail Breen  
Geoff Merrifield  
Geoff Watt Builders  
Georgia Naylor  
Gina Battifora  
Glen King Plumbing  
Good Shepherd Microfinance  
Grace Fanning  
Graceworx Christian  
Community Inc.  
Habitat 4 Humanity  
Hazel Reddall  
Healthy Smiles @ Mt Eliza  
Heather Beling  
Helen Hinkley  
Hillview Quarries Pty Ltd  
Hotshots Social Club (Rosebud  
Country Club)  
Ingrid Beilharz  
Jackanandy's Op Shop  
Janine Rosenthal  
Jeanette Yarnold  
Jess Cooper  
Jill Swayn  
John Knowles & Robyn Acleu  
Josephine's Restaurant  
Kannika Scott

Karen Kay  
Karingal Inc.  
Katie McCallum  
Kelly Stoner  
Kim Wilson  
Kate, Sophie & Charlotte Wills  
Kirsten Gellie  
Knit 4 Charity  
KOGO (Knit One Give One)  
Kylie Taylor  
La Casa Nostra  
Leah Dow  
Libby Wiggins  
Linda Ball  
Liz Patton  
Lyn Hewitt  
Madeleine & Barbara  
Magistrates' Court of Victoria  
Mana Youth Project  
Maree Vaughan  
Margaret Cooper  
Marie Davey  
Marie Vaughan  
Marilla & Dick Gorman  
Mark Lesze  
Max Johnson  
McCrae & Districts Lions Club  
Meals on Wheels Rosebud  
Megan Pipe  
Melissa Rice  
Mez & David  
Michelle Bryon  
Michelle Mullen  
Molly Maxwell & Friends  
Mornington Community  
Information & Support  
Mornington Peninsula  
Foundation  
Mornington Peninsula Shire  
Mrs Lyn O'Connell

Mums Supporting Families  
 In Need  
 MWDAY Builders  
 My Cause Gift Fund  
 Nan's Baby Bundles  
 Oscar Inglis  
 Oz Harvest  
 Pat & Bernie Tonks  
 Paul O'Connor  
 Pauline Powell  
 Peninsula Community Legal  
 Centre  
 Peninsula Life Church  
 Peninsula Rockers  
 Peninsula Stamp Club Inc.  
 Pets of the Homeless  
 Potters Industries Pty Ltd  
 Rachel Burdett  
 Rachel Schlipalies  
 RACV Foundation  
 Rae Dunstan  
 Ray Robertson  
 Ray Tilley  
 Red Hill Opportunity Shop Inc  
 Red Wagon Design - Ania  
 Revamped Jewellery  
 Ritchies Supermarket  
 Robert Fero  
 Robin Galloway  
 Rose Mynott  
 Rosebud Library  
 Rosebud Primary School  
 Ross Bruce  
 Rotary Club of Dromana  
 Rotary International  
 Ruth Stuetgen

Ruth Tilley  
 Rye & District CFS  
 Rye Beach Op Shop  
 Rye Community Group  
 Alliance  
 Rye Fresh Food  
 Rye Lions Club  
 Rye Opportunity Shop  
 Rye Primary School  
 Sally Docherty  
 SalvoCare Eastern - Rosebud  
 Sam & Veronica Iredale  
 Sand Dune Quilters  
 Sandra Leigh  
 Sarah Race  
 Seawinds Community Hub  
 SecondBite  
 Sentinel Foundation Pty Ltd  
 Share The Dignity  
 Sheryl Foo  
 SkillsPlus & BRACE  
 Smart Business Solutions  
 SMPUCA Op Shop  
 Soap Aid  
 Somers School Camp  
 Sonia Hartley  
 Sorrento Community Centre  
 Sorrento Primary School  
 Southern Mornington  
 Community Fund Inc.  
 Southern Mornington  
 Peninsula Pay It Forward  
 Southern Mornington  
 Peninsula Uniting Church  
 Southern Peninsula Food for  
 All

Southern Peninsula U3A  
 St Vincent De Paul Rosebud  
 St Vincent De Paul Rye  
 Strawberry Point  
 StreetSmart Australia  
 Sustainable Table  
 Tamara Cleine  
 Telstra  
 Terry O'Day  
 The Andrews Foundation  
 The Calvert-Jones Foundation  
 The Flinders Art Show  
 The Ross Trust  
 The Walter and Eliza Hall Trust  
 Tiina Price  
 Toni Kaye Foundation  
 Tootgarook Primary School  
 Torello Farm  
 Tracey & Jeremy Maxwell  
 Uniting Church  
 Val Bates  
 Val Dixon & Deb Williams  
 Valda Doeve  
 Vanessa Hall  
 Veronica Gargano  
 Victoria State Government  
 Vinnies Kitchen  
 Volpino Pizzeria & Wine Bar  
 Wayne Flakemore  
 Websitewise  
 Wendy Dugan & Tony  
 Wendy Packer  
 Western Port Community  
 Support  
 Why Not This - Zoe  
 Yannick Anderson



## Donations



# Financial Summary

## Balance Sheet

### Southern Peninsula Community Support & Information Centre Inc. As at 30 June 2020

	30 Jun 2020	30 Jun 2019
<b>Assets</b>		
<b>Bank</b>		
BBL SPCSIC General Account	34,948	27,698
BBL Statement Account	261,552	-
Petty Cash	197	179
U Ethical Foundation (Non Op)	-	95,000
U Ethical General Account	-	81,539
<b>Total Bank</b>	<b>296,697</b>	<b>204,416</b>
<b>Current Assets</b>		
Accounts Receivable	7,715	5,472
Pre-Paid Expense	11,966	-
<b>Total Current Assets</b>	<b>19,682</b>	<b>5,472</b>
<b>Fixed Assets</b>		
Computer Equipment	9,263	-
Office Equipment	18,682	11,311
Less Accumulated Depreciation on Office Equipment	(6,976)	(3,756)
Pantry Equipment	3,489	2,989
Less Accumulated Depreciation on Pantry Equipment	(815)	(410)
<b>Total Fixed Assets</b>	<b>23,642</b>	<b>10,135</b>
<b>Total Assets</b>	<b>340,020</b>	<b>220,023</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Accounts Payable	8,734	1,251
Annual Leave Provisions	39,846	53,232
Flexitime Provision	3,491	21,181
Funding In Advance	207,640	55,168
GST	3,787	79
PAYG Withholdings Payable	6,154	5,970
Provisional Expense	5,500	-
Superannuation Payable - Pre	-	2,020
Superannuation SGC	(1)	4,198
<b>Total Current Liabilities</b>	<b>275,151</b>	<b>143,098</b>
<b>Non-Current Liabilities</b>		
Long Service Leave Provisions	23,033	77,626
<b>Total Non-Current Liabilities</b>	<b>23,033</b>	<b>77,626</b>
<b>Total Liabilities</b>	<b>298,184</b>	<b>220,724</b>
Retained Earnings	(701)	113,113
<b>Total Equity</b>	<b>41,836</b>	<b>(701)</b>

### Notes

Signed  
Rachel Burdett, President

This statement is to be read in conjunction with the Notes to the Financial Statements and the accompanying Compilation Report.

## Profit and Loss

### Southern Peninsula Community Support & Information Centre Inc. For the 12 months ended 30 June 2020

	Jun-20	Jun-19
<b>Income</b>		
Cash Flow Boost Payments	37,790	-
Colocator Licence Fees	30,176	78,509
Donations Non-Government	275,536	348,389
Employment Engagement Program	12,470	13,576
Government Funding	402,375	322,830
Interest Income	7,512	6,924
JobKeeper Payments	42,000	-
Other Revenue	100	15,252
Victorian Government Grants	10,000	-
<b>Total Income</b>	<b>817,959</b>	<b>785,480</b>
<b>Less Cost of Sales</b>		
ER - Food	13,166	11,613
ER - Food Packaging	143	293
ER - Food Vouchers	34,496	43,185
ER - Housing Expenses	12,342	5,993
ER - Legal & Consulting	197	-
ER - Medical & Dental Expenses	3,571	3,767
ER - Other Expenses	6,597	5,194
ER - Pharmacy	3,980	3,929
ER - Schools Costs	12,408	12,793
ER - Telecommunications	7,479	-
ER - Travel	10,571	4,046
ER - Veterinary & Pet Expenses	18	-
<b>Total Cost of Sales</b>	<b>104,968</b>	<b>90,813</b>
<b>Gross Profit</b>	<b>712,991</b>	<b>694,667</b>
<b>Less Operating Expenses</b>		
Advertising	20	1,897
Audit Fees	1,500	730
Bank Fees	580	485
Cleaning	6,077	10,817
Consulting & Accounting	33,586	231
Depreciation	3,626	4,165
Enquiry Services	400	561
General Expenses	660	872
Insurance - Business	2,959	2,877
Insurance - Motor Vehicle	1,348	1,178
Insurance - Workcover	12,963	11,380
IT	646	4,635
Light, Power, Heating	7,182	7,188
Meals & Entertainment	227	-
Motor Vehicle Expenses	3,528	933
Office Expenses	1,522	1,992
Off-site Meetings	2,623	7,694
Portable Long Service Leave	6,442	-
Postage & Delivery	543	1,192
Printing & Stationery	7,354	8,488
Program Expenses	-	2,250
Project Expenses	2,000	19,198
Provisional Wages Expense	(85,668)	-
Rent	683	683
Repairs and Maintenance	568	1,846
Security	372	655
Staff Amenities	2,862	3,266
Staff General & Medical Expenses	1,080	3,095
Staff Training	2,915	14,836
Subscriptions	3,957	3,699
Superannuation	49,126	53,685
Telephone & Internet	6,545	9,308
Travel	23	1,079
Wages and Salaries	592,204	627,563
<b>Total Operating Expenses</b>	<b>670,454</b>	<b>808,481</b>
<b>Net Profit</b>	<b>42,537</b>	<b>(113,814)</b>

## Movements in Equity

### Southern Peninsula Community Support & Information Centre Inc. As at 30 June 2020

	30 Jun 2020	30 Jun 2019
<b>Equity</b>		
Opening Balance	(701)	113,113
Current Year Earnings	42,537	(113,814)
<b>Total Equity</b>	<b>41,836</b>	<b>(701)</b>

#### Notes

This statement is to be read in conjunction with the Notes to the Financial Statements and the accompanying Compilation Report.

## Statement of Cash Flows

### Southern Peninsula Community Support & Information Centre Inc. For the 12 months ended 30 June 2020

	Jun-20	Jun-19
<b>Operating Activities</b>		
Receipts from customers	836,294.37	821,233.87
Payments to suppliers and employees	(786,691.80)	(908,263.14)
Cash receipts from other operating activities	(2,371.02)	(29,849.65)
<b>Net Cash Flows from Operating Activities</b>	<b>47,231.55</b>	<b>(116,878.92)</b>
<b>Investing Activities</b>		
Payment for property, plant and equipment	(9,253.05)	(14,300.24)
Other cash items from investing activities	(11,966.37)	-
<b>Net Cash Flows from Investing Activities</b>	<b>(21,219.42)</b>	<b>(14,300.24)</b>
<b>Financing Activities</b>		
Other cash items from financing activities	66,268.54	75,886.41
<b>Net Cash Flows from Financing Activities</b>	<b>66,268.54</b>	<b>75,886.41</b>
<b>Net Cash Flows</b>	<b>92,280.67</b>	<b>(55,292.75)</b>
<b>Cash and Cash Equivalents</b>		
Cash and cash equivalents at beginning of period	204,416.25	259,709.00
Cash and cash equivalents at end of period	296,696.92	204,416.25
<b>Net change in cash for period</b>	<b>92,280.67</b>	<b>(55,292.75)</b>

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## Board of Management Declaration

The Board of Management have determined that the organisation is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The Board of Management of the Southern Peninsula Community Support & Information Centre declare that:

1. the financial statements and notes, as set out herein present fairly the organisation's financial position as at 30 June 2020 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;  
and
2. in the Board of Management's' opinion there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Management:

Rachel Burdett, President

Dated this 29th day of September 2020

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## Notes to the Financial Statements

### 1. Statement of Significant Policies

The Board of Management have prepared the financial statements on the basis that the organisation is a non-reporting entity because there are no users dependent on general purpose financial reports. This financial report is therefore a special purpose financial report that has been prepared in order to meet the needs of members.

The financial report has been prepared in accordance with the significant accounting policies disclosed below which the Board of Management have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of this report are as follows:

#### 1.(a) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs.

#### 1.(b) Provisions

Provisions are recognised when the organisation has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

### 1.(c) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

### 1.(d) Revenue and Other Income

Revenue is measured at the value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue recognition relating to the provision of services is determined with reference to the stage of completion of the transaction at reporting date and where outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed. Where the outcome cannot be estimated reliably, revenue is recognised only to the extent that related expenditure is recoverable.

All revenue is stated net of the amount of goods and services tax (GST).

### 1.(e) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

## 2. Fixed Assets

<b>Computer Equipment</b>	<b>9,263</b>
At cost	9,263
Less Accumulated Depreciation	-
<b>Office Equipment</b>	<b>11,705</b>
At cost	18,682
Less Accumulated Depreciation	(6,976)
<b>Pantry Equipment</b>	<b>2,674</b>
At cost	3,489
Less Accumulated Depreciation	(815)
<b>Total Fixed Assets</b>	<b>23,642</b>

## 3. Retained Earnings

## 4. Contingent Liabilities

At 30 June 2020 the contingent liabilities of the organisation were Nil.

# Independent Auditor's Report



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## INDEPENDENT AUDITOR'S REPORT

To the Members of **Southern Peninsula Community Support & Information Centre.**

### Scope

We have audited the attached general purpose financial report Southern Peninsula Community Support & Information Centre (SPCSIC) for the year ended 30th June 2020 comprising of the Profit and Loss Statement and Balance Sheet and notes to the financial statements including a summary of significant accounting policies and the director's entities declaration.

### Audit Opinion

In our opinion the financial report Southern Peninsula Community Support & Information Centre has been prepared in accordance with Division 60 for the *Australian Charities and Not-For Profits Commissions Act 2012* including;

- (a) Giving a true and fair view of the registered entities financial position as at 30/6/20 and of it's financial performance for the year 2020 then ended; and
- (b) Complying with Australian Accounting Standard and Division 60 of the *Australian Charities and Not-For Profits Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditors Responsibilities for the Audit of the Financial Report* section of our audit report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Profession and Ethical Standards Board APES110 *Code of Ethical and Professional Accountants* (the Code) that are relevant to my audit or the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Other Information

The responsible entities are responsible for other information. The other information comprises of the information included in the registered entities annual report for the year ended 30<sup>th</sup> June 2020, but does not include the financial report and our auditors report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form or assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially

inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this information, we are required to report that fact. We have nothing to report in this regard.

#### **Responsibilities of the Responsible Entities for the Financial Report**

The responsible entities for the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free for material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entities ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

The responsible entities are responsible for overseeing the registered entities financial reporting process.

#### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards we exercise professional judgement and maintain professional scepticism throughout the audit. We also;

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those tasks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.
- Obtain an understanding of the internal controls relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness or the registered entities internal controls.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosure made by responsible entities.
- Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cause significant doubt on the registered entities ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our audit report to the related disclosures in the financial report, or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on audit evidence obtained up to the date of our audit report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the responsible entities regarding, among other matters, the planned scope and timing of the audit and significant audit findings. Including any significant deficiencies in internal control what we identify during the audit.

**JSP PARTNERS (MELBOURNE) PTY LTD**



**DARRYL B JESS**

B.Bus, M. Tax, Dip.Ed, FCA, CPA, CTA, MICD  
Auditor

Dated: 22<sup>nd</sup> September 2019