

# Southern Peninsula Community Support



ANNUAL REPORT 2021



## The Life You Can Change

With your help we provide support for vulnerable 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	<a href="http://www.spcsic.org/donate/">www.spcsic.org/donate/</a>
Volunteer	03 5986 1285 or <a href="http://www.spcsic.org/volunteering">www.spcsic.org/volunteering</a>
Drop-off:	878 Point Nepean Road, Rosebud (9:30am – 3:30pm)



Southern Peninsula Community Support 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.

Southern Peninsula Community Support Inc.  
ABN 84 221 715 977

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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.

## Values

**Open & Inclusive** – we are committed to ensuring that our services are available and accessible to every person.

**Respectful** – we will be respectful in all of our interactions with others, including clients, staff, volunteers and community stakeholders and partners.

**Ethical** – we will practice the highest standard of ethical behaviour and be accountable, inclusive and non-judgmental in all of our actions and strategy.

**Trustworthy** – we will be consistent with our actions, our standards and our communications to maintain an environment of trust.

**Innovative** – we will be collaborative, reflective, flexible and responsive in our practices now and for the future.



# 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 SPCS since July 2002. The Service provides an effective means of assisting clients to address issues that are impacting on their day-to-day lives. 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 SPCS 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. 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.

## 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 and laundry services, meals and NFA food bags. Many 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 food recovery agencies, the main one is SecondBite to provide fresh food on the Southern Mornington Peninsula. Our program delivers two services: Walk up Fresh Food pickup on a Monday and Fresh Food delivery to the community as part of emergency relief services Monday to Friday.

## Southern Peninsula Homeless Connections

This outreach service started in November 2020 in response to the growing number of people impacted by homelessness. Focusing on rough sleepers our worker goes to where the people are living, the foreshore or in the cars, forming connections and building trust and then connecting them back to mainstream housing services and to other case management services.

## 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 SPCS 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.

### Colocation

The model of joint service provision between SPCS 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 SPCS. Enabling colocating services to operate at a low cost from the building allows SPCS to provide services that benefit the local community and enables clients greater access to various services. SPCS offers office space, meeting and training rooms.

### Volunteers and Student Placements



SPCS 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!

SPCS 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 SPCS.



## Statistics

Southern Peninsula Community Support Snapshot (1 July 2020 – 30 June 2021)				
Value of Assistance Given				
Assistance Given (\$) Main Centre	\$362,626	 <b>Top 5 assistance by types</b>	1. Food Parcels/ Food Vouchers	\$312,197
Assistance (\$) NFA food @ SPLaSh	\$49, \$49,206		2. Material Goods	\$71,591
Material goods - unrecorded	\$20,600		3. Utility Expenses Assistance	\$39,503
Christmas Hampers & Toys	\$16,140		4. Housing & Accommodation	\$22,600
Mums Supporting Families in Need (estimate)	\$10, 000 plus		5. Education support	\$13,549
Client Numbers				
Unique clients	1,305	 <b>Key client groups</b>	Clients with identified disability	383
No. of emergency relief visits / phone calls	5,838		Clients who were homeless (Main centre)	134
Types of service delivered (number) main centre	22,415		Clients who were homeless & at-risk clients (SPLaSh)	239
No. of dependents (non-unique)	6,904		Clients with LOTE	93
New clients (main centre)	304		ATSI clients	46
SPLaSh presentations	1,873		Asylum Seekers	6
Low Income Support Case management sessions	1,250		Low Income Support Individual Managed Cases	206
Philanthropic funded Case management sessions (FSS & SPHC)	1,264		Family Support Service SP Homeless Connections Individual Managed Cases	113 85

## President's Report

The 2021 year started with the devastating and very challenging continuation of the impact of Covid. As you are all aware, the successful delivery of the programs at SPCS is through the continued commitment and teamwork of its staff and volunteers. As I have had need to mention over the last few years, the challenges that we have faced would at times seem insurmountable and yet, the commitment from everyone at the centre is inspiring and their passion in their service is admirable.

Once again, our staff, volunteers and our CEO, Jeremy, were steadfast in adapting the operating model and continuing to remain open and accessible to our community during these unprecedented times. I would like to thank the staff, the students, the volunteers, and also 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 that are disadvantaged.

In relation to the financial position and risk management, the 2021 financial year provided a stronger result as we availed of the government Covid relief support and also received greater and much needed philanthropic support. We also held two strategic sessions during the year to reflect, consider and challenge our positioning which were attended by board, CEO and program leaders. These will continue as part of our business as usual to ensure that our strategy aligns with our community's needs. We are very cognisant that any gain we achieve now, will be very much needed for the future.

During the year, the board continued without much change which has enabled us to derive the benefits of consistency. I would like to thank each and every member of the board for their continued contribution at a board level but also those who were able to support services and the management team through volunteering in the centre as needed, especially during our lockdown periods. We were very pleased to welcome Marion van Rooden to complete our board and fill our last vacancy. Marion has over 30 years' experience in public sector administration including being responsible for the establishment of the Fair Work Commission and the Fair Work Ombudsman and leading change in child protection as the CEO of the Protecting Victoria's Vulnerable Children's Inquiry.

On behalf of the board and management, I would like to acknowledge the significant and continued support of a number of philanthropic trusts, the Mornington Peninsula Shire, the Federal Government through CISVic, local businesses, community groups and individuals who continue to be present, listen, assist, and advocate with us. The next few years will be important as we address the impact of the Covid changes, in particular for those experiencing homelessness, loss of employment, family or financial stresses, and mental health impacts all within an environment which has reduced services, limited supply and increasing demands.

We will continue to be here for those in the community who need support and we are also committed to engaging and advocating to change the areas we see as critical for support for those living on the Southern Peninsula into the future.

Thank you.



Rachel Burdett  
President





Southern Peninsula Fresh  
Food Program  
secondBite  
Proudly supported by  
Foodbank  
Southern Bank

## Board of Management

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

Rachel is an independent advisor 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 and leads a number of national diversity forums. 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 and solvency advice and runs a small practice based in Dromana (Savi Advisory). Rachel has previously worked with a number of not-for-profit foundations in SA and Victoria. Rachel volunteers at SPLaSh.

### 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 SPCS as a Board member commencing about 25 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. 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. Kevin is a data entry volunteer.

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

Belinda has a master's degree and many years' experience in Human Resource Management, including previously holding the position of Training & Development Manager at St Vincent's Hospital, Melbourne. Belinda currently runs her own consulting business, and as well as fulfilling a number of volunteer roles, has been a member of the Mornington Peninsula Shire Council's Disability Advisory Committee for the past five years.

### 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 volunteers weekly in the Pantry at SPCS.

### 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 and Melbourne Airport Rail. Arthur also volunteers with the SPCS 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 SPCS 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.

**Natalie Derri (Board Member / People and Safety Sub-committee) – Board from 2020**

Natalie has been a volunteer in various organisations on the Mornington Peninsula for the last 12 years, she has been involved with The Smith Family, St Vincent de Paul and has been a volunteer at SPCS for the last five years. This is Natalie's second year on the Board, and she currently volunteers three days a week at the Centre. She is passionate about social housing and addressing food insecurity on the Peninsula.

**Marion van Rooden (Board Member) – Board from 2021**

Marion joined the Board in June 2021 after many years as a senior executive in the public sector in roles including economic development, child protection and the court system. Currently self-employed she specialises in strategy, governance, and program implementation. Marion has a master's degree and is a Graduate of the Australian Institute of Company Directors and a Fellow of the Australian Institute of Public Administration.

**Tracey Byrne (Board staff representative) – Board from 2020**

Tracey has been the Family support worker at SPCS since the program's inception in 2017. Tracey emigrated from the UK in 1987 and has lived on the Mornington Peninsula since. She has a long background in finances and bookkeeping, managing her husband's business in building and construction. Whilst studying BA Criminology at Monash in 2008, she volunteered at a local community support centre, which eventually led to the offer of paid casework positions. Tracey is passionate about supporting vulnerable families on the Southern MP through practical targeted casework interventions that can improve and transform a family's ability to move beyond the barriers that they often face.



## Staff

Chief Executive Officer: Jeremy Maxwell

Program Coordinator: Miranda Gillespie Volunteer Support Coordinator: Karen Tatman

Office Administrator: Vanessa Smedley Low Income Support Worker: Margaret Brown

Family Support Worker: Tracey Byrne SPLaSh Coordinator: Cynthia Bangs

Homeless Connections Outreach Worker: Kara Van Der Heyde Community Support Worker: Louise Broadby

## Vale Gary Varley

It was a terribly sad time for the SPCS family when our wonderful volunteer Gary Varley died very suddenly in April. We were lucky enough to have Gary Varley volunteering at Southern Peninsula Community Support for over 18 years, he was a deeply loved member of the team and is very sadly missed.



Gary started with SPCS back in Feb 2003. He had mandated volunteering hours and worked several days a week, quickly becoming a fixture. Sharon, the manager at the time, remembers him being across every single thing in the centre, and always being courteous, respectful and kind to everyone who presented. Gary continued to volunteer with us during times of great loss as his mother, then his father, became unwell and died. The staff and volunteers of SPCS were Gary's family and supported him through those great challenges.

When he could reduce his hours Gary settled into Thursdays on Reception and worked alongside Bev for 12 solid years. He had lovely, thoughtful rituals, he always got Bev a drink and set her up with lolly bananas and jubes, got the case record book ready and had everything in place for the arrival of Bev at 10am. She used to love to get him laughing, and recalled how easily he would produce tears of laughter, mopping his eyes with mirth.

Bev remembers Gary as a devoted son, taking his dad out every day for lunch, supporting him through a long battle with dementia. When his father got some respite care Gary would come down to the Centre and help out for a couple of hours, reconnecting with the social support the Centre provided.

Gary was known for his terrible diet, party pies for lunch, KFC and pizza for dinner – as long as there was nothing green about it he would eat it. He was not a cook, and neither was his father. When they moved into their last house together the kitchen cupboards remained empty until Gary used them instead to stash his very impressive jumper collection. It was only in the last couple of years, after a lot of prompting from Karen and other staff and volunteers that he finally developed a relationship with vegetables, and would occasionally arrive at work proudly, and with some surprise, declaring that he'd eaten a salad the night before.

Gary was always very well dressed, a legacy from his early years when the family owned a very successful clothing manufacturing business, H.R. Varley and Sons Pty Ltd. His ensembles of shirts, jumpers and trousers never failed to be beautifully coordinated. His early days were years of travel and hob-knobbing with many of Melbourne's social elite. Despite this upbringing Gary could talk to anyone, from any background; there was never a shred of pretentiousness about him, he was just Gary, always. His genuine manner and care for everyone he met meant people responded in kind, and the clients who knew him, loved him as we did.

Vale Gary Varley, an absolute top bloke. And go the Tigers!

## Lee Van Lint

Our fabulous volunteer Lee Van Lint retired this year after 26 years with Southern Peninsula Community Support. We asked her to give us a condensed version of her time with us...

"I started at Rotary House, 787 Point Nepean Rd, Rosebud in 1995. Apparently they were advertising for a new manager, and as a stand in Jill Fearon was filling that role... so it was her that interviewed me, so any complaints blame Jill... I was suffering from Chronic Fatigue Syndrome at the time, so was only able to work for about 1 hour per shift.

I had actually thought that I was working for the visitors information centre... anyway, the first client called in, she wanted bread, when I told her that we had run out, she called me everything under the sun, then ended her tirade with the words "looks like you ate all of it anyway." I was so upset, I cried all the way home... Well! I soon realized my mistake and thought that maybe I could have handled that a little differently.

So back again I go... This is when some mothers would call in and tell us they sent their kids off to school without lunch, so whoever was on went into the kitchen and made a couple of sandwiches, add a bit of fruit, probably that one of us had brought in for our lunch, and voila the kids had lunch. This was a normal practice.

The front desk was manned by one person, on this desk was a bowl full of condoms, just for the taking. You had to move fast, when children came in they would think they were lollies, it was easier to put them in the drawer than try and explain. We had our regulars of course, but I have over the years come to realize poverty is, not just a condition of the poor, it can happen to anyone, at anytime, and your life can change in a heartbeat.

Thanks to the Shire, we moved into 878 Point Nepean Highway Rosebud, which was the old Library building. Lots of new managers, lots of different volunteers over the years, lots of different ways of doing things, heaps of improvements. I did the interviewers course after awhile, then went on to do a Diploma of Welfare Studies. My health improved a little, I learnt a lot.

I hope I've been able to help people, most of our clients are just so sad, and desperately need help, advocacy, but I would say that one of the most important things that can help is LISTEN without Judgement. I have had so many cards or just pieces of paper to say thank you... Also many hugs, glasses of water, tissues etc. I have loved my time at the old Citizens Advice Bureau. When and if I ever get out of Victoria I will make enquiries in the Central Coast for volunteering opportunities.

Thank you. Lee Van Lint"



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

# Centre Reports

## CEO Message

This last year was my first full year as CEO and it was as equally challenging as the previous year. The pandemic continued to govern all of our lives changing the way we worked and delivered services. One thing that held steady was our commitment to supporting our clients with all of our programs operating all the way through the year. What stands out for me are the inspirational efforts of so many in our community to have our back all the way through, it was a year of partnership and collaboration.

Last year I referred to the culture of togetherness as an organization, this year has been that and even more. There are many individuals who work tirelessly to support us, as volunteers and as supporters, I believe the sense of community down here on the Peninsula is something quite special.

We could see collaboration in action adding real value to our programs, Mornington Peninsula Shire ensuring our food programs could operate with the use of Shire facilities and providing many other extras often from their staff, Mornington Peninsula Foundation and their donors funding our new SP Homeless Connections program, our longest continuing donor Southern Peninsula Community Fund increasing their financial support despite their Rye Op Shop being closed, the Rye & District Community Bank (Bendigo Bank) not only supporting us financially but helping us spread the word, the workers of YMCA Southern Peninsula Youth Services first helping with food delivery and then preparing meals for SPLaSh, Southern Peninsula Food for All for supplying pantry bags all the way through.

SPCS is a member of the Community Information Support Victoria (CISVic) consortium, a network of 60 agencies across Victoria delivering Emergency Relief. We have two other agencies in the MP Shire (Mornington & Westernport) and the pandemic has strengthened our working relationship as we have tackled resource issues jointly. CISVic was instrumental in getting additional ER funding from federal government and funding from the state government for the Working for Victoria program

that saw two full time workers placed with us. I have little doubt that we would have struggled to cope without those additional resources.

The collaboration went way beyond financial support, I am particularly grateful to Bill Faulkner, the outreach nurse from Bolton Clarke, he has provided not only medical support for the clients at SPLaSh, he has supported our SPHC outreach worker as they literally go through the bushes checking on clients. We refer to many agencies and so many of them work with us to find joint solutions, The Salvation Army, St Vincent De Paul branches, Peninsula Health, it is a long list and I would like to mention them all, it's just not possible.

I would like to make special mention of Gary Varley who passed away during this year. Gary was one of a kind, he regarded SPCS as his family and his commitment was reflected by the extra shifts he took on during the pandemic. Gary loved his football, especially his beloved Tigers, every Monday morning we would unload Second Bite deliveries and he used that time to review the weekend's footy games and give me the benefit of his wisdom. I certainly miss sharing those times with him.

Like so many of our volunteers Gary cared deeply about the people we support, his respect and care shone through as many clients rang just to talk to him. He is sorely missed by us all.

The biggest change has been for staff, volunteers and of course our clients. Our conventional model of operation prior to the pandemic was a face-to-face service where interviews are conducted for all the support we give in our main centre. Many lockdowns into the pandemic we have got used to switching back to a phone only system.

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.

The pandemic has been very confronting for our volunteers, so many of them were in the at-risk health categories and were unable to work. In the early days of the pandemic around 40 of our 60 volunteers could not work, we are still struggling with current volunteers numbers sitting at around 40. We have been fortunate to recruit a number of new volunteers, it is still a struggle to fill our rosters some weeks.

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 throughout the year. We have worked closely with Mornington Peninsula Shire to make the most of the facilities on the foreshore.

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.

We were fortunate to have received additional funding from the federal and state governments, that funding has been crucial to managing the increased level of demand and the loss of some important income streams, Colocator fees and the Employment Engagement program.

We know that much of that additional government pandemic support won't be available this coming year and beyond. We have worked really hard to secure good levels of funding for most of our programs going into this financial year, our Funding In Advance on our balance sheet is at an all-time high. At a time when the challenges are coming thick and fast this level of financial security allows us to focus more on what needs to be done rather than constantly fighting for survival.

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.

Volunteers are our lifeblood, every day they give of

themselves often in challenging circumstances, their commitment is a constant source of inspiration for all of us. I would like to acknowledge Lee Van Lint who retired this year after 26 years of volunteering, there is something extra special about such a length of service.

During the year our fabulous Annie Davis, and wonder dog Macy retired. We will miss them both as they have been a crucial part of our team over these past challenging years. We have been fortunate to bring in a great replacement with Vanessa Smedley who has slotted right into the team.

I have truly enjoyed working with our staff and volunteers, 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



*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.*

## Volunteer Support Coordinator Report

Whether a curse or a blessing, the adage “may you live in interesting times” seems most apt when reflecting on the year that was.

We have probably never asked more of our volunteers than we have in the past 12 months and without exception this incredible team responded with remarkable flexibility, courage and resilience as the Covid sands shifted constantly beneath our feet.

Enormous patience was required while new systems were established (often on the fly), trialed, and tweaked as rolling lockdowns required us to pivot between phone-based and face-to-face services, often with minimal notice.

Naturally we understood when some in the more vulnerable age group and those with health concerns needed to step back as the pandemic dragged on. We were always heartened by the messages of support, the emails and phone calls from those who could not be here in person but wanted us to know they were with us in spirit.

With our volunteer base reduced from approximately 60 to 40 (including the board, fresh food and pantry team) we were lucky to attract some fresh legs throughout the year who brought with them a fabulous mix of youthful enthusiasm and some welcome technical prowess, while our students on placement quickly became valuable members of the SPCS family.

The year has been characterized by our volunteers’ willingness to step up and do whatever was required to ensure that our clients, some of the most marginalized and disadvantaged in our community, remained supported during this very challenging year. Whether it was taking on an extra shift (or two!) to fill gaps in the roster, dropping off a food parcel on their way home, helping with the extra burden of cleaning and sanitizing – it was done with goodwill, good humour and a collegiate spirit.

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.

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





Christmas BBQ 2020



## Low Income Support Service

This reporting period represents our first full year of coming to terms with life during the Coronavirus pandemic and the subsequent impact felt by those in our community who were particularly vulnerable to changes wrought by the pandemic. It is for this reason I have included the figures for the 2019/2020 financial year (see figures in brackets) allowing for comparison with the current reporting period.

During the 2020/2021 financial year LISS assisted 170 (197) people and closed 209 (239) cases (some people presented for assistance in both six monthly reporting periods) – 82% of people presenting for assistance were over 45 years of age.

On average each person required assistance over 7.4 (5.7) sessions, equating to a total of 1250 (1130) sessions overall. The term “sessions” represents activity on any given day a person’s file was actioned. Unfortunately, the database reports do not collate the length of sessions, so I am unable to report the exact average time/length of sessions. Throughout any given day a person’s file may have been actioned multiple times, or in some cases one file/person was assisted for the whole/half day. This became more commonplace due to an increase in people presenting in crisis and requiring long term casework support. Demand for this service throughout the reporting period was constant, and unfortunately there were periods of time where the service was closed to new referrals, as unable to meet demand.

Housing remained the standout issue for many people – not just for people already experiencing homelessness, but for those struggling to hang on to their existing housing. At the end of the Housing Moratorium in March it was not uncommon to have people present to a LISS appointment, advising they had been issued with a Notice to Vacate, and of their frustration and anxiety around trying to find affordable rental properties in a very limited market.

For those maintaining their current housing, there were stories of rent increases due to increased property values/demand. In a few instances people opted to move out of the area as they decided they could no longer afford to live on the Peninsula – leaving familiar support service networks and social connections behind. Others chose to remain, opting for properties where they were going to be

facing increased housing costs ongoing, placing them under further financial strain.

Housing uncertainty and a constant struggle to make ends meet places people under enormous stress, particularly those suffering from pre-existing physical and mental health conditions. Providing ongoing support and facilitating appropriate referrals to specialist health services formed a central feature of service provision.

To help counter increased housing costs, much work was done around reducing day to day living costs. Two key areas of focus were on telecommunications and utilities. For example, in the case of telecommunications, some people advised they had entered post-paid contracts primarily because their existing handset needed to be replaced and they did not have funds available to purchase another.

In these cases, people who opted to transition over to a prepaid mobile service, were sometimes able to achieve savings of approximately \$100 or more per month. In relation to utilities, work was done to ensure people were receiving all appropriate concession entitlements, utility relief grants and encouraging them to shop around for the best deal. We also looked at strategies to reduce energy consumption where possible, while still maintaining comfort in the home. SUM funds were utilised to facilitate some of the savings in these areas. 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. The Toni Kaye Foundation generously funds this program, and it is impossible to convey in words the impact assistance through this program can have on a person’s life.

SUM funds were utilised to purchase mobile handsets allowing people to transition over to prepaid plans leading to significant savings in daily living costs. It funded the purchase of electric throw rugs, which people have reported led to reduced energy consumption and savings in utility costs. People were able to keep their scheduled appointment with a specialist rather than cancelling due to lack of funds. Where someone may have been ineligible for assistance through housing

services, SUM funds ensured people were able to secure housing or maintain their current housing.

As a worker it has been a challenging time and I would like to acknowledge this program could not provide the service that it does without the ongoing support of everyone at Southern Peninsula Community Support – it is truly a collaborative community.

Margaret Brown

*“After stressing about not being able to perform my part time job, things did not look promising for me however, I did not know what was about to happen! Margaret became my advocate, representing me in conversations with the power companies, the internet, the gas and the phone companies.*

*By the time Margaret left here that day it felt like sunshine had shone upon me just when it needed to. Over the continuing 12 months, whilst waiting for my income protection insurance, in several circumstances, SPCS have been a lifeline for me. The way Margaret set up my finances just over 12 months ago has got me through this last year and helped alleviate a huge amount of stress. I’m so proud and feel extremely privileged, to live in a community where I know I can be so well looked after and supported.”*

*“Keep up the good work – you’re the best and I’ll never forget what you did for me – can’t thank you enough.”*



## SPLaSh

The 2020-2021 financial year saw SPLaSh hit the ground running. We were experiencing the highest attendance rates on record, and had committed to increasing to 2 sessions each week to meet the increased need for support within our community. Our amazing team was determined to keep SPLaSh operating, providing a stable and safe space for clients to engage when they faced so many other uncertainties around them. No way were we letting a pandemic stop us.

Working closely with our community, we heard stories of isolation, increasing financial struggles and difficulty accessing food and other basic necessities due to the current pandemic alongside a reduction in other community services still operating. We responded by increasing the food and material aid offered at SPLaSh, as well as providing more individual supports behind the scenes.

We developed and continue to distribute balanced ready to eat food bags to feed people between SPLaSh sessions, alongside salad sandwiches and rolls for consumption during program operation (until we're able to provide warm meals again!).

Toiletry bag distribution has increased, and we continue to fund access to a local laundromat whilst density limits impact our current SPLaSh facility use.

Our community responded deeply to donation requests for knitted wear, winter jackets, underwear and socks, and the majority of those received have been distributed straight back to those most in need. To keep people safe and healthy, we have provided a steady supply of face masks, hand sanitizers, first-aid kits, bacterial wipes, disposable gloves etc.

It is an outstanding testament to the dedicated and hardworking people from SPCS to note that we have not let Covid stop us from undertaking the essential work that we do. Every new restriction that was put in place was met with a positive can-do attitude, and commitment to adapt the program and just keep going. We love what we do, and I am incredibly grateful to the service users who access SPLaSh for their flexibility and openness to meet our changing guidelines which ensured we could

operate 'Covid-safe' within a constantly shifting environment.

Despite several lockdowns, SPLaSh was consistent, with a total of 97 sessions across the year, and not one session was cancelled due to Covid. Not only did we push forward, we also committed to running extra sessions across the Christmas and new year period, limiting the disruptions for our service users and ensuring they could access additional food and material aid across this period. We were thankful to Southern Peninsula Food For All for their adaption to the Christmas hampers last year, as this meant more SPLaSh services users could benefit from this brilliant support.

Leading into early 2021, attendance numbers at SPLaSh remained steady, and we saw a continuous solid engagement with those accessing the program. Our highest ever attendance number of 37 was recorded in April 2021. For context, this represents 37 vulnerable people attending one open location on the foreshore, seeking help from our workers for various reasons and with varying needs, all within a 3-hour time frame (with the added challenge of general public interference, weather elements, and distancing/Covid restrictions in place).

Despite increasing complexities presenting, the atmosphere remains welcoming and positive, with many clients looking forward to a warm drink, a friendly welcome and an engaging conversation with a familiar face. We continue to tailor support offered for clients based on their individual needs, in a non-judgmental and compassionate manner. We welcome feedback received and make further adaptations to continue to meet the changing demographics and needs of our community. Overall, we had 1,873 engagements via the program this year, from a total of 239 unique clients. This is an increase on totals from the previous year, of 1,026 contacts from 208 Individuals.

I would like to thank the handful of volunteers who have supported SPLaSh across this year, and my colleagues / SPCS board members where they have stepped in when volunteer shortages were evident. I am also thankful for the individual community members who have been involved at SPLaSh, please know that no act of kindness has been overlooked.

This financial year saw many organisational relationships grow, which has greatly benefited our community via SPLaSh, and I also thank those workers for their individual contributions. I also acknowledge those who have assisted us via donations, financial aid or funding this year, which has ensured SPLaSh could continue the vital work that we do. In particular, the Mornington Peninsula Foundation for their philanthropic funding and advocacy to the wider community around homelessness, and the Mornington Peninsula Shire for grants and facilities access provided.

Cynthia Bangs  
SPLaSh Program Coordinator

*“I was pretty much lost 2 years ago, sleeping rough. Chronic depression just about claimed me. I was found, and told about SPLaSh. SPLaSh is vital. I love your work. My story matters.”*

	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	April 2021	May 2021	June 2021	FY TOTALS
Total Presentations	125	129	128	162	152	121	94	142	179	216	239	186	1873
Individual Presentations	43	38	35	42	51	52	51	54	66	84	71	66	239
New Users	14	10	12	10	31	10	13	20	9	31	17	9	
Showers	39	37	38	38	36	33	25	30	35	29	50	41	431
Laundry	18	14	11	19	40	30	16	14	22	25	19	43	271
Haircuts	0	0	0	8	14	13	0	13	3	5	0	5	61
Total Number Of Food Items Used	1748	1743	1768	2375	2076	1896	1481	1441	839	2509	2727	3000	24,603
Total Number Of Material Aid Used	733	875	855	1547	771	1065	598	985	747	879	979	1004	10,959

*“Thank you for literally everything over the last few days. It was welcoming, and I had a great time (at SPLaSh). It was fun and it lifted my spirits.”*



## Family Support Service

The Family Support Service (FSS) has continued to respond and evolve over the 2020/2021 financial year assisting 114 parents, incorporating 247 children in total within those families. Some families requiring only one or two sessions of support, others requiring additional sessions with more intensive casework.

FSS was initially set up in response to the increasing number of families with children who were attending SPCS with complex issues, requiring additional supports beyond the scope of our volunteer service. These families may have received support through traditional family services. However, they continue to face challenges and struggles navigating appropriate supports and more this last year, learning to live with Covid requirements and having children at home for home schooling.

The challenges due to Covid continue to grow. SPCS went into lockdown last year when faced with Covid initially, with no face-to-face direct 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 and after lockdown. The program has adapted and responded to provide crisis management where necessary, in addition to providing casework support, to those families struggling with the ongoing effects of Covid, the mental and financial burden along with the increased stress of home schooling.

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 remains focussed on empowering clients to be the agent of change within their own lives. The service has become a vital gap filler, particularly during Covid lockdown when traditional agencies have closed their doors to face-to-face service and only offer telephone support to clients.

Families continue to juggle a multitude of responsibilities during this time of uncertainty including care of children, caregiving for other family members, working in between lockdowns and trying to home-school. Such responsibilities

can prohibit their engagement with traditional services, due to the stigma associated with financial deprivation and poor mental health.

What is unique however, is that many of these families are happy to call or attend our centre for material aid. Attending to basic needs is often the pre cursor to more in-depth conversations about family and underlying areas of concerns. In addition, it provides the social community connection that many in isolation have been feeling.

The last year faced with ongoing Covid, the service has pivoted to respond to emerging needs in addition to traditional family supports: supporting clients with accessing financial payments due to Covid, advocating with real estate agents for rent reductions and assisting with initiating those agreements with Consumer Affairs Vic; seeking rent arrears support on behalf of clients due to loss of income; sourcing technology requests due to home schooling and facilitating referrals for mental health Covid supports. Remote learning at home has resulted in additional financial and mental health deficits within the family and less time to respond for caregivers, with the primary focus for parents being on children and education. This has resulted in amplifying the issues within the home.

The value of the service anecdotally remains high, however measuring that value continues to remain elusive. FSS continues to collaborate with our key stakeholders to identify ongoing gaps and seek ways to harness the required data measurements that will reinforce the value of the service within an ER framework and convince both our state and federal governments to fund the program.

FSS continues to refer and collaborate with key agencies to provide the best outcomes for our families. It has been pleasing to see that the issue of family violence support locally for our clients, a major concern highlighted by FSS over the last couple of years, has seen the establishment of a new local FV hub, to be co located within a traditional family support service on the Southern MP.

Alongside the new youth hub and youth mental health hub, both which have also been established this year on the Southern MP, this is a great example of how agency advocacy has brought a

swag of much needed services to the area, which ultimately, can only benefit our clients. I look forward to the opportunity to providing ongoing service and support.

To offer some examples of how the FSS program has 'made a difference':

- A working father lost his job due to Covid. Dad had no income and no access to Centrelink due to being on a working visa. Family support service was able to assist the family access the rent relief grant totalling \$3000, red cross disaster payments and brokerage for private health cover payments (needed to maintain his visa obligations). Each time lockdown has lifted, dad has been able to return to full time employment.
- A single mum with 2 children and pregnant was supported with a state school relief application for school uniform items, assisted financially with booklists for 2 children, supported with a utility relief application for power and referred to a financial counsellor for support on a debt. The client was also linked in with enhanced maternal health supports through MP shire due to the vulnerabilities with the pregnancy.
- A single mum with dependents, surviving the effects of family violence had secured a private rental after living in a motel for some time. The cost of rental was very high but provided a place of safety for the family. FSS was able to support mum with material aid whilst providing practical targeted assistance: securing additional family violence service support and legal support for the family. This included assisting mum to complete VLA paperwork needed for securing free legal assistance, accessing her super due to hardship and securing utility grants.

*"I had a really hard time with the Covid pandemic. since 10th of July till last week I hadn't any income, because of my work place was lockdown. I wasn't eligible for any other government subsidy (I'm on a working visa). I'm having a young son and jobless wife to look after. at that time I got to know about the Southern peninsula community support. then Tracey contacted me. From that day onward she helped me a lot. Best thing that she always guided me to find the right way. I just wanted to let you know about her hard work and kindness that she provide for the people who need help. Highly appreciate for everything that your organisation provide. Thank you very much"*



## Southern Peninsula Homeless Connections

The last 8 months have been a whirlwind with the creation of the SP Homeless Connections program that began in November 2020. Originally, it was hoped that all people at risk of homelessness could be covered by the program. It quickly became evident that the most need was with those clients who were rough sleeping. The huge workload around these clients meant the program had to narrow the intake to this cohort only.

The aim of the program is to connect people impacted by homelessness on the Southern Peninsula with the main goal being to house people and support them in engaging with the appropriate services. Many of our clients have lost trust in local services and it takes time to build this trust back.

Many of the program clients have childhood trauma that has resulted in chronic mental health issues. Often, the lack of a connection to appropriate services sees many people self-medicate with drugs and alcohol to survive. Being homeless only makes their situation so much worse and they find themselves are on a roller coaster not able to break free from this lifestyle. Without affordable suitable housing these clients cannot do this.

The SP Homeless Connections Program follows the Housing First model that, as the name suggests, looks at housing first and then supports the client to access appropriate services to address their other issues. I have also found once a client finds housing, many of their issues disappear or are more manageable. Those that are long term homeless with substantial substance abuse or chronic mental health require more intensive supports for longer. Many are accessing NDIS for long term support for chronic mental health issues.

To date the program has supported 86 clients with 34 clients that are still engaged in the program at some level. Some clients are needing case management by the program until a suitable referral can be arranged. Sometimes there are clients that do not meet suitable criteria for any housing support. In particular, males and females aged 25 to 50 with no children in their care, have little to zero housing support referral pathways available to them.

If on JobSeeker rooming houses are sometimes the only housing option available. Many due to mental health cannot live with other people. Others have been evicted due to behavior and have no rooming housing options left to them. These clients also have a 10-15 year wait on the housing register for social housing. For these clients their only option is to sleep rough, in their car if they are lucky enough to have one, squat or couch surf. SP Homeless Connections is able to build trust with these clients out in the community and show that people do care. SP Homeless Connections is able to continue engagement with these clients and when programs become available can initiate the links.

Part of the program is to work with services and find ways to make these pathways more streamlined. One example of this is the dental program at Peninsula Community Health that has two appointments available for our clients each week. The support worker is able to book the client in and support that client to attend. This process allows clients who live an unpredictable often chaotic life access to care they need.

SP Homeless Connections this year has been instrumental in organizing 22 referrals within a few days to Salvation Army for the H2Home program which houses clients who were supported in crisis accommodation during last year's Covid lockdown. H2Home was extended to clients who camped at section 11 in Rosebud through this time.

With the knowledge obtained from working outreach we were able to find 22 of 40 clients from that time. 16 of these clients were accepted into the program and will receive permanent social housing and case management for 18 months. This is taking 16 rough sleepers off the beach and out of their cars and squats. It's a one-off program. The difficulty with this program has been that the case workers all come from out of area, do not have the knowledge of the area, I have had to work extremely hard to transition these clients to their case workers and keep them engaged which at times is difficult. More than one of the case workers has stated "thank god you are down here and know the movement of our clients, without that it would make our job impossible."

Below are some breakdowns of the issues and type of clients presenting.



At time of presenting:

52 rough sleepers, 6 in crisis accommodation, 15 couch surfing, 5 in rooming houses, 1 transitional housing and 5 in private rental (at risk of homelessness/NTV).

36 Females and 48 Males. 27 children in 14 families all but 3 families were single families.

33 had chronic mental health, 19 significant AOD dependencies, 11 fled FV, 9 had relationship breakdowns and could no longer stay or afford accommodation, 3 homeless due to cost of private rental and 9 with other reasons.

The 48 exited from the program had the following outcomes. 8 were in private rental, 5 in social housing, 8 in rooming houses, 4 in transitional, 1 caravan park, 1 SRS, 12 couch surfing, 8 rough sleeping and 1 is now deceased.

The outcomes show the difficulty in finding suitable housing. With only 13 clients in stable accommodation. Many clients give up and disengage from the program, but often re-present when they are ready to move forward. Building that trust so clients feel comfortable in reengaging with the program is extremely important.

Another large part of this program is the introduction of crisis accommodation at the old Ranch Motel in Mornington run by Mornington Community Support and Information Centre. SP Homeless Connections has placed 25 clients in the Ranch between February and July. This has allowed the program to assess the clients needs in detail and refer on to the appropriate organisations. It has added another dimension to working with rough sleepers and given them time to rest and reassess their lives. Outcomes achieved are more long term and sustainable and saved many from rough sleeping.

One of these clients I built trust with over many months who suffered chronic mental health issues stated, "Kara, you have saved my life, you really have." Over the months he resided at the Ranch he started to smile again. He started to have hope. He was accepted into the H2Home program and would have been housed within weeks but sadly passed

away suddenly at the age of 46. This had a huge impact on myself and other clients and demonstrates the effect of years of homelessness can have on a person's long-term health.

Due to poor housing options for many of our rough sleepers we often can only help clients at the time with material aid. Over the course of the program, I have given out tents, swags, sleeping bags, dozens of socks, undies, gloves, beanies, food packs, toiletries and purchased around 4 phones. The need for material aid is growing. The program's SUM money assists with crisis accommodation, removalists, storage costs, rent in advance, phone credit, specialized food, vet costs, road worthies, Rego and topping up tents, underwear stock. These items make life safer and help build trust with the homeless community.

Through this program I will continue to advocate for clients and look for the best outcome possible, but unfortunately this is not always possible due to the lack of public and private rental on the Mornington Peninsula. This role has pushed me personally and professionally. I knew the rough sleeper population on the Southern Peninsula was large but it's not until you actually walk among the tents and camps on the foreshore and in the bushes and talk to clients at SPLaSh that you really understand the magnitude of the problem and the level of complexity you are dealing with. I have worked in the homeless sector in many roles in Frankston and Westernport and I have never been so overwhelmed with the volume of work.

I would like to thank the continued support of Mornington Peninsula Foundation (MPF) for their ongoing efforts in the homeless sector and for funding this program. It allows me to support the homeless by tailoring a program that meets their needs and is not restricted by the funders as many other programs often are. My passion to have our clients' voices heard is fully supported and encouraged by MPF.

Thank you also to my colleagues who step in and support the program wherever they can, without the holistic approach by SPCS this program would not be the success it is.

Kara Van Der Heyde

# Program Coordination Report

## Emergency Relief & Crisis Support

What a strange year the 2020-2021 year has been! After the great challenges of the previous financial year, with so many nimble-footed changes to our largest program, Emergency Relief and Crisis Support, change became the norm and we now switch between face to face and phone operations with hardly an eyelid batted.

Our interview rooms were redeveloped to allow Covid-safe face to face interviewing, with windows constructed between adjoining rooms to create enlarged interviewing spaces. Our thanks to Bernie and Kevin for doing this work. The redevelopment allowed for family members to attend with clients, and for trainee volunteers and students to sit in with their mentors. Perspex is our new friend, providing protection at Reception, in interview rooms and in client-facing program offices.

The greater challenges this year are less operational and more client-focused. From March, when the moratoriums ended and supplementary payments dried up, we began to see the worst ripple effects of the pandemic. The beginnings of a housing crisis quickly became apparent and have grown into a flood of people behind on rent, facing eviction, and becoming homeless. This put ever greater pressure on staff and volunteers as the complexity of people's situations increased and the level of crisis grew.

As we hoped, we have been able to carry through some of the operations developed through Covid response. We continue to offer phone interviews as an option and have also retained a limited home delivery service for those genuinely unable to come into the centre.

## Tax Help

Tax Help for the 2020-2021 year was unable to go ahead. With no face-to-face appointments possible we had to direct clients back to the ATO phone service with many people completing their tax through ATO Tax Help support that way. SPCS President Rachel also came to the rescue by getting registered to do Tax Returns and assisting some clients with their tax. Our thanks go to Rachel and to volunteers Terry and Morgan for completing the 2021 training and again preparing to be able to run the program – although 2021 has unfortunately been so far a repeat of 2020 for Tax Help!

## No Interest Loan Scheme

The pandemic hit the NILs program very hard, with applications down for the whole financial year. With recurring lockdowns, it has been hard to promote the service and consequently, and possibly due to the greater financial crisis in the community, interest in NILs waned. This meant we could not meet our targets and funding was reduced, but since then things have of course picked up again! We are hoping for a better year ahead, especially as lockdowns reduce. Thanks to Marianne and Barbara, who joined this year, for putting a huge amount of work in assisting clients with access to NILs loans.

## 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. Thanks again to Julie for keeping the show running! The NSP was able to move back into its usual premises early in the financial year, after the reception renovations. Having the NSP operating throughout the pandemic has meant we have to keep our doors open to allow access. So, despite the fact we are only operating a phone service during lockdowns, we get many people popping in who ideally would be phoning or going to the gate. The positive out of this is that we are staying better connected to the community during Stage 4 restrictions.

## Energy Mentor Program

A new program for 2020-21 is the Energy Mentor program. This grew out of training that volunteer Terry attended, which built skills in assessing and comparing energy accounts and providing tips and tricks for reducing energy consumption and keeping bills down. He has also assisted many community members to access the State Govt Power-Saving Bonus. Terry created a real win for some local caravan park residents. With his great eye for detail and some impressive detective work Terry surmised the client he was working with was being overcharged on their electricity. When he dug deeper, he discovered the caravan park owner was overcharging all the residents by a significant amount, the residents have then gone on to advocate for themselves as an ad hoc lobby group! Terry's findings led to him becoming a key participant in research conducted with the Dept of Environment, Land, Water and Planning as they are currently undertaking an Embedded Network Review. It is hoped their review will result in better protections for caravan park residents. A wonderful and unexpected success to come out of the program – well done Terry!

## Student Placements

It was a busy year for student placements as we took on many Diploma of Community Services, Bachelor of Social Work and some Cert IV students. Students are a wonderful addition to the team, bringing youthful enthusiasm and an insightful academic angle to the work we do. SPCS offers extensive opportunities for rich learning and a very wide range of experiences on placement. Once students are solo interviewing, they very helpfully fill gaps in the roster and get us through the days when the team is a bit lean. Thank you to all the students who have worked hard at the Centre over the 2020/21 year, through all kinds of Covid related adventures, we wish you all the very best for your futures in the sector!

## Emergency Food Relief

Even before the devastating impact of Covid, food insecurity was a significant issue facing many in our community. Often the entry point to the suite of wraparound services provided by Southern Peninsula Community Support, the provision of Emergency Food Relief has always required some serious paddling under water. 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 has been impacted by Covid.

The scale of change from “business as usual” has been nothing short of staggering. It is a testament to the commitment of a small but incredibly committed team of fresh food volunteers and the excellent relationship we have built with key food relief agencies that we have been able to provide a targeted, effective, and local response to growing food insecurity in our community during such an unprecedented crisis.

When you consider that at the start of 2020 we operated a drop-in service where clients could access limited fresh food daily and pantry staples just once every three months, the scale up required to provide our most marginalised and disadvantaged clients with regular access to non-perishable and fresh food, personal hygiene and cleaning products, pet food, frozen meals, masks, blankets and even firewood was significant.

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 centralised emergency relief and material aid

operations until the end of 2020. This dedicated ER “headquarters” enabled us to cope with large deliveries of donated goods and the added challenge of safely maintaining social distance between workers.

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 steep learning curve for everyone involved. But we got there.

After a very welcome Christmas break and the end of our tenure at Memorial Hall, the decision was made to trial relocating the traditional Monday Fresh Food program to the driveway at our centre, continuing with the pre-packed model established during the height of the pandemic. Kicking off in early February, this has proved enormously popular with our clients who appreciate both the equity and orderliness of the new look program. In five short months just shy of 600 people have accessed more than 1300 bags of fresh food, bread and supplementary groceries.

They say it takes a village to raise a child, but it also takes a heck of a lot of food to feed a 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 again 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.

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

Coming online just outside this reporting period, but with much of the important legwork carried out at board level during it, the installation of a new purpose-built cool room adjacent to the Pantry has exponentially increased our capacity to receive, store and distribute fresh produce in the years to come.

Yet again this was a year we didn’t fully anticipate and one we hope not to repeat as vaccination levels rise and life gradually begins to resume its normal rhythm but thanks to the incredible efforts of our amazing fresh food and pantry team - Alison, Steve, Judy, Joan, Faye, Karl, Pat, Wendy and Cheryl – we got there.



## 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 2020-2021 year is \$295,414.

### Thank you

6A Foundation  
Aaron Alaimo  
Abbe Grinter  
All Saints Anglican Church Op Shop  
Amber Earles  
Amcal Bants Pharmacy  
Analise Wright  
Andrew Bonnell  
Andy's Place - Op Shop  
Ania Nowakowska - redwagon design  
Anglicare Victoria  
Ann C. Scally  
Anne Cooney  
Anne Easdon  
Anne Tardif  
Anne White  
Annie Angliss  
Annie Davis  
Anthony Rasenen  
Amy Wilkinson  
Arthur Bruce  
Australian Government  
Australian Unity - The Grange Mornington  
Beach House Linen Hire  
Beck Family Foundation  
Belinda Rodman  
Ben Earles  
Bendigo Bank - Rye, Rosebud & Dromana Community Branches  
Blue Mini Café  
Bolton Clarke  
Boneo Lions Op Shop  
Brad McSwain  
Brian McNeill  
Bunnings Rosebud  
Carly Foster  
Cathy Shield  
Caroline Russell  
Chelsea CIS  
CISVic  
Chris Watt  
Chris & Helen Trueman  
Christine O'Connor  
Connecting Good People  
Connie & Craig Kimberley  
CWA Rosebud

Cynthia Bangs  
Darrel Gibb  
David Ball  
David Nicholls  
Department of Health & Human Services  
Direct Chemist Outlet Rosebud  
Donation Chain Inc.  
Effective Fundraising  
Eileen Seller  
Ellie Bracci  
Emma Chivell-Olynn  
Emma Moore  
Erdi Foundation  
Estelle Kefford  
Fiona Lang  
Flinders District Lions Club  
Flinders Art Show  
Foodbank Victoria  
Gabby  
Gail Breen  
Good Shepherd Microfinance  
Grace Fanning  
Graeme Cherry  
Guest Street Milk Bar  
Gwen Giudici  
Habitat 4 Humanity  
Hazel Reddall  
Heather Beling  
Helen Couch  
Ian Brook  
Ingrid Beilharz  
JackanAndy's Op Shop  
Jacqui Salter  
Jan Harrington  
James Carroll  
Jeanette Yarnold  
Jess Cooper  
Jessica Roper  
Jill Fearon  
Jimmy's Foundation  
Jo Mantanari  
John Knowles & Robyn Allen  
Judy Jessup  
Julie Sturt  
Karen Doyle  
Karen Tatman  
Kate Lowsby  
Kate, Charlotte & Sophie Wills  
Kath Murray  
Kayerisha Valden  
Kelly Stoner  
Kevin Rutley  
Kim Wilson  
Kirsten Gellie  
Kirsten Peters  
KOGO (Knit One Give One)

Kristy Cordeux  
Kylie Taylor  
La Casa Nostra  
Latham & Heather Rafferty  
Lee Van Lint  
Linda Ball  
Linda Hendley  
Lindsay Knowles  
Lis Hales  
Lori Woodall  
Lucy Catalan  
Luke O'Shea  
Lyn Dunstan  
Lyn Hewitt  
Lyn O'Connell  
Lynda Gilbert  
Lynden Tope  
Lynette Earles  
Lynette Lord  
Lynette O'Connell  
Maggie Gault  
Magistrates Court of Victoria  
Main Civil Constructions  
Main Street Design Studio  
Mandy De Fazio  
Marion Van Rooden  
Mark Lesze  
Margaret Davis  
Marie Davey  
Marilla & Dick Gorman  
Marilyn Merrifield  
Marjorie Beard  
Meals on Wheels Rosebud  
Megan Cole  
Michelle Crozier  
Miranda Gillespie  
Mornington Community Information & Support Centre  
Mornington Peninsula Shire Staff  
Mornington Peninsula Shire  
Mornington Peninsula Foundation  
Mums Supporting Families In Need  
Nan's Baby Bundles  
Narelle Scibilia  
Natalia Lopo  
National Australian Nappies  
New Peninsula Community Caring Inc  
Nexus Knitters  
Nicci  
Norma Gibbs  
Oz Harvest  
Pam Goudie  
Pam Veale  
Pat & Bernie Tonks  
Pat Dodge  
Pauline Brocket  
Payton Foundation

Peninsula Community Legal Centre  
 Pets of the Homeless  
 Phill & Helen Sherlock  
 Portsea Swim Club  
 Rachel Burdett  
 Rachel Schlipalius  
 RACV Foundation  
 Rae Dunstan  
 Ray & Ruth Tilley  
 Red Hill Opportunity Shop Inc  
 Red Hill Scout Group  
 Equity Trustees - RM Ansett Trust  
 Robert Fero  
 Rosebud Boomerang Bags  
 Rosebud Country Club - Womens Committee  
 Rosebud Coin Laundrette  
 Rosebud Library  
 Rosebud RSL  
 Rotary Rosebud-Rye  
 Rotary Club of Dromana  
 Ruth Boniface  
 Rye Beach Op Shop  
 Rye Fresh Food  
 Rye Lions Club  
 Salvation Army Homelessness  
 Sand Dune Quilters  
 Sandra (SPLaSh Community Member)  
 Sandra Knight  
 Sandra Munroe  
 Sarah Jones  
 Sarah Race  
 Seawinds Community Hub  
 SecondBite  
 Share The Dignity  
 Sharon Curtain  
 Sharon Lee  
 Shauna Black  
 Sheryl Foo  
 Sorrento Boomerang Bags  
 Southern Peninsula Community Fund (Rye Op Shop)  
 Stephen Schneider  
 St Joseph's Primary School  
 St Vincent de Paul Rosebud  
 St Vincent de Paul Rye  
 St. Vinnies Op Shop  
 Shirley Aitken (Sugar)  
 StreetSmart Australia  
 Susan Stafford  
 Sustainable Table  
 Suzanne Copley  
 Tamara Cleine  
 Tayla Price & Hannah O'Brien  
 Telstra

Terry O'Day  
 The Ross Trust  
 The Southern Peninsula Food For All Inc  
 Theresa Stelling  
 Tiina Price  
 Timothy Laurie  
 Toni Kaye Foundation  
 Tracey Byrne  
 Tracey & Jeremy Maxwell  
 Truemans Cottages  
 Val Bates  
 Val Dixon & Deb Williams  
 Valda Doeve  
 Vanessa Smedley  
 Veronica Gargano  
 Victorian Government  
 Vinnies Kitchen  
 Welma Norris  
 Wendy Dugan & Tony  
 Westernport Community Support  
 Win Kirk  
 YMCA Peninsula Youth Services  
 Yvonne Walker  
 Zoe Karkas



# Balance Sheet

## Southern Peninsula Community Support As at 30 June 2021

	30 June 2021	30 June 2020
<b>Assets</b>		
<b>Bank</b>		
General Account	\$157,011.00	\$35,112.72
Management Account	\$286,219.49	\$0.00
Petty Cash	\$227.40	\$197.40
Statement Account	\$9,540.67	\$261,551.80
<b>Total Bank</b>	<b>\$452,998.56</b>	<b>\$296,861.92</b>
<b>Current Assets</b>		
Accounts Receivable	\$15,259.39	\$7,715.20
Pre-Paid Expense	\$15,590.00	\$11,966.37
<b>Total Current Assets</b>	<b>\$30,849.39</b>	<b>\$19,681.57</b>
<b>Fixed Assets</b>		
Computer Equipment	\$10,200.73	\$9,262.60
Less Accumulated Depreciation on Computer Equipment	-\$3,292.32	\$0.00
Office Equipment	\$18,681.70	\$18,681.70
Less Accumulated Depreciation on Office Equipment	-\$11,658.46	-\$6,976.28
Pantry Equipment	\$12,202.68	\$3,489.09
Less Accumulated Depreciation on Pantry Equipment	-\$1,216.26	-\$815.17
<b>Total Fixed Assets</b>	<b>\$24,918.07</b>	<b>\$23,641.94</b>
<b>Total Assets</b>	<b>\$508,766.02</b>	<b>\$340,185.43</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Accounts Payable	\$5,541.03	\$8,734.16
Annual Leave Provisions	\$56,463.14	\$39,845.99
Flexitime Provision	\$2,273.13	\$3,491.17
Funding In Advance	\$331,685.56	\$207,639.59
GST	\$11,738.54	\$3,801.96
PAYG Withholdings Payable	\$7,342.17	\$6,154.17
Provisional Expense	\$0.00	\$5,500.00
Superannuation SGC	\$0.00	-\$0.63
<b>Total Current Liabilities</b>	<b>\$415,043.57</b>	<b>\$275,166.41</b>
<b>Non-Current Liabilities</b>		
Long Service Leave Provisions	\$22,894.27	\$23,032.66
<b>Total Non-Current Liabilities</b>	<b>\$22,894.27</b>	<b>\$23,032.66</b>
<b>Total Liabilities</b>	<b>\$437,937.84</b>	<b>\$298,199.07</b>
<b>Net Assets</b>	<b>\$70,828.18</b>	<b>\$41,986.36</b>
<b>Equity</b>		
Current Year Earnings	\$28,906.00	\$42,686.90
Retained Earnings	\$41,986.36	-\$700.54
<b>Total Equity</b>	<b>\$70,892.36</b>	<b>\$41,986.36</b>

**Notes:** 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 For the 12 months ended 30 June 2021

	30 June 2021	30 June 2020
<b>Income</b>		
Cash Flow Boost Payments	\$50,098.00	\$37,790.00
Colocator Licence Fees	\$13,806.06	\$30,175.75
Donations Non-Government	\$365,894.40	\$275,536.29
Employment Engagement Program	\$0.00	\$12,469.65
Government Funding	\$408,450.54	\$402,375.28
Interest Income	\$1,593.73	\$7,511.64
JobKeeper Payments	\$73,500.00	\$42,000.00
Other Revenue	\$4,214.20	\$100.16
Victorian Government Grants	\$0.00	\$10,000.00
<b>Total Income</b>	<b>\$917,556.93</b>	<b>\$817,958.77</b>
<b>Less Cost of Sales</b>		
ER - Food	\$27,694.74	\$13,165.90
ER - Food Packaging	\$625.44	\$143.41
ER - Food Vouchers	\$29,659.66	\$34,496.00
ER - Housing Expenses	\$22,600.43	\$12,341.57
ER - Legal & Consulting	\$656.92	\$196.53
ER - Medical & Dental Expenses	\$3,121.76	\$3,570.94
ER - Other Expenses	\$8,428.77	\$6,596.95
ER - Pharmacy	\$2,065.47	\$3,980.42
ER - Schools Costs	\$10,312.39	\$12,258.37
ER - Telecommunications	\$12,167.69	\$7,478.66
ER - Travel	\$8,467.17	\$10,570.95
ER - Veterinary & Pet Expenses	\$465.05	\$18.00
<b>Total Cost of Sales</b>	<b>\$126,265.49</b>	<b>\$104,817.70</b>
<b>Gross Profit</b>	<b>\$791,291.44</b>	<b>\$713,141.07</b>
<b>Less Operating Expenses</b>		
Advertising	\$1,892.52	\$20.00
Audit Fees	\$0.00	\$1,500.00
Bank Fees	\$753.08	\$579.62
CAPEX Expensed	\$310.00	\$0.00
Cleaning	\$90.68	\$6,076.99
Consulting & Accounting	\$8,122.72	\$33,586.36
Depreciation	\$8,375.59	\$3,626.08
Enquiry Services	\$328.72	\$400.00
Freight & Courier	\$10.91	\$0.00
General Expenses	\$6,616.60	\$659.54
Insurance - Business	\$4,808.23	\$2,959.23
Insurance - Motor Vehicle	\$1,720.13	\$1,347.79
Insurance - Workcover	\$1,065.60	\$12,963.10
IT	\$27.16	\$645.86
Light, Power, Heating	\$6,714.77	\$7,181.68
Meals & Entertainment	\$904.27	\$227.27
Motor Vehicle Expenses	\$991.61	\$3,528.40
Office Expenses	\$2,213.47	\$1,521.67
Off-site Meetings	\$0.00	\$2,622.59
Portable Long Service Leave	\$9,143.69	\$6,442.16
Postage & Delivery	\$803.14	\$543.49

Printing & Stationery	\$6,021.82	\$7,354.16
Project Expenses	\$442.53	\$2,000.00
Provisional Wages Expense	\$15,199.00	-\$85,668.39
Rent	\$683.40	\$683.40
Repairs and Maintenance	\$1,778.46	\$567.97
Security	\$391.00	\$371.90
Staff Amenities	\$2,617.56	\$2,862.36
Staff General & Medical Expenses	\$297.10	\$1,080.00
Staff Training	\$5,572.70	\$2,915.24
Subscriptions	\$6,814.76	\$3,956.99
Superannuation	\$57,106.62	\$49,125.68
Telephone & Internet	\$6,452.93	\$6,545.39
Travel	\$33.49	\$23.43
Wages and Salaries	\$604,081.92	\$592,204.21
<b>Total Operating Expenses</b>	<b>\$762,386.18</b>	<b>\$670,454.17</b>
<hr/>		
<b>Net Profit</b>	<b>\$28,905.26</b>	<b>\$42,686.90</b>

## Notes

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

# Compilation Report

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## Southern Peninsula Community Support For the year ended 30 June 2021

We have compiled the accompanying special purpose financial statements of Southern Peninsula Community Support, which comprise the balance sheet as at 30 June 2021, the profit and loss for the year then ended, a summary of significant accounting policies and other explanatory notes. The specific purpose for which the special purpose financial statements have been prepared is set out in Note 1.

### 1. Board of Management's Responsibility

The Board of Management of Southern Peninsula Community Support is solely responsible for the information contained in the special purpose financial statements and have determined that the significant accounting policies adopted as set out in Note 1 to the financial statements are appropriate to meet their needs and for the purpose that the financial statements were prepared.

The special purpose financial statements were compiled exclusively for the benefit of the Board of Management of Southern Peninsula Community Support. We do not accept responsibility to any other person for the contents of the special purpose financial statements.

878 Point Nepean Road, Rosebud VIC 3939  
**Southern Peninsula Community Support**

# Board of Management Declaration

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## Southern Peninsula Community Support Inc. For the year ended 30 June 2021

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 declare that:

1. the financial statements and notes, as set out herein present fairly the organisation's financial position as at 30 June 2021 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

# Movements in Equity

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## Southern Peninsula Community Support Inc. As at 30 June 2021

	30 June 2021	30 June 2020
<b>Equity</b>		
Opening Balance	\$41,986.36	-\$700.54
Current Year Earnings	\$28,906.00	\$42,686.90
<b>Total Equity</b>	<b>\$70,892.36</b>	<b>\$41,986.36</b>

### Notes

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

# Notes to the Financial Statements

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## Southern Peninsula Community Support Inc. For the year ended 30 June 2021

### 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 include 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>\$6,908</b>
At cost	\$10,201
Less Accumulated Depreciation	-\$3,292
<b>Office Equipment</b>	<b>\$7,023</b>
At cost	\$18,682
Less Accumulated Depreciation	-\$11,658
<b>Pantry Equipment</b>	<b>\$10,986</b>
At cost	\$12,203
Less Accumulated Depreciation	-\$1,216
<b>Total Fixed Assets</b>	<b>\$24,918</b>

### 3. Retained Earnings

### 4. Contingent Liabilities

At 30 June 2021 the contingent liabilities of the organisation were Nil

# Statement of Cash Flows

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## Southern Peninsula Community Support Inc. For the year ended 30 June 2021

<b>Account</b>	<b>2021</b>
<b>Operating Activities</b>	
Receipts from customers	918,096.08
Payments to suppliers and employees	(885,441.81)
Cash receipts from other operating activities	17,030.22
<b>Net Cash Flows from Operating Activities</b>	<b>49,684.49</b>
<b>Investing Activities</b>	
Payment for property, plant and equipment	(17,531.82)
Other cash items from investing activities	(3,623.63)
<b>Net Cash Flows from Investing Activities</b>	<b>(21,155.45)</b>
<b>Financing Activities</b>	
Other cash items from financing activities	127,607.60
<b>Net Cash Flows from Financing Activities</b>	<b>127,607.60</b>
<b>Net Cash Flows</b>	<b>156,136.64</b>
<b>Cash and Cash Equivalents</b>	
Cash and cash equivalents at beginning of period	296,861.92
Net change in cash for period	156,136.64
Cash and cash equivalents at end of period	452,998.56

# Treasurer's Report

## Financial Year Ending 30<sup>th</sup> June 2021

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A number of immaterial matters were raised by our Auditors via the Management Letter. We have acknowledged and addressed all items however, due to time pressure the Auditors did not provide a draft report. As a result, the Audit has been finalised. The matters have been addressed as follows:

### **Interest Income:**

The Management Letter referenced a discrepancy between information provided and the Profit and Loss Statement. Further information was provided to rectify the matter, which has been communicated to the Auditors. The accounting of interest income is correctly displayed in the Profit & Loss statement with no amendment necessary.

### **Long Service Leave:**

An immaterial discrepancy of \$63.20 between the payroll records and the balance sheet amount was identified. Due to the immaterial amount, a journal to rectify has been processed as at 30 June 2021.

### **Superannuation SGC account balance:**

An immaterial discrepancy of \$0.63 was identified. Due to the nature of this account, the balance should be zero. The discrepancy relates to a previous financial period and has been rectified by journal as at 30 June 2021.

### **Treasurer's comments to be read in conjunction with the Notes to the Financial Statements:**

#### **1. Personal/Carer's Leave**

As at 30 June 2021, SPSC recorded a Personal/Carer's Leave accrual balance of \$41,156.75, which represents the total entitlement to personal or carer's leave. This accrual has not been recognised on the balance sheet, however is representative of an employee entitlement. From 1 July 2021, a provision for the full amount will be recognised in the balance sheet of the organisation in accordance with AASB 1060 and reflected in the profit and loss statement upon initial recognition and via monthly accrual.

The outstanding provision will consist of a current portion, reflective of the assumed experience for FY22 based on the past 3 years average personal leave. The current portion for FY22 is estimated to be \$24,485.00. A non-current portion will make up the balance.

On a monthly basis the accrual will be processed to the Current Liability and reconciled at 30 June annually.

#### **2. Fixed Assets**

As at 30 June 2021, SPSC was undergoing a pantry upgrade project. The balance sheet asset amount does not reconcile with the depreciation schedule as the depreciation schedule does not reflect the value of assets purchased in FY21 due to the ongoing nature of the asset. The Pantry will be commissioned in FY22 and commence depreciation once completed. The discrepancy is acknowledged as temporary and immaterial.

## INDEPENDENT AUDITOR'S REPORT

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

### Scope

We have audited the attached general purpose financial report for Southern Peninsula Community Support & Information Centre (SPCSIC) for the year ended 30th June 2021 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 30/6/2021 and of its financial performance for the year 2021 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 2021 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: 13<sup>th</sup> September 2021

## For Posterity

Anyone who has lived through the pandemic in Victoria has endured many lockdowns. Each lockdown required a change in the way we needed to operate and it was always a challenge to keep clients informed. All of us are very proud that we kept every program going during every lockdown. One of the ways we did that was a poster which we used online, mainly social media and offline, below is one of the posters we used and we thought recording it here in our annual report would be a good way of recording it for posterity.



**SOUTHERN PENINSULA COMMUNITY SUPPORT**  
**878 Point Nepean Road, Rosebud | 5986 1285**

Please note: during lockdowns we will be operating via phone only.

We are offering support to our community via phone and face-to-face (**phone only during Lockdowns**). Drop in or call 5986 1285, **10am–2.30pm weekdays** to talk with an experienced volunteer interviewer and find out how we can assist with **Emergency Relief and essential support** to you, including:

- ✓ **Pantry Items and Food Parcels**
- ✓ **Fruit & Vegetables**
- ✓ **Personal Hygiene Products & toiletries**
- ✓ **Pet food**
- ✓ **Public transport costs**
- ✓ **Assistance with pharmacy and education costs**
- ✓ **Shower & Laundry Program (SPLaSh)**
- ✓ **Southern Peninsula Homeless Connections**
- ✓ **No Interest Loan Scheme (NILs)**
- ✓ **Energy Mentor program**
- ✓ **Financial Counselling**
- ✓ **A limited range of household items**
- ✓ **Assistance with Utilities**
- ✓ **Case management services for individuals and families**
- ✓ **Referrals to further supports in the community**

E: [admin@spsic.org](mailto:admin@spsic.org) | W: [www.spsic.org](http://www.spsic.org) | FB [www.facebook.com/SPCSIC](https://www.facebook.com/SPCSIC)  
SPCS is staffed by our wonderful volunteers during the following hours:

**9:30am – 3:30pm | MONDAY TO FRIDAY**  
**Emergency Relief & Crisis Support hours 10am-3pm.**  
*Please present by 2.30 to be assisted.*

