

# CHELSEA COMMUNITY SUPPORT SERVICES INC

## ANNUAL REPORT 2011-12



Chelsea Community Support Services Inc.  
1 Chelsea Road, Chelsea, Victoria, 3196  
Telephone: (03) 9772 8939  
[www.chelsea.org.au](http://www.chelsea.org.au)

# ACKNOWLEDGEMENTS

Chelsea Community Support Services Inc. sincerely thanks the following organisations and individuals for their support and contributions to the service during the year.

AGEcom Enterprises Ltd  
Bendigo Bank – Aspendale Gardens Branch,  
Auditor, Grant Plozza  
Baker's Delight, Patterson Lakes  
Bayside Masonic Centre  
Chelsea Benevolent Society Inc.  
Chelsea Church of Christ  
Chelsea Parish Unity Church  
Chris Ewin (Enhance Computers)  
City of Kingston, Councillors and staff  
Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)  
Dynamite Printing (Dandenong)  
Frankston Magistrates Court – Court Fund  
Longbeach Community Centre  
Members of St Nicholas Anglican Parish of Mordialloc  
Members of St Chad's Anglican Church Chelsea  
Peninsula Community Legal Centre  
Peter and Viv Heath, PLP  
Contractors Edithvale  
St Aidan's Anglican Church  
Tony Catanese  
Victorian Relief and Foodbank  
Jinny McGrath (DCAB)  
Anna Hall (SCAAB)

## ***Supporters of the Christmas Community Lunch***

Chelsea Meats  
Rotary Chelsea  
Kingston City Councillors Dan Maloney, Trevor Shewan and John Ronke  
Uniting Church, Chelsea Parish  
Mentone Community Support Services  
United Opportunity Shop  
John Shore, Ray White Chelsea  
Chelsea Benevolent Society  
Longbeach Anglican Church  
Various anonymous donors

## ***Christmas Hampers***

Bayside Masonic Centre  
Benevolent Society Chelsea  
Chelsea Meats  
Foodbank  
Nike  
Patterson Lakes Community Centre –Aerobic Girls Club  
Ray White Chelsea  
Rotary Club Chelsea  
St Chads Church  
St Columbus Anglican Church  
St Nicholas Church  
Woolworths Patterson Lakes

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## OUR ORGANISATION

Chelsea Community Support Services Inc. (ChelCSS) is a not for profit incorporated association that was established to provide emergency relief and social support services to the residents of Chelsea and surrounding suburbs. The agency is governed by a community based Committee of Management, managed by a paid part-time manager and staffed by a large number of trained volunteers, two part-time employees and a number of visiting professionals.

Originally known as the Chelsea Citizens Advice Bureau Inc., ChelCSS was established following a public meeting held in August 1976, and opened its doors to the public on Friday 5 August 1977. The agency is currently located in the Kingston Library building at 1 Chelsea Road, which also houses the Kingston Family Support Services and Chelsea Community Renewal.

The services provided by ChelCSS include:

- Emergency relief
- Community Information
- Practical support (assistance with reading and typing letters and forms)
- Individual support provided by a caseworker
- Referrals to counselling provided by trained psychologists
- No Interest Loans Scheme (NILS)
- Tax Help
- Justice of the Peace

Visiting or co-located agencies providing outreach services include:

- Financial Counselling Victoria
- Peninsula Community Legal Centre
- Australian Hearing

ChelCSS is a member of Community Information and Support Victoria (CISVic) which is the peak body for the community information and support sector. We also enjoy a close relationship with other welfare and support agencies in the local community and belong to a number of networks including: the Victorian Council of Social Service, Foodbank Victoria, Westernport Regional Association of Community Information Centres and the Southern Emergency Relief Network.

ChelCSS recognises the growing needs and factors of disadvantage that have affected low income, disabled and unemployed people in the area. We have a commitment to providing the best information and referral service to community members and to this end ChelCSS is always looking for ways to improve connection to services. Despite its limited staff resources, ChelCSS values positive networking and engages as much as possible with Centrelink and other relevant agencies and community groups to build positive working relationships.

Chelsea Community Support Services is incorporated under the Associations Incorporation Act 1981, Registration No. A0007691T.

## FUNDING

### City of Kingston

ChelCSS appreciates the concern and interest of Kingston Council in the continuing role we play in providing services to the most disadvantaged and vulnerable members of our community. Kingston Council supports ChelCSS through the Community Grants Program. We are currently in the third year of a Triennial Grant which expires in June, 2013. The Kingston Council support is critical to the agency's continued service to Chelsea and surrounding South Ward suburbs – without it our agency would not have the operational funds for staffing and keeping the doors open. We were fortunate to have received additional funding of \$1080 to support the training of volunteers and our Volunteer Appreciation activities such as attendance at the Vital Volunteers annual event and the end of year dinner. Aligned to Kingston Council's priority for healthy, strong and connected communities, we recruit and train volunteers in an accredited course 'Assess and Provide Services to Clients with Complex Needs'. ChelCSS also plays a significant role in providing information and opportunities for potential volunteers in other activities within the municipality as we are committed to a vision of social inclusion, and connecting people to a diverse range of social, educational, cultural, health and leisure opportunities.

### Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

FaHCSIA provides the funding under its Financial Management Program to improve the financial knowledge, skills, capabilities and financial resilience of vulnerable individuals and families to alleviate the immediate impact of financial stress and to progress initiatives in relation to problem gambling. Whilst we serve people by providing immediate financial relief, we refer them to financial counselling and assist them in household budgeting and financial management (which may involve advocacy with utilities companies, landlords and Centrelink).

FaHCSIA also funds our Generalist Caseworker position (part-time over 3 years) which provides a service to people in the area affected by multiple disadvantage and/or disabilities. The case worker focuses on building the financial resilience and wellbeing of clients over the medium to long term. The funding can be used for case management, direct assistance and brokerage to other services – aligning to the Kingston Council's priority of building strong, connected communities.

### Other financial contributions

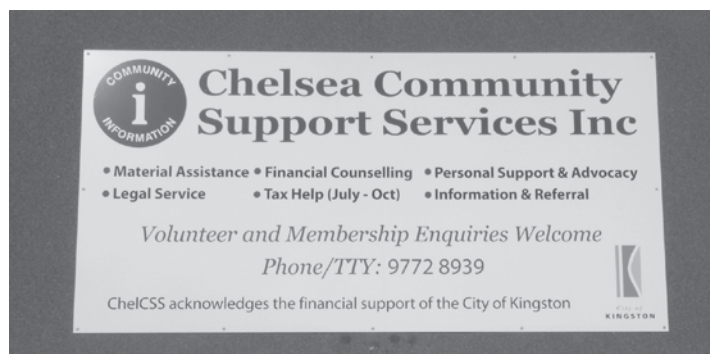
We also receive significant financial contributions from the Magistrates Court in Frankston and many local churches, including the Carrum Chelsea Edithvale Parish Uniting Church, the Anglican Parish of Longbeach and St Nicholas Anglican Church Mordialloc.

## OUR MISSION AND VALUES

CHELCSS is committed to providing high quality information and support services to the local community. In particular, we provide services to support the wellbeing of people experiencing financial hardship or social disadvantage due to poverty, illness, disability or misfortune.

We provide a free, confidential, and impartial service and are committed to maintaining the privacy, autonomy and dignity of those using our services.

We value, respect and support our staff and volunteers and build partnerships in the community.



## PRESIDENT'S REPORT



The 2011-2012 year has seen change and transition at ChelCSS as Merarth Tarrant left in August 2011 to be replaced by Anne Catanese as part-time manager. Merarth's contributions to ChelCSS were many and varied with highlights being the work she did with Chelsea Community Renewal for the Vital Volunteers events, refurbishment of the office and updating the agency's IT resources.

Much as Merarth is missed by the community, we were happy to appoint Anne as the new manager. Anne came to us from Springvale Community Aid and Advice Bureau where she worked as the Community Services Manager after a long career at AMES (Adult Multicultural Education Services) managing their busy Dandenong and City (Flagstaff) delivery sites. Whilst ChelCSS is a much smaller organisation than Anne's previous workplace, the experience and knowledge she brings to the position enhances our capacity to increase the range of services offered to the community and link us with broader networks across south east Melbourne.

We are particularly pleased to have increased our capacity to deliver a counselling service through the involvement of Cairnmillar Institute provisional psychologists and co-location arrangements with Australian Hearing, bringing more people into the agency. We are also very pleased to be involved with AMES through the Volunteer Tutor program which will provide our volunteers with additional opportunities as well as attracting new volunteers into the agency.

I am delighted to report that the change in management has been smooth and effective, a credit to both Merarth and Anne who have been ably supported by staff – both paid and volunteer.

I would like to acknowledge the hard work and support of the Committee of Management team and congratulate all at ChelCSS for a successful year delivering our increasing range of services to the communities of Chelsea and surrounding suburbs.

Gail Robertson  
President



## COMMITTEE OF MANAGEMENT

The Committee of Management is responsible for the governance and policies of ChelCSS and ensures that the association operates in an effective and accountable manner. The committee meets monthly and may hold additional meetings as required. Members of the Committee of Management in 2011-12:

President:	Gail Robertson
Vice-President:	Vacant
Secretary/Public Officer:	Marilyn Wilson
Treasurer:	Iris Forte
Ordinary Members:	Joy Fletcher Ann Hammann Tracey Brown
Ex-Officio Members:	Anne Catanese (Manager)
Guests:	Alison Street, Chris Davey

## MANAGER'S REPORT



The 2011-2012 financial year has shown us what we already know: when you have enough fantastic skilled volunteers, extraordinary paid staff, enough funding and a good working environment with the right resources, you have an exceptional service. ChelCSS seeks to be outstanding in what it does. It is what the community deserves and we look forward to continued Kingston Council funding to support us to offer the community even more.

I am pleased to have been able to announce some new activity and relationships to the agency through the introduction of arrangements with the Cairnmillar Institute. Cairnmillar provisional psychologists provide an additional counselling service to compliment the work of the Generalist Caseworker.

We are very pleased to be working closely with Pantry 5000 who opened their doors in May this year and have worked with Ken Gooding to have in place a "two way" referral system whereby clients can access counselling and support through us and receive food parcels from the Carrum outlet of Pantry 5000. Our on-going arrangement with the Chelsea Benevolent Society whereby we provide an appointment service and Benevolent Society volunteers interview clients on site is a great additional service. It has been a great pleasure working with the co-located Family Support team and, of course, the Community Renewal team continue to support our community engagement endeavours.

Under our aim of being a strong and sustainable organisation we have implemented a new client registration system and commenced working towards the development of a new Strategic Plan. Our financial management and budgeting is in very good hands with the great voluntary work of Vivian Heath (Bookkeeper), Iris Forte (Treasurer) and Grant Plozza (Auditor and Financial Adviser).

I have been welcomed onto the Chelsea Community Renewal Steering Committee and the Committee organising the Vital Volunteers annual event – both committees have given me the opportunity to meet some wonderful Chelsea residents and City of Kingston staff whose commitment to improving community wellbeing and facilities is very impressive. Working with Belinda McDaid and Ali Street has been a great privilege and given me an understanding of the issues and aspirations the City of Kingston and DPCD (Department of Planning and Community Development) have for this area. I am sorry to see Belinda leave Chelsea where she has worked so tirelessly for the last 5 years and thank her for the association with and support for the work of ChelCSS.

As a member of WRACIC (Westernport Regional Association of Community Information Centres) I have visited other agencies in the region (Dandenong, Cranbourne, Mornington, Rosebud and Frankston) and met the managers who form a supportive and collegiate group. While every agency has its unique characteristics, many of the operational issues are the same and we aspire to working in partnerships in the future.

I want to take this opportunity to thank the staff and volunteers for their on-going commitment to making ChelCSS a great place to work while continuing to offer high quality service.

It is very important for me that I enjoy great working relationships with staff from the following stakeholders: City of Kingston, CISVic (Community Information and Support Victoria), FaHCSIA (Department of Families, Housing, Community Services and Indigenous Affairs), South Ward Councillors and Chelsea Police. Thank you all and I look forward to working with you in 2013.

A special thanks to our great Committee of Management who volunteer their valuable assistance and support.

Anne Catanese  
Manager

## STAFF

Manager  
Community Development Worker  
Caseworker

Anne Catanese  
Kathy Barnett  
Karen Dennis

Student Placements:

Fiona Smith  
Hailey Tremain  
Kathy McWilliams

## VOLUNTEERS

The quality of the services provided by ChelCSS depends to a large degree on the skill and commitment of its volunteers. We are very fortunate to have a group of hardworking and committed volunteers who fulfil their various roles in a professional and competent manner.

Volunteers who contributed to the services provided during the year include:

*Noeline Abbey*

*Jackie Addison*

*Rhonda Baldock*

*Anne Bogut*

*Elaine Booth*

*Margaret Brown*

*Suzanne Donato*

*Rennie Dyer*

*Russ Ellis*

*Joy Fletcher*

*Iris Forte*

*Mirza Garcia-Miller*

*Viv Heath*

*Marion Howlett*

*Maria Kampantais*

*Henry Koberle*

*Mary Palzer*

*Alan Sergi*

*Melanie Timson*

*Ada Young*

Thank you to all our wonderful volunteers.



## OPERATIONAL REPORT

During the year, 1 July 2011 to 30 June 2012, our agency dealt with approximately 6,200 centre contacts. This included telephone and counter enquiries, requests for information and referrals made to other agencies.

### EMERGENCY RELIEF

Under the Emergency Relief Program, assistance was provided to a total of 906 clients, of which 254 were new clients and 652 were existing clients. Emergency Relief assistance was provided on a total of 2,470 occasions.

### CASEWORK

ChelCSS employs a part-time caseworker, Karen Dennis, to assist clients who have complex problems requiring assistance across a number of areas. During the year the caseworker assisted 169 clients during a total of 2296 casework sessions. The examples below illustrate the type and range of assistance provided. Names have been changed to protect the privacy of clients.

#### Case Studies

**Sally** attended our agency with numerous outstanding bills and increasing alcohol and drug disorder (AOD) issues. Sally had limited support from family due to her long term AOD and had become increasingly isolated. Working with this client our caseworker, Karen, was able to provide referrals to relevant services, liaise with other organisations about her needs and offer ongoing support.

Sally was referred to Peninsular Legal Services and Financial Counselling Victoria for assistance with outstanding debt and Kingston Council for assistance with home help. Karen liaised with Monash University and Kingston Rehabilitation on her behalf regarding her release from rehabilitation and her ongoing needs.

The ongoing support provided to Sally throughout her stay in hospital allowed Sally to concentrate on her physical recovery rather than worrying about her financial concerns. Sally was able to return to her own home where she continues to recover physically, emotionally and mentally. Home help is provided on a weekly basis ensuring basic cleanliness and removing further pressure from Sally.

**Ruby** presented at ChelCSS while living in a one bedroom unit owned by a well-known local landlord. She had experienced several episodes of severe mental ill health and substance abuse over the years and on one occasion her son had to live with a family member for an extended period. Three close family members had committed suicide in the past year and Ruby was intent on maintaining her health so as to continue caring for her child and to ensure that she did not follow what she perceived as a family trend toward suicide.

Working with this client and her new partner, our caseworker, Karen, made referrals to Financial Counselling Victoria, Lantern and for counselling. On Sally's behalf, Karen liaised with an ex-landlord concerning a dispute over outstanding rent, applied for housing through public and community housing services, organised a grant that helped buy school clothing and books for Sally's son and liaised with the son's school concerning his wellbeing. Financial assistance was provided for train tickets, shoes for the family and work boots for the partner, which enabled him to commence some part-time work.

The assistance and support provided allowed Ruby and her partner to continue to recover from AOD issues, care for Ruby's son and move interstate where other family members reside. Last contact indicated that Ruby's partner had found work and they felt more settled and stable in their life.

## Cairnmillar Institute

The ChelCSS and Cairnmillar relationship commenced in May 2012 with an internship program. Nic Serpesedes works at the agency each Wednesday and provides a valuable additional service to compliment the generalist casework provided by Karen Dennis. Nic's placement increases the number of counselling hours we can provide to the community. The high quality of his work and his genuine interest in the psychological welfare of clients reflects his own and the institute's high service standards. Professional supervision is provided to Nic through an arrangement with Springvale Community Aid and Advice Bureau and Cairnmillar. We hope to continue and grow our arrangement with Cairnmillar into the next year and beyond.



Case Worker, Karen Dennis pictured with Nic Serpesedes, a Cairnmillar psychology placement.

## TAX HELP

There are many tax payers who are unaware that we offer a free service to assist low-income earners with lodging tax returns. Occasionally, tax payers will come in with past years of returns to be completed - in some cases, this may be up to ten or eleven years of past returns to lodge. Our Tax Help volunteers, Marion and Allan are very understanding and able to offer practical assistance, information and advice in these situations.

Our volunteers complete income tax returns, either on-line through the tax office's e-Tax system, or by using various forms appropriate to individual circumstances. Some of our clients are unsure whether they need to submit tax returns due to their income levels and our volunteers are available to provide advice in those circumstances.

The Tax Help program has been in operation for 24 years. During the 2011-12 tax season, our volunteers assisted some 108 clients with their income tax matters.

## NILS

Nils (No Interest Loan Scheme) is now firmly established at ChelCSS as a scheme to provide low income earners with small interest-free loans up to \$1,200 with suitable repayment plans. These loans provide an opportunity for low income earners to make major purchases, such as furniture or whitegoods or to cover other essential needs. NILS also offers applicants access to a Buying Service through which they can obtain discounted prices from a number of traders.

NILS is a national program auspiced by the Good Shepherd Youth and Family Services and sponsored by the National Australia Bank. ChelCSS partners with Financial Counselling Victoria and Community Information Services from Kingston, Bayside and Glen Eira councils to deliver the service.



## Case Study

A ChelCSS client who was collecting a Christmas hamper in 2011 expressed concern at how she was going to store the hamper food as she did not have a working fridge and was using an Esky. ChelCSS NILS officers, Margaret and Joy, saw an opportunity to help and encouraged the client to make a NILS application. The client did so and utilised the buying power of the Good Shepherd service to secure the best price. As a result, the client had a new fridge delivered in time for Christmas.

During the year, Donna Bauer, MLA, State Member for Carrum, visited our Tax Help and NILS teams to offer her support for their valuable work, (R to L Anne Catanese, Donna Bauer MLA, Alan Sergi, Marion Howlett, Margaret Brown, Joy Fletcher).

## PANTRY 5000

Since its opening in May, 2012, Pantry 5000 has become an important food parcel distribution service in the Chelsea community. Food that has been collected from Vic Relief Foodbank and supplemented through local purchases is distributed on Wednesday mornings at St Aidan's Anglican Church, Carrum. The successful running of this program is dependent on St Chad's volunteer parishioners, who have contributed a significant amount of time and energy into the continuation of this vital service.

ChelCSS has been distributing food parcels as part of our service when we are unable to assist in other ways. Food parcels are given at the discretion of the interviewing volunteer but as we only have one pantry, there is a limit to the food that we can store. We have been able to assist Pantry 5000 with our supplies from Vic Relief Foodbank, resulting in a doubling of the quantity of product that is distributed. Not only has this greatly assisted the people that visit ChelCSS, it has also provided a much needed social and community connection. Many of the people who attend Pantry 5000 have commented on the value that they obtain from the social interaction and the friendships and support they receive from other participants. Through our continued partnership, ChelCSS and Pantry 5000 hope to continue the feeling of community and support for participants, thus increasing social connectedness.

We would like to extend our thanks to the volunteers at Pantry 5000 on behalf of community members who benefit from their hard work.

Ken Gooding with his able assistant Bruce (from Longbeach Anglican Parish) – delivering Foodbank supplies to us for our emergency pantry



## CHRISTMAS HAMPERS

Each year in December, ChelCSS provides Christmas hampers to our eligible clients. The hampers generally contain an assortment of goods, including food items, meat and grocery vouchers and toys. The products are donated by local businesses, individuals and community groups and we are very grateful for this support.

Our Christmas Hamper service is well-known and appreciated by our clients, who often make enquiries many weeks in advance.

A total of 50 hampers were provided to clients in December 2011.

## FINANCIAL REPORT

### Chelsea Community Support Services Inc Independent Auditor's Report For the Year Ended 30 June 2012

#### Auditor Details

Name	Grant Plozza
Postal Address	58 Iluka Avenue, Aspendale, VIC, 3195
Business Name	GP Business Solutions Pty Ltd
Business Postal Address	58 Iluka Avenue, Aspendale, VIC, 3195
Professional Organisation	Certified Practising Accountants of Australia
Professional Membership or Registration Number	1415249

#### Incorporated Association Details

Name	Chelsea Community Support Services Inc
Australian Business Number (ABN)	19 366 414 059
Address	1 Chelsea Road, Chelsea Vic 3196
Year of Audit	2012

#### To the members

To the members of Chelsea Community Support Services Inc.

We have audited the accompanying financial report, being a special purpose financial report, of the Chelsea Community Support Services Inc, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income for the period 1 July 2011 to 30 June 2012, notes comprising a summary of significant accounting policies and other explanatory information and the assertion statement.

#### **Management Committee responsibility for the financial report**

The Management Committee are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the financial reporting requirements of the constitution and is appropriate to meet the needs of the members. The Committee's responsibility also includes such internal control as the Committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

#### **Auditor's responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian auditing standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

**Chelsea Community Support Services Inc**  
**Independent Auditor's Report**  
**For the Year Ended 30 June 2012**

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a fair presentation, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee as well as evaluating the overall presentation of the financial report.

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

***Independence***

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

***Electronic publication of the audited financial report***

It is our understanding that the Chelsea Community Support Services Inc intends to electronically present the audited financial report and auditor's report on its internet website. Responsibility for the electronic presentation of the financial report on the Chelsea Community Support Services Inc website is that of those charged with governance of the Chelsea Community Support Services Inc. The security and controls over information on the website should be addressed by the Chelsea Community Support Services Inc to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of audited financial report on the Chelsea Community Support Services Inc website is beyond the scope of the audit of the financial report.

***Opinion***

In our opinion, the financial report presents fairly, in all material respects, the financial position of the Chelsea Community Support Services Inc as at 30 June 2012 and of its financial performance and its cash flows for the period 1 July 2011 to 30 June 2012, and complies with Australian accounting standards to the extent described in Note 1.

***Basis of accounting and restriction on distribution***

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committee's reporting responsibilities under the constitution. As a result, the financial report may not be suitable for another purpose.



.....  
 Signature  
 Grant Plozza  
 Certified Practising Accountant  
 No 1415249

Dated this 31<sup>st</sup> day of October 2012

**Chelsea Community Support Services Inc.**  
**Balance Sheet**  
 As of June 30, 2012

	Jun 30, 12
<b>ASSETS</b>	
Current Assets	
Chequing/Savings	
Administration Account	10,553.28
Bendigo Bank	
LSL Fund	13,019.83
Total Bendigo Bank	13,019.83
Nec-Online Saver A/C	16,094.76
Nec-Operating Account	-1,277.03
Petty Cash	100.00
Total Chequing/Savings	38,490.84
Total Current Assets	38,490.84
<b>TOTAL ASSETS</b>	<b>38,490.84</b>
<b>LIABILITIES &amp; EQUITY</b>	
Liabilities	
Current Liabilities	
Other Current Liabilities	
PAYG	
Collected	1,332.00
Total PAYG	1,332.00
Payroll Liabilities	
Superannuation	
Collected	1,702.86
Superannuation - Other	-323.19
Total Superannuation	1,379.67
Total Payroll Liabilities	1,379.67
Tax Payable	5,992.67
Total Other Current Liabilities	8,704.34
Total Current Liabilities	8,704.34
Total Liabilities	8,704.34
Equity	
Opening Bal Equity	40,895.59
Retained Earnings	6,316.18
Net Income	-17,425.27
Total Equity	29,786.50
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>38,490.84</b>



**Chelsea Community Support Services Inc.**  
**Profit & Loss**  
 July 2011 through June 2012

	Jul '11 - Jun 12
Ordinary Income/Expense	
Income	
Donations	16,377.70
FaHCSIA ER	90,725.40
Interest Received	725.85
KCC Corporate Grant	59,764.51
Kingston Access & Equity	-592.66
Magistrate's Court	1,000.00
Refunds	10.00
Total Income	168,010.80
Expense	
Administration	
01 - Personnel	
Salaries	
Salary Sacrifice	11,232.60
Salaries - Other	70,444.14
Total Salaries	81,676.74
Superannuation	10,953.43
Training	819.99
Work Cover	1,438.94
01 - Personnel - Other	75.10
Total 01 - Personnel	94,964.20
02 - Volunteers	
Supervision	120.00
Volunteer Appreciation	1,730.95
Volunteer Training	1,344.58
Total 02 - Volunteers	3,195.53
03 - Information Technology	
Internet	775.29
IT Consumables	81.77
Software	729.20
Total 03 - Information Technology	1,586.26
04 -Equipment & Furnishings	
Fittings & Furniture	629.09
Office Equipment	3,291.29
Photocopier Lease	1,071.20
Total 04 -Equipment & Furnishings	4,991.58
05 - General Expenses	
AGM and COM	449.23
Bank Service Charges	202.94
Bookkeeping	1,395.85
Insurance	974.56
Memberships	490.00
Miscellaneous	-476.10
Photocopier Charges	774.48
Publications & Subscriptions	600.44
Rent	104.00
Rubbish Removal	156.61
Stationery	585.42
Telephone	2,847.45
Travel Expense	51.82
Utilities	5,981.82
Vital Volunteer Training	114.55
Total 05 - General Expenses	14,253.07
Total Administration	118,990.64
Interest Income	-0.28
Material Aid	
Christmas Hampers	1,481.00
Christmas Meal	3,872.87
Education	2,790.04

**Chelsea Community Support Services Inc.****Profit & Loss**

July 2011 through June 2012

	Jul '11 - Jun 12
<b>FaHCSIA Expenditure</b>	
Car costs	406.45
Chemist	5,721.76
Child Care	33.60
Clothing	851.61
Counselling	80.00
Food Vouchers	44,864.98
Household Goods	65.00
Medical	1,252.86
Misc.	2,596.75
Relocation Expenses	783.06
Rent	347.61
Telephone	384.48
Travel	365.04
Utilities	2,941.89
<b>Total FaHCSIA Expenditure</b>	<b>60,695.09</b>
<b>Magistrates Court Expenditure</b>	<b>54.55</b>
<b>School</b>	<b>100.00</b>
<b>Material Aid - Other</b>	<b>-2,457.79</b>
<b>Total Material Aid</b>	<b>66,535.76</b>
<b>Reconciliation Discrepancies</b>	<b>80.72</b>
<b>Total Expense</b>	<b>185,606.84</b>
<b>Net Ordinary Income</b>	<b>-17,596.04</b>
<b>Other Income/Expense</b>	
Other Income	
Other Income	255.77
<b>Total Other Income</b>	<b>255.77</b>
Other Expense	
Other Expenses	85.00
<b>Total Other Expense</b>	<b>85.00</b>
<b>Net Other Income</b>	<b>170.77</b>
<b>Net Income</b>	<b>-17,425.27</b>

**Note 1 to the special purpose financial report**  
**Chelsea Community Support Services Inc**  
**1 July 2011 to 30 June 2012**

This special purpose financial report has been prepared for distribution to the members to fulfil the committee's financial reporting requirements under the Chelsea Community Support Services Inc non-reporting entity's constitution. The accounting policies used in the preparation of this report, as described below, are consistent with the financial reporting requirements of the Chelsea Community Support Services Inc non-reporting entity's constitution and with previous years and are, in the opinion of the committee, appropriate to meet the needs of members:

- (a) The financial report has been prepared on a modified accrual basis of accounting including the historical cost convention and the going concern assumption.
- (b) The requirements of accounting standards and other professional reporting requirements in Australia do not have mandatory applicability to the Chelsea Community Support Services Inc because it is not a 'reporting entity'.

The committee has, however, prepared the financial report in accordance with Australian accounting standards and professional reporting requirements in Australia, that are applicable to the entity. The relevant Accounting Standards are:

AASB 101	Presentation of Financial statements
AASB107	Cashflow Statement
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 110	Events after Balance Sheet Date
AASB 116	Property Plant and Equipment
AASB 118	Revenue
AASB 1031	Materiality

The financial report has been also prepared in accordance with the requirements of the Associations Incorporation Act 1981 (Vic).

- (c) Other significant policies applied in the preparation of this financial report are:

- i. **Revenue Recognition**

Where possible revenue is recognised on an accrual basis. Grant revenue is recognised according to completion of work based on contracted payment schedules. Revenue from donations is recognised at the point of receipt. Revenue is measured at fair value of the consideration received or receivable.

- ii. **Income Tax**

The entity is not subject to Income Tax.

- iii. **Goods and Services Tax**

The entity is subject to the Goods and Services Tax. Revenues, expenses and assets are recognised net of the amount of the GST. Receivables and payables in the balance sheet are shown inclusive of the GST.

- iv. **Property Plant and Equipment**

The entity has no property plant and equipment on its books at the end of the reporting period, however its policy is to capitalise items with a cost of \$1,000 or more and depreciate them over the course of their useful lives. Each class of Property, Plant and equipment will be carried at cost or fair value less any accumulated depreciation and impairment loss. The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from these assets.

**v. Depreciation**

The depreciable amount of all fixed assets is depreciated on a straight line basis over their useful lives commencing from the time the asset is ready for use. The depreciation rates for each class of assets are as follows:

Furniture and equipment	10-20%
Computers	33.33%
Motor Vehicles	20%

**vi. Employee Benefits**

Provision is made for employee benefits arising for services rendered by employees to balance date. Employee benefits, such as Annual Leave, expected to be settled within one year are measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year are measured at the present value of the estimated future cash outflows to be made for those benefits.

**vii. Comparative Amounts**

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

**viii. Cash and Cash Equivalents**

Cash and Cash equivalents include cash on hand, deposits at call with banks and other short term highly liquid investments with original maturities of 3 months or less.

**Chelsea Community Support Services Inc****Statement by Members of the Committee**

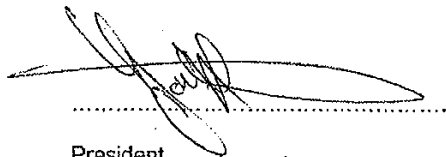
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The Committee has determined that the incorporated association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the accompanying financial report:

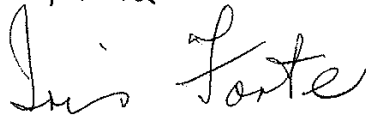
1. Presents a true and fair view of the financial position of the Chelsea Community Support Services Inc as at 30 June 2012 and its performance for the year ended on that date.
2. At the date of this statement there are reasonable grounds to believe that the Chelsea Community Support Services Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by



President  
Dated

9.11.12



Treasurer  
Dated

9.11.2012

## HIGHLIGHTS OF THE YEAR

### Christmas Day Community Lunch



Our Christmas community lunch was again an outstanding success. The lunch was held at the Chelsea Heights Community Centre and guests included pensioners, single people, families and elderly couples living in the Chelsea area. A traditional menu was served included roasted meats and vegetables, Christmas puddings with custard and cream, mince pies, fruit salad and Christmas cake.

Guests were entertained with games and carols and participated enthusiastically in the activities. Many guests commented that they had a wonderful day and everyone went home with a gift.

Of course, the event could not have been held without the enthusiasm and diligence of all the volunteers who gave up their time on Christmas Eve and Christmas Day to make this occasion a festive and fantastic event. We thank them all for their efforts.

The event was generously supported by donations from individuals, local businesses and community groups.

Many thanks go to Iris Forte, who has done an excellent job of organising this annual event over the past four years. Sadly, Iris is unable to continue in this role in future, but we are hopeful of finding a way to keep this event going.



The Volunteers

### Workshop on communication with volunteers



In November 2011, ChelCSS hosted a workshop for managers and co-ordinators of volunteers on the topic “communicating with volunteers”. The workshop was the last of a series of training sessions organised for the “Vital Volunteers” initiative undertaken by ChelCSS in partnership with Kingston Council’s Community Renewal Project.

Dr Alan Sieler, Director of the Newfield Institute and a world leader in ontological coaching, gave an interesting and informative presentation about the factors that influence communication. This set the scene for the lively discussions that followed around the theme of enhancing communications with volunteers to gain their commitment.

The workshop was attended by representatives from a wide range of community groups in the Chelsea district and was well received and appreciated by participants. Thanks go to Ann Hammann who organised the workshop and to Kathy Barnett for her assistance.



## Volunteer Appreciation Evening

A number of ChelCSS staff and committee members attended a Volunteer Appreciation Evening which was organised by the Chelsea Vital Volunteers Committee. This function, held at the LF Payne Town Hall in Chelsea on 17 May 2012, provided an opportunity for volunteers from diverse community groups in the district to socialise and be recognised for their contribution to the community.

## Visit by Rotary International guest

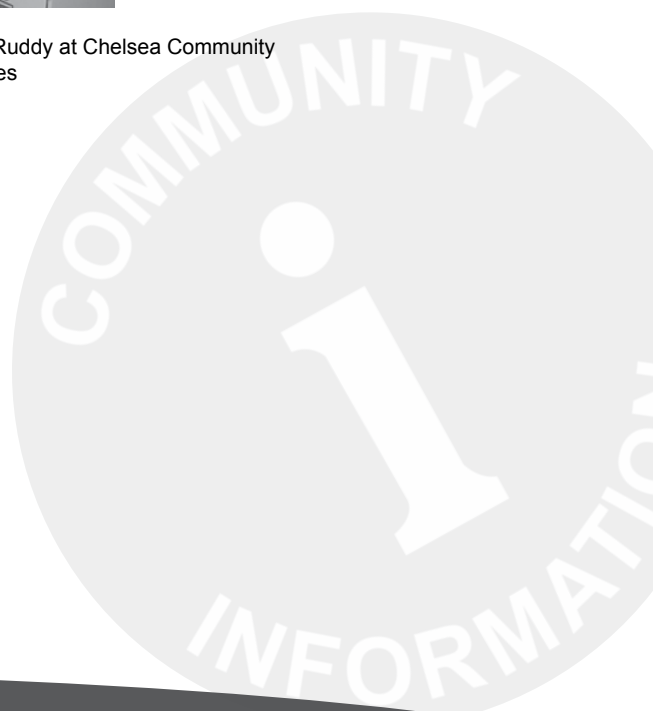
Rotary International sponsored a visit to Melbourne by Ann Pape who works for a community service organisation in Denton, Texas, USA. During her stay, Ann was in Chelsea as a guest of Chelsea Rotary Club. President, Gail Robertson suggested to Ann that she visit ChelCSS as staff and volunteers were interested in hearing about Ann's work in the USA.

There are many similarities between the two organisations - namely assisting those in the community experiencing financial crisis through the provision of emergency relief and providing information and referrals to people with legal and other issues.

Whilst Ann's agency in the USA relies largely on donations from Interfaith Ministries, the services provided by ChelCSS to the community are supported by funding from the City of Kingston and FaHCSIA as well as donations from several local clubs and churches.



Visiting International Rotarian, Ms Ann Pape and Mr Mark Ruddy at Chelsea Community Information and Support Services



## OTHER NEWS FROM CHELCSS

### Statistical Reports

During the year ChelCSS committee members and staff considered how to improve the recording and reporting of our service delivery outcomes and, in particular, the availability of statistical reports.

After reviewing several options, a new reporting system was set up with the assistance of Judy Symons, Cranbourne Information and Support Service. Selected staff members and volunteers were provided with training in the use of the reporting system and reports in the new format are expected to be available from July 2012.

The new system will enable summary reports to be generated at regular intervals, or on demand. These reports will assist the committee and funding agencies to base their decision-making on accurate and complete data of the services provided by ChelCSS.

### Strategic Plan

The Committee and staff are also committed to developing a new Strategic Plan to guide the organisation over the next few years. Two committee members and the Manager attended a seminar on strategic planning this year. A facilitator to guide the planning process has been selected. Planning workshops will commence in August 2012 and it is anticipated that a new strategic plan will be completed by March 2012.

## VISITING SERVICE REPORTS

### Financial Counselling (Vic) Inc.

Financial Counselling (Vic) Inc. (FCV) is a 'not for profit' community organisation that provides free financial counselling services to low income and vulnerable consumers experiencing debt crisis issues.

FCV has been operating for 30 years and is funded by the State Government through the Department of Justice. The agency is located at Suite 1a, 147 Centre Dandenong Road, Cheltenham and services the Cities of Kingston, Bayside, Stonnington and Glen Eira. FCV also provides a visiting service at the ChelCSS premises each Tuesday morning for residents of Chelsea and surrounding region.

The most common issues our clients face are:

- harassment by creditors
- credit card, store card arrears
- personal loan arrears
- fines
- phone and internet – arrears and plans
- rental and mortgage arrears
- utilities arrears
- asset protection.

### Peninsula Community Legal Centre

Peninsula Community Legal Centre (PCLC) is an independent, not-for-profit organisation that has been providing free legal services to Melbourne's south-eastern communities for more than 30 years.

The Centre helps people use the law to protect and advance their rights, offering free advice on most legal issues. Ongoing assistance is targeted to assist clients who are experiencing disadvantage. In addition to its general services, the Centre operates Family Law, Child Support, Intervention Order, Tenant and Consumer Advocacy Programs.

PCLC has provided a visiting service to ChelCSS for over 15 years. A community lawyer attends ChelCSS on a fortnightly basis to provide clients with legal advice and in some cases ongoing casework and court representation. Over the last year, PCLC has helped more than 120 clients with a range of legal issues including.

For more information about free legal services, please call PCLC on 9783 3600 or visit the website at [www.pclc.org.au](http://www.pclc.org.au).

## Australian Hearing

Australian Hearing provides a full range of hearing services to eligible adults. These services range from hearing screening to fitting hearing aids and counselling about hearing loss.

Services include:

- hearing assessment
- selecting and fitting hearing devices
- regular hearing checks to monitor any changes in hearing levels
- training to improve listening and communication skills.

Some clients need extra help to achieve the best results with their hearing. These clients may have a severe-to-profound hearing loss, find communication difficult or distressing even with a hearing device or have other disabilities which aggravate their communication ability.

Australian Hearing helps these clients to choose the most appropriate hearing intervention option and works with them to develop strategies to manage their hearing loss.

The service commenced at the ChelCSS premises in March 2012.





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