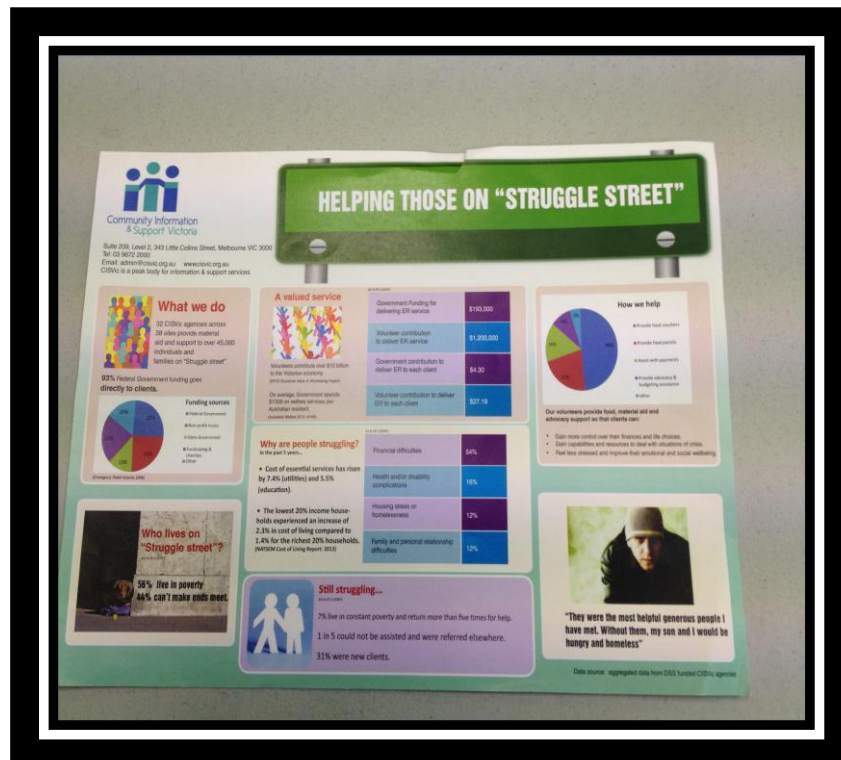


# CHELSEA COMMUNITY SUPPORT SERVICES INC



## ANNUAL REPORT 2013-2014

## **ACKNOWLEDGEMENTS**

The 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 Social Services  
Frankston Magistrates Court – Court Fund  
Freudenberg Industries  
Good Guys Mornington  
KOGO – Knit One-Give One  
Longbeach Community Centre  
Members of St Nicholas Anglican Parish of Mordialloc  
Members of St Chad’s Anglican Church Chelsea  
Peninsula Community Legal Centre  
St Aidan’s Anglican Church  
Victorian Relief and Foodbank

### **Christmas Hampers**

Bayside Masonic Centre  
Benevolent Society Chelsea  
Chelsea Meats  
Provenance Produce - Chelsea  
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 Chelsea

## 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.

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.

## FUNDING

### City of Kingston

ChelCSS appreciates the support 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. The Kingston Council funding is critical to the agency's continued service to Chelsea and surrounding South Ward suburbs – without it our agency would not have operational funds for keeping the doors

open. 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 Social Services (DSS formerly FaHCSIA)**

DSS 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).

DSS 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.

We are awaiting tender results regarding future DSS funding for these important services.

### **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, Chelsea Rotary and individual donations

### **OUR MISSION AND VALUES**

CHELCS 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 building partnerships in the community.



### **COMMITTEE OF MANAGEMENT Report**

This is the 37<sup>th</sup> Annual Report of the Chelsea Community Support Services and we are pleased to report that the agency is continuing its high standard of support and Emergency Relief to its varying and diverse clients.

The Committee of Management is responsible for the governance and policies of CHELCSS and ensuring that the agency operates in an effective and accountable manner. Funding is always an ongoing concern and the COM needs to position itself in a positive light to ensure we have the best possible advantages to take full advantage of funding opportunities.

This past year has been quite a challenge to the COM with the number of committee members diminishing. We have had several long term members over the last few years resign due to varying reasons and also new members who have dropped out after a short period. This is due probably in most part, brought about by increasing demands on family, other volunteering commitments, and to an even greater extent...time. Our thanks to Gail Robertson (who resigned as President) for contributing her vast knowledge concerning varying aspects of governance and her commitment to the success of the agency

I would like also to refer to the Regulations and Legislation placed on the agency. The Committee of Management is responsible for ensuring that we comply with and adhere to these provisions. So I would like to thank all committee members for their responsibility towards ensuring that all legal and financial requirements are complied with. It is with this in mind that I would like to draw attention to some significant matters that the COM has dealt with over the past year.

A change of the agency's "Rules of Incorporation" to New Model Rules was voted on at last year's AGM and all Association Members voted by a show of hands to accept. These new rules came into effect in November 2013

Towards the end of this Financial Year the committee was presented with an overview of benefits for the agency in joining a CISVic (our peak body) consortium. Joining the consortium model that was proposed will put the agency in a better position to successfully tender for DSS Grants. The COM unanimously agreed that this was the way forward in order to be successful in obtaining future grants.

Throughout this past year the COM has been working very diligently in renewing the Policies and Procedures and Business Plan. This is a very time consuming but never the less very important task, which we hope will be finalised when we receive notification regarding the outcome of our latest funding grant application from the Federal Government.

In reference to the funding grant mentioned in the above paragraph. I would like to bring attention to the main source of funding the Agency receives which is a grant from the Federal Government which enables us to assist the many people who come to the agency for assistance with material aid. In May this year the Federal Government announced in its budget that there would be a cut, or stop to grants that are supplied through DSS (our main funding body). Suffice to say this was met by all with much concern.

Although (at time of going to press) no word has been received regarding our latest application for funding we are all continuing to remain optimistic as to the outcome and the agency continues to operate in a healthy position.

Our thanks and appreciation are extended to our Manager, Anne Catanese. Anne continues to manage the Agency with a lot of dedication and commitment and despite some varying curved balls which have been thrown her way during this particular year has kept a clear head and forged forward.

In conclusion we would like to thank the volunteers who give freely of their time in order to provide the wide range of services the agency provides. Their professionalism is highly regarded and as they are considered the core of the agency there would be no CHelCSS without their continued participation.

### Joy Fletcher

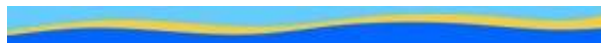
#### On behalf of the Committee of Management

Members of the Committee of Management in 2013-14:

President:	Gail Robertson/Ann Hamman
Vice-President:	Ann Hammann
Secretary/Public Officer:	Joy Fletcher
Treasurer:	Hans Wehmoller
Ordinary Members:	Greg Caughey Henry Koberle
Ex-Officio Member	Anne Catanese (Manager)



Gail Robertson, Ann Hammann, Joy Fletcher, Hans Wehmoller



## MANAGER'S REPORT



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.

We are very pleased to continue working closely with Pantry 5000 with whom we have a “two way” referral system whereby clients can access counselling and support through us and receive food parcels from Pantry 5000. Our Caseworker and student Social Workers attend “Pantry” and offer to deliver food parcels to people who find it difficult to go there themselves. 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, Kingston’s Community Engagement team continue to support our community engagement endeavours.

I am 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, Peninsula Community Legal Centre and Financial Counselling Victoria bringing more people into the agency. We have extended our opening hours to cater for people who may be working or studying and unable to come before 3.30 . My thanks go to Henry and Helen for taking on the extra shift and to our Provisional Psychologist and counsellor, Hailey, making her services available at this time.

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), DSS (federal Department of Social Services ), South Ward Councillors and Chelsea Police. The continued enthusiastic support of our State Members of Parliament, Donna Bauer and Lorraine Wreford and the Federal Member for Isaacs, Mark Dreyfus is also greatly appreciated. Working with Lorna Stevenson and Callum Pattie on the Chelsea and Surrounding Area’s Network Group is very exciting as new opportunities and partnering opportunities arise . Supporting local organisations and keeping active and sound linkages with them is an important priority for the Committee of Management.

The 2013-2014 financial year was the final year of our Department of Social Services Funding ( formerly FAHCSIA) and we have tendered as part of a consortium headed by CISVic, the peak body of Community Information Centres . We are very hopeful that the tender will be successful as we are confident that it was well researched and written by the team at CISVic to whom we are grateful for their hard work and the high quality of the submission. The outcome of the tender will be known in October, and the future of our delivery of Emergency Relief and Casework hinges on the outcome.



The following is a media release produced by CISVic in April this year prior to the federal budget. Kate Wheller, Executive Officer of CISVic is the writer and her words capture the essence of the work performed in the sector.

***Peak body calls for Federal Government to commit to retaining “Last Safety Net” funding***

*Community Information & Support Victoria (CISVic) is urging federal government to commit to maintaining funding levels for agencies providing emergency relief, generalist case work and financial counselling. Current funding agreements for these programs which provide “the last safety net” support to people in personal and financial crisis expire on June 30, 2014.*

*CISVic is a peak body which helps local communities help local people. CISVic agencies receive over \$3,000,000 annually from the federal government which they distribute to individuals and families who are unable to meet their most basic needs (national funding for emergency relief programs is \$84 million). The support provided includes food, food vouchers, or assistance with household bills, education, medical or transport costs. This support is predominantly provided by volunteers.*

*“Our agencies provide vital support to people in crisis – who are often without funds to meet the most basic of human needs. There are too many individuals and families living on “Struggle Street” who are doing it really tough” says CISVic Executive Officer, Kate Wheller, “56% of our clients live in poverty and 1 in 5 clients presenting to our ER agencies could not be assisted and were referred elsewhere”. In the last financial year, CISVic agencies provided emergency relief to over 45,000 people. Current funding for this critical service, case work and financial counselling expires in June 2014 and future funding remains uncertain.*

*“We are urging the Abbott Government to make a commitment now to continue funding these critical programs at current levels. Too many individuals and families are struggling to meet daily living costs; unable to buy food, pay rent and at risk of disconnection of gas and power due to high utility bills.”*

*The uncertainty of funding also impacts a number of paid workers who provide intensive support to clients presenting to ER agencies with complex needs. These federally funded case workers are key in meeting the needs of those who would otherwise fall through service gaps, while also providing highly valued support to volunteers. CISVic agencies provide intensive support to around 3000 people annually. Case work in ER is a crucial element of early intervention which prevents reliance on the service system and helps participants to re-engage with society both socially and economically. One client said “My caseworker definitely helped me feel a sense of hope and security that help is available to move people through tough times and onto better lives.”*

*“We are concerned that in these economic times, with a reduction in full-time jobs, Victorian job losses in major industries, and rising household expenses, that this funding is uncertain” says Ms Wheller, “Emergency relief is the last safety net that we cannot afford to lose”.*

The *Last Safety Net* and *Struggle Street* campaign mounted by CISVic have clearly expressed the member agencies’ role in providing a critical service to the communities they serve.

I am optimistic that ChelCSS can respond to the challenges of the future by exploring new delivery options and partnership opportunities.

**Anne Catanese**  
**Manager**



## OUR STAFF AND VOLUNTEERS

Manager  
Community Development Worker  
Caseworkers

Anne Catanese  
Kathy Barnett  
Helen Byrne  
Denise Mignone

Student Placements:

Achi Chivange  
Jessica Tester  
Najla Naier

Craig Parker (Cairnmillar)  
Melanie Callander (Cairnmillar)

Voluntary professional services are provided by:

Information Technology

Chris Ewin (Enhance Computing)

Finance and Accounts

Grant Plozza (Auditor and Financial Adviser)

Tax Help Volunteers

Alan Sergi  
Marion Howlett



Marion Howlett presenting ChelCSS' limerick at the Vital Volunteers Night.

## 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. These include Emergency Relief interviewing, data collection, advocacy and support, tax help and administration duties.

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

**MIRZA MILLER**  
**JOY FLETCHER**  
**JUDITH ABBOTT**  
**MARY PALZER**  
**MARGARET BROWN**  
**MARION HOWLETT**  
**RHONDA BALDOCK**  
**HENRY KOBERLE**  
**ANNE BOGUT**

**NOELINE ABBEY**  
**ADA YOUNG**  
**RENNIE DYER**  
**REBECCA EDWARDS**  
**DESIREE TEMLING**



***Volunteers packing Christmas hampers***



***Volunteer Anne Bogut actively seeks financial support and sponsorship from businesses and through her extensive personal networks. Nike and Good Guys ( Mornington) gave generous donations to the Christmas hampers . Anne is seen drawing the winning ticket in the Christmas Raffle – the prize was a microwave oven donated by Good Guys.***

### **Volunteer Co-ordinator**

In my role as Volunteer Coordinator I attend quarterly meetings, most recently the WRACIC (Westernport Regional Association of Community Information Centres) Coordinator of Volunteers meeting.

This provides an opportunity to meet with other Volunteer Managers/Coordinators to discuss strategies including: *how to retain volunteers in the workplace and what makes a successful volunteer program?*

We also receive a number of volunteer referrals from the Frankston Volunteer Resource Centre as well as the Seek Volunteer website. I attend meetings with FVRC to discuss referral processes and any relevant updates or changes .

As from 1 January 2015 the new Work for the dole program comes into effect, this will require recipients to undertake at least 25 hours per week of voluntary work or other approved activity.

We will be meeting with representatives from Centrelink and Max Employment to discuss the impact the increased demand will have on agencies that recruit volunteers.

I would also like to acknowledge with much sadness the passing of Melanie Timson earlier this year. Melanie was a valued member of the volunteer staff at ChelCSS and will be greatly missed.

Kathy Barnett  
Volunteer Coordinator

## OPERATIONAL REPORT

### Statistics 2013-2014

The graphs in the Appendix are generated from our new reporting system which we commenced using from July 2012. This enables us to generate reports and statistical data on demand which provides an overview of presenting clients and services provided during the financial year.

As demonstrated in the statistics the predominant age group is 25-44 year olds, with females representing just over half of the total number of clients in 2013-14. Almost half of the services provided were Emergency Relief in the form of supermarket and butcher's food vouchers , petrol vouchers, myki cards, pharmaceutical expenses, Telstra vouchers and school relief for return to school expenses in cases of extreme hardship. .

Our data indicates an increase in the number of individuals identifying as *Homeless* or of *No fixed Address*. We have been able to provide high quality swags or backpack beds through a program *Swags for Homeless* who partner with more than 200 hundred agencies to distribute the swags to individuals who complete or are assisted to complete a survey. The results of these surveys help organisations for the homeless get valuable insights into homeless densities in regions across Australia. Individuals who have received this assistance prefer to sleep rough rather than find accommodation in boarding houses or other arrangements. We provide a hygiene pack of toothbrush, toothpaste, comb, soap etc. Other individuals live in a state of insecure housing through "couch surfing" or no fixed address. Our support is provided in a confidential and non-judgemental way and our caseworker works with Housing agencies and other services to seek positive housing outcomes and advocate for individuals. Mental health,

personal relationship and drug and alcohol issues are often contributing factors adding to the complexity of the work.

## Casework

ChelCSS employs a part-time caseworker (funded by the Department of Social Services) to assist clients who have complex problems requiring assistance across a number of areas. During the year the caseworker assisted 157 clients during a total of 1449 casework sessions. Helen Byrne is a highly experienced qualified Social Worker . ChelCSS is very fortunate to have Helen on board as are the Social Work students from RMIT who commit to 6 month placements with us under Helen's professional supervision .

### **CASESTUDY – to give an idea of the range of tasks performed . Names have been changed to protect individuals' privacy.**

Jasmine and Dave presented at Chelsea Community support with their three children Tom (aged 10), Skye (aged 8) and Sophie (aged 4 years).

Dave lost his job 2 weeks ago and is waiting to receive New Start allowance. Jasmine suffers from depression since the birth of her last child. Dave's worried that he will not be able to pay the rent and they have a car loan and debt through credit cards. They cannot pay their electricity bill which is \$700.

Jasmine and Dave have been fighting a lot about money and are thinking about a temporary separation they are worried about the impact on the children.

The case worker was able to help Jasmine and Dave access material aid such as food and referred them to financial counselling to manage their current debt. They applied for the utility relief grant through their electricity company. The caseworker liaised with Dave's job network provider to help link him back to paid employment. The caseworker spoke to the Social worker at Centrelink to check if there was an option for him to receive a payment earlier due to hardship.

Jasmine was referred to a counsellor to discuss her depression and went on a mental health care plan which allowed her to have 12 free sessions with a psychologist she is currently seeing a probationary psychologist at Chelsea Community Support.

Jasmine and Dave decided to talk with relationships Australia regarding separation and sought support from the Family Dispute Resolution process as well as counselling options for the family. The caseworker contacted the pupil welfare co-ordinator at the children's school and they assisted with support and help with new uniforms and linked them to financial help with books.

Jasmine was linked to a local mother's group and given activities brochures for the local neighbourhood house.

Jasmine and Dave were advised of the local Family Support Services and general support services. They were linked to Hanover Cheltenham to discuss housing options and legal aid regarding separation.

They were followed up with additional support as their situation changed over several months.

## **Financial Literacy & Support Program**

The Financial Literacy and Support Program offers free and confidential one on one sessions with individuals who would like to have more control over their personal finances. The financial literacy worker can assist with providing the right tools for you to take control of your personal finances, this may include:

- Budgeting
- Discussion financial concerns or difficulties e.g. bills, debts
- Money management tips and ideas
- Save money on utility bills
- Various bill payment methods
- Understanding financial products i.e. bank accounts
- Debt and Consumer credit
- Your rights and responsibilities

Our volunteers attended a Financial Literacy training session run by Lisa Miller from Casey North Community Information service . Increasingly, financial literacy is the focus of our work as the outcomes are more sustainable for the individual than Emergency Relief financial support which is the safety net in times of crisis.

## **Cairnmillar Institute**

The relationship between ChelCSS and the Cairnmillar Institute commenced in May 2012 with an internship program. The provisional psychologists provide personal support counselling to clients who are referred by Helen Byrne, our Caseworker. The counselling provided is a valuable additional service to compliment the casework .

Cairnmillar placements increase the number of counselling hours we can provide to the community. The high quality of their work and their genuine interest in the psychological welfare of clients reflects their personal and the institute's high service standards. We hope to continue and grow our arrangement with Cairnmillar into the next year and beyond.

## **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 26 years. During the 2013-2014 tax season, our volunteers assisted many community members with their income tax matters including registering for online tax returns.

## NILS

NILS (No Interest Loan Scheme) is a national program auspiced by the Good Shepherd Youth and Family Service 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. The scheme has been operating from Chelsea Community Support Services since 2009. It provides low income earners with small interest-free loans up to \$1,200 with manageable repayment plans.

The two NILS officers (Margaret and Joy) have been with the program from the start. To date all loans have been successfully repaid with no-one defaulting on their loan. Several clients who paid off their first loan have reapplied and been successful in obtaining a second loan through the scheme. Loans approved over the past year have been for washing machines, televisions, computers and car repairs,

Through the Nils “Good 2Go Now” and Hess schemes, one client was able to get her washing machine for \$200 less than the written quote.

## PANTRY 5000



Over the last 2 years, 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 a Wednesday morning 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.

## CHRISTMAS HAMPERS

Each year in December, ChelCSS provides Christmas hampers to the community. The hampers generally contain an assortment of goods, including food items, meat and grocery vouchers and toys. The products are donated by Chelsea Rotary, local businesses, individuals and community groups and we are very grateful for this support. A list of supporters is included at the front of this report.

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

More than 100 food and toy parcels were provided to clients in December 2013.



Bendigo Bank (Aspendale Gardens branch) provide financial support for volunteer appreciation and Christmas hampers.



## 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, in Cheltenham and services the Cities of Kingston, Bayside, Stonnington and Glen Eira. FCV also provides a visiting service at the ChelCSS premises once a week 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

The FCV Counsellor outreaching to ChelCSS works collaboratively with other on-site and visiting services to provide comprehensive solutions to clients presenting with multiple issues.



## 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.

Our 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.

We help these clients to choose the most appropriate hearing intervention option and work with them to develop strategies to manage their hearing loss.

Visitors to the service avail themselves of other information and friendly advice from our wonderful volunteers.

## **Treasurer's Report**

The agency is continuing its vital role in providing support and assistance to the residents of the City of Kingston

The major force of funding to provide this assistance was once again provided by the Federal Government Department of Social Services Grant of \$88,327.96 and the Kingston City Council of \$78,402.16

Frankston Magistrates Court Funds provided a further \$2,000 and a further amount of \$5,000 was provided by a Kingston Charitable Grant.

DSS expenses totalled \$86,654.00 which included \$41,402.49 Emergency Relief distributed funds Casework salary and \$6,000 towards administration).

Assisting clients who are experiencing difficulty in meeting their daily living expenses is shown by the assistance provided for Food Vouchers amounting to \$30,921.53, Utilities \$724.00, Pharmaceuticals \$2,323.34 and Telstra Vouchers

Other sources of main income were Bank Interest on Cash Reserves \$3,082.00 and Donations \$8,415.00.

We are also grateful to our Manager for obtaining several grants over the year from Department of Health, Bendigo Bank, and Lord Mayors Charitable Fund.

Special thanks to the Magistrates Court Frankston, residents, local community, business organizations, and the dedicated group of volunteers for their support and contribution for the ongoing success of the agency.

The agency continues to remain and continue operating in a solid financial position .

**Joy Fletcher**  
**Committee of Management**