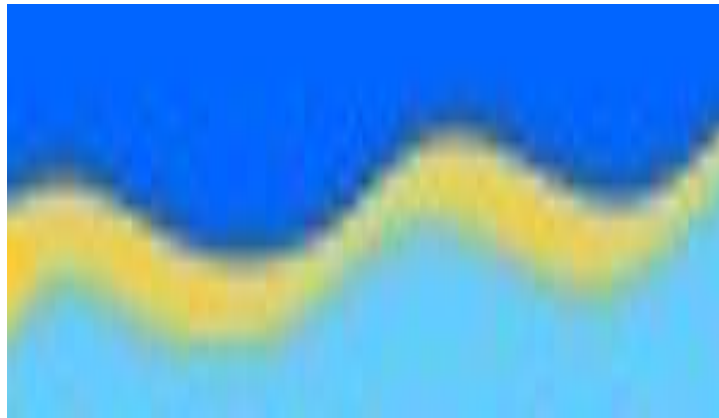


CHELSEA COMMUNITY SUPPORT SERVICES INC

ANNUAL REPORT 2012-2013



*If you're worried and feeling quite blue
Need advice or just something to chew
At CHELCSS we care
So pull up a chair
Don't paddle your own canoe!*
(ChelCSS limerick entry for 2013 Vital Volunteers Event)

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.

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

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. 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

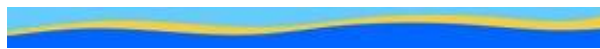
We also receive significant financial contributions from the Magistrates Court in Frankston and many local churches, including the Carrum Chelsea Edithvale Parish Uniting Church, the Anglican Parish of Longbeach and St Nicholas Anglican Church Mordialloc, Chelsea Rotary and individual donations

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



Gail Robertson
President

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.

I believe we have the best team of dedicated and professional people at ChelCSS operating at times under pressure, testing skills and at the same time showing compassion and understanding.

Our Manager, Anne Catanese, has shown strong leadership and clear understanding of the industry to lead us into the positive position we now hold in the community

Moving forward - 2014 will see us changing our Rules of Incorporation to meet legislative changes. These changes will be discussed at the AGM and need Member ratification.

Our Strategic Plan is well underway and I would like to acknowledge the contributions of Jinny McGrath (DCAB) and Ann Eldrige (Chelsea Lions) who conducted several initial workshops attended by the Committee of Management and manager.

I would also like to acknowledge the great contributions of Iris Forte (Treasurer and Christmas Day lunch co-ordinator, 4 years) and Marilyn Wilson (Secretary 1 year) both of whom retired from the committee early this year.

[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.

The COM is also responsible for the development of the Strategic Plan and moving ChelCSS into a new and exciting future.

Funding is always a moving target – we need to embrace the future, adapt and place ourselves in a positive light to ensure we are in the best possible position to take full advantage of funding opportunities.

Members of the Committee of Management in 2012-13:

President:	Gail Robertson
Vice-President:	Ann Hammann
Secretary/Public Officer:	Joy Fletcher / Marilyn Wilson (retired)
Treasurer:	Iris Forte (retired) / Hans Wehmoller
Ordinary Members:	Dan Moloney Vacant
Ex-Officio Member	Anne Catanese (Manager)



Gail Robertson, Ann Hammann, Joy Fletcher, Hans Wehmoller



MANAGER'S REPORT



With the completion of Chelsea Community Renewal project, we have taken on a joint chairing role with Longbeach Place for the Chelsea and Surrounding area's Network Group. Supporting local organisations and keeping active and sound linkages with them is an important priority for the Committee of Management.

We are very pleased to continue working closely with Pantry 5000 who opened their doors in 2012. With Ken Gooding we 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, 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, bringing more people into the agency.

Under our aim of being a strong and sustainable organisation we have implemented a new client registration /data 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) and Grant Plozza (Auditor and Financial Adviser). With a grant from Bendigo Bank and through Kingston Ward funds we have updated our webpage and phones.

The ChelCSS web-site was updated with a grant received from the Bendigo Bank, Aspendale Gardens - we are very pleased with the result which provides links to other services and agencies. This year's Annual report will also be accessible via the web-site. We are considering increasing the agency's use of social media to promote our services and links to valuable supports for people experiencing personal, family or financial crises. We would also like to invite feedback through social media so that we can continuously evaluate and improve our service delivery and extend our reach to individuals who may not be able to visit the agency during opening hours.

Our phone system has been partly updated this year – new phones and a more efficient internet and phone contract have increased efficiency and reduced costs – particularly of the calls from the agency to mobiles .

Our new Client Management system records client files and collects important data for Council and FaHCSIA analysis and information. Kathy Barnett, our Administration worker, has led this project and worked very hard with her team of volunteers to input data and to set up the reporting soft-ware. All new clients to the agency since January, 2013, have been placed on the data base where their information and the support given can be accessed and updated on the spot – avoiding the double –handling inherent in the old paper-based

system. We aim to make the experience of clients presenting at the front desk as helpful and timely as possible and the new system is an important component in this as is the training of all the workers in the use of the system.

I have enjoyed working with the Committee organising the Vital Volunteers annual event giving 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. 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. Our agency maintains membership of CISVic, VCOSS and ER Vic.

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.

The continued enthusiastic support of our State Member of Parliament, Donna Bauer and the Federal Member for Isaacs, Mark Dreyfus is also greatly appreciated.

Anne Catanese
Manager

STAFF

Manager
Community Development Worker
Caseworker

Anne Catanese
Kathy Barnett
Denise Mignone

Student Placements:

Achi Chivange (RMIT, Social work)
Alisa McDonald (Holmesglen, Case management)

Craig Parker (Cairnmillar)
Melanie Callender (Carinmillar)

Tax Help Volunteers

Alan Sergi
Marion Howlett
Stanley Lobo

Information Technology
Pro bono professionals (volunteers)

Chris Ewin (Enhance Computing)
Danny Young

We would also like to acknowledge former students Fiona Smith and Kathy McWilliams from Chisholm TAFE who undertook student placements at ChelCSS

VOLUNTEERING AT CHELCSS

FUNDING WAS GRATEFULLY ACCEPTED FROM THE DEPARTMENT OF FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS UNDER THE VOLUNTEER GRANTS WITH A CONGRATULATORY LETTER FROM MARK DREYFUS (FEDERAL MEMBER FOR ISAACS). THE GRANT ENABLED US TO CELEBRATE VOLUNTEERING AT CHELCSS AND SUPPORTED THE COST OF TRAINING NEW VOLUNTEERS. A SMALL GRANT FROM THE CITY OF KINGSTON'S VILLAGE COMMITTEE GRANTS WAS ALSO GRATEFULLY ACCEPTED.

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.

With our new Client Data System near completion, volunteers will undertake training in accessing and maintaining the system.

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

<i>Noeline Abbey</i>	<i>2 ½ years</i>	<i>Mirza Miller</i>	<i>10 ½ years</i>
<i>Judith Abbott</i>	<i>5 ½ years</i>	<i>Marion Howlett</i>	<i>24 ½ years</i>
<i>Rhonda Baldock</i>	<i>9 ½ years</i>	<i>Henry Koberlie</i>	<i>4 ½ years</i>
<i>Anne Bogut</i>	<i>4 ½ years</i>	<i>Mary Palzer</i>	<i>3 ½ years</i>
<i>Elaine Booth</i>	<i>1 ½ years</i>	<i>Desiree Temling</i>	<i>9 months</i>
<i>Margaret Brown</i>	<i>8 ½ years</i>	<i>Melanie Timson</i>	<i>1 ½ years</i>
<i>Rennie Dyer</i>	<i>7 ½ years</i>	<i>Ada Young</i>	<i>3 ½ years</i>
<i>Joy Fletcher</i>	<i>9 ½ years</i>	<i>Iris Forte</i>	<i>10 ½ years</i>

A new volunteer's observations:

While volunteering at Chelsea Community Support Services, you can learn to expect the unexpected. Although my time at ChelCSS has not been relatively long, I have helped and met people from all walks of life. For people who have not worked in the Emergency Relief area before or experienced people suffering hardships, this job is truly an eye-opener. When I began at ChelCSS I had the general perspective that all people have their own issues and hardships to deal with, but no one ever really listens or takes notices until you meet them. It wasn't until I listened to my first and certainly not last heartbreaking story that I truly gained an idea of what exactly people have to go through. There were the men that had been recently made redundant, a hard hit to their pride because all of a sudden they could no longer provide for their loving families. There were the clients, whose bad luck simply went from bad to worse, never catching a break in life and continuously having one mighty problem after another. Then there were the young adults who were new to the world of the homelessness, they were scared and for the first time had nowhere to go because they couldn't go home. These were the kids I wanted to take home with me in my first week at ChelCSS. Not all the stories are as hard to hear as these ones, but you really cannot make the call on which client has it worse. The best experiences are the ones where the clients have left with a renewed purpose in life, a revived motivation to turn their lives around. It is in these moments that make the job worthwhile for us volunteers. Our clients may be at the end of their road, on their last thread of hope or feeling completely helpless. But when they leave our agency with options and a hope that things will get better, whether for a short or long period of time, we know that we have done our job well, and to the best of our ability.

Desiree Temling

My experiences at Chelsea Community Support Services have shown me how vital my role as a social worker is to push for justice and equality, when working with people of all ages, cultures and backgrounds to achieve harmony, freedom and one's basic human rights. My understanding of families and community work has developed so much in these few months and I now appreciate how worthwhile and empowering it is, not only for community members but also for the people working with the community. At the beginning of my placement I thought that I had an average understanding of community development and disadvantaged families. How wrong I was. With every passing day I was able to appreciate more and more how valuable community work is and how important the community centre is to the people who use it.

The message I am sending is that placement is very much a give-and-take thing. You give of yourself, and your agency gives of itself to take on a student. Your agency takes away the contributions you have made to their work, and you take away the benefits of professional development, making contacts, discovering professional role models, and exploring what you are cut out for. And remember – a placement is meant to benefit you, so you should get out of it what you put into it. I thoroughly recommend to any student interested in doing a community service placement to pursue it, it is life changing, rewarding, and full of new learning aspects.

Achi Chivange (RMIT Social Work student and future Volunteer)

Volunteer Appreciation Evening

ChelCSS volunteers enjoyed the Vital Volunteers evening in May at the new Chelsea Activity Hub (a project funded through the Community Renewal Project and by the City of Kingston)

MCs: John Shore and Peter Washington

The ChelCSS group performing their limerick.

Councillor Tasman Bearsley

Desiree Temling from ChelCSS accepting our certificate





Viv Heath and Grant Plozza provide us with bookkeeping and auditing services. We thank them for their hard work and enthusiasm



Every Monday evening Noeline Abbey goes to Patterson Lakes Baker's Delight where she picks up day old bread for our "bread basket". We have a freezer which is generally very well stocked with bread and rolls for community members to take as they need. Noeline also assists Kathy with data entry for the new Client Data System and her efforts are greatly appreciated.



OPERATIONAL REPORT

During the year, 1 July 2012 to 30 June 2013, our agency dealt with approximately 6,000 centre contacts. This included telephone and counter enquiries, requests for information and referrals made to other agencies.

Statistics 2012-2013

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 assisted to complete a survey the results of which are helping homeless organisations get valuable insights into homeless densities in regions across Australia. Individuals who have received this assistance prefer to sleep rough 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.

The graphs on the next page 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 clients for the 2012 - 2013 financial year. Almost half of the services provided were Emergency Relief.

CASEWORK (FAHCSIA FUNDED)

ChelCSS employs a part-time caseworker, Denise Mignone, 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

“Mary” (not the real name) is in her late 70’s and presented with an overdue utilities bill. The caseworker contacted the utility company on two occasions regarding the re-connection fees. Mary also advised that she had an overdue Telstra bill so was assisted with Telstra vouchers to enable her to use her available funds to pay her electricity and gas bills.

The caseworker then referred Mary to HESS (Home Energy Saver Scheme) in order to have the HESS workers come into her home and assist her with the scheme to reduce utilities’ costs.

Mary also wanted assistance with her funeral arrangement so the caseworker contacted a lawyer and advocated for her. The caseworker then contacted the Coroner’s office to find out what would happen if there were no funds for a burial due to being on a low income.

Mary had purchased a double burial plot interstate so the caseworker made several phone calls to locate the cemetery and offered emotional support for the client as it was difficult for her to discover that there were no provisions in place if you could not afford a burial plot and had no family or friends to assist with the costs.

With the support of the Casework program Mary was able to balance her funds out over her bills with the credit she received for incorrect connection fees and was relieved from the frustration of negotiating with the utilities company. As a hearing impaired person, such negotiations can be frustrating.

The financial strain is intense for the elderly people trying to pay for their medication and their cost of living. It can be stressful and worrying for elderly individuals to plan their funeral and other arrangements. That the fees make it difficult for someone on an aged pension to afford to get buried was highlighted to the caseworker. Centrelink can support burial arrangements and the caseworker made the information available to the client.



Ann has several children and a partner and has been dismissed from her work place. The family is experiencing financial issues as well as behavioural issues with the children.

The caseworker advocated with Fair Work Australia on several occasions and Ann was referred to Peninsula Community Legal Centre for further support.

The caseworker also advocated on the client’s behalf to Family First and Ann was referred to the provisional psychologist for personal counselling.

The caseworker advocated on the client’s behalf to the primary school and secondary college regarding the school fees being waived.

Assistance was given in contacting the union to determine if Ann had any employment rights and protection.

The case worker liaised with Ann’s previous employer on several occasions regarding paperwork which was required for Centrelink and a discrepancy which was found regarding her separation slip.

Assistance was given on several occasions in regards to Centrelink and the arrangement of a family benefit.

The caseworker also referred the client back to the financial counsellor to explore other options.

Ann was offered emergency relief in the form of food vouchers as well as a petrol voucher.

Due to the liaising between the client and Fair Work Australia, Ann had a positive outcome regarding the court proceedings and received what she felt she was entitled to. The client was also able to receive Centrelink benefits which enabled her to purchase items such as food and continue to pay the mortgage. The student fees were waived which alleviated some of the added stress and support from Family First was arranged for the children.

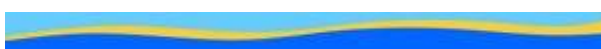
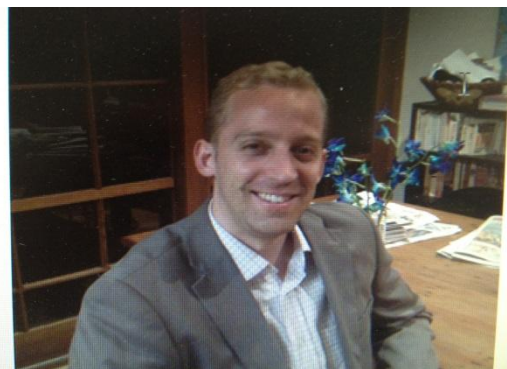


LIVING WELL IN OUR COMMUNITY Casework involves referrals to and liaison with numerous other agencies including the Community Connection Program is funded by Department of Health to actively seek out people with complex health needs who are homeless or at risk of homelessness. CCP works with residents in low cost accommodation such as Caravan Parks and Supported residential Services in the LGA'S of Kingston and Bayside. CCP also works with people who are eligible for public and social housing. CCP is funded to work short term with clients and build capacity of services to work with complex needs of clients who have fallen out of the health services system. [Kate Hamilton | Case Manager Community Connections Program | AccessCare Southern | AccessCare Southern is a City of Kingston Service](#)



Cairnmillar Institute

The ChelCSS and Cairnmillar relationship commenced in May 2012 with an internship program. Craig Parker and Melanie Callender work at the agency each Wednesday and provide a valuable additional service to compliment the casework provided by Denise Mignone. Their placements increase the number of counseling 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. Professional supervision is provided to Craig through an arrangement with Cairnmillar. 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 25 years. During the 2011-12 tax season, our volunteers assisted some 108 clients with their income tax matters.

To acknowledge her incredible 25 years as a Tax Help volunteer, Marion was flown up to Sydney for a day to attend a formal lunch and ceremony.

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

Mature Aged lady came in looking for a No Interest Loan.

She had been in private rental accommodation for a number of years, moving twice in the past year which financially had been very hard on her. She has recently settled as a tenant in a unit with Department of Housing and was looking to buy a lounge suite and television for her new unit.

The No Interest Loans Officer assisted her in working through the NILs process to apply for a loan.

The client was happy with the successful outcome enabling her to be more comfortable in her new home.

Case Study

A father of four children came in looking to apply for a No Interest Loan to buy a computer. He stated that he would like to improve his knowledge on the internet so he could help his children with their homework.

With the NILs officer's assistance he was able to complete the NILs application process and successfully obtain the loan.

He recently dropped in to advise the NILs officer that he is now participating in a computer course at his local centre and having the computer at home enables him to interact with his children while assisting them with their homework.



During the year, Donna Bauer, MLA, State Member for Carrum, visited our Tax Help and NLS 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

Over the last 12 months, 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.

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



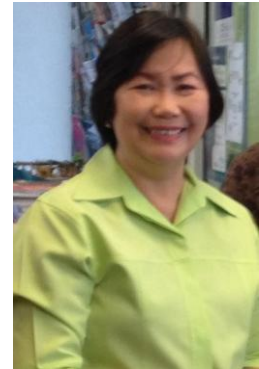
Ken Gooding with his able assistant Bruce (from Longbeach Anglican Parish) – delivering Foodbank supplies to us for our emergency pantry

CHRISTMAS HAMPERS

Each year in December, ChelCSS provides Christmas hampers to 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 end of this report.

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

A total of 70 hampers were provided to clients in December 2012.



Volunteers Judith Abbott and Mirza Miller assist with the organisation and distribution of Christmas Hampers, while Anne Bogut (centre) secures donations from various organisations including sportswear company NIKE

TRAINING

HESS - Home Energy Saver Scheme

Volunteers and staff attended an information session which was organised by ChelCSS and took place at the Chelsea Activities Hub. The session gave us information about easy and affordable ways to use less energy in the home. Our clients benefit from our training because we can then pass on the useful information we learn. HESS offers information about easy and affordable ways to use less energy in the home as well as

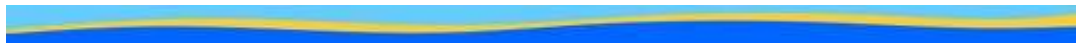
- one-on-one budgeting assistance
- information about rebates and assistance
- help to understand energy bills and the energy market
- advice, advocacy and support
- referral to other services which may be able to assist
- help to access no or low interest loans to purchase energy efficient appliances.

To be eligible for HESS, people need to meet one of the following criteria:

- be receiving a Centrelink benefit/pension
- eligible for a Health Care Card
- on a low income
- member of a disadvantaged group
- have high energy needs e.g. because they have a disability
- be participating in an energy providers energy hardship program
- had their energy disconnected, or are at risk of disconnection from an energy provider.

MENTAL HEALTH

We also arranged training in Mental Health issues which affect one in five, or 20% of Australians, each year and over 45% of Australians sometime during their life. Our trainer from the Salvation Army delivered an excellent full day training session which was well attended by ChelCSS volunteers and volunteers from Frankston, Mornington, Hampton and Rosebud agencies. 📎





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

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.



Russell Ellis – Financial Counsellor who does outreach work for Financial Counselling Victoria at Chelsea Community Support Services.



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.

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.

The service commenced at the ChelCSS premises in March 2012.



FINANCIAL REPORT

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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)
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Freudenberg Industries
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
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

