



Celebrating 40 years

CHELSEA COMMUNITY SUPPORT SERVICES INC

40TH ANNUAL REPORT 2016 -2017

“REACHING OUT TO THE COMMUNITY”



**PROUDLY
SUPPORTED BY**



Supported by
Commonwealth
Department of
Social Services

Chelsea Community Support Services Inc
1A Chelsea Road, Chelsea, Victoria, 3196
Telephone (03) 9772 8939
Email: info@chelsea.org.au
www.chelsea.org.au

ANNUAL REPORT 2016-2017

ACKNOWLEDGING A PROUD RECORD OF PROVIDING SERVICES TO THE RESIDENTS OF CHELSEA AND SURROUNDING AREAS FOR “40 YEARS”

President



Joy Fletcher – President

This is the 40th Annual Report of the Chelsea Community Support Services. It is 40 years since its inception and is of significant importance.

What follows in regard to the early years is taken from newspaper articles, publications, journals, and anything I could find in the archives concerning the start and growth of this Agency.

Originally known as Chelsea Citizens Advice Bureau, the Agency first opened its doors in August 1977 occupying a council owned house in Swansea Road Chelsea near the shopping centre. These premises were to be used on a temporary basis until the council built a new building behind the L.F. Payne Hall. In 1990 the Bureau moved to other council owned premises in Chelsea Road, and in 1998 moved to its current address.

When first opened it was operating to ensure that community information was accessible to all people regardless of their creed, political views, gender, age, disability, or ethnic background. These guiding principles are still carried out to this day by dedicated staff and volunteers.

In 2003 the Chelsea Community Information and Support Services (as it was then known by) received the Kingston Councils Community Group of the Year Award. By now the Agency was firmly entrenched in the area as a community service valued by the residents of Chelsea and surrounding areas.

The service changed its name to Chelsea Community Support Services in 2005 to better reflect its service provision

As the population increased, so did the needs of the residents in the Kingston area. Assistance was needed beyond information and referrals. It was after a needs survey was released to the public that community groups, seeking to enrich the lives of residents, encouraged access to council resources through funding and council support. This started the ball rolling and today Chelsea Community Support Services now receives Government and council funding. This has made it possible for money to be available for our clients who need Emergency Relief, vouchers, food assistance, clothing, school expenses, and help with Utility bills.

From the early days many services developed then are still available today and in much demand by clients ie: Legal Aid, Tax Help, advocacy, and referrals. Times change and people change with them. A change in people's needs change, and what the Agency can provide needs to change also, in order to keep up with the demographics. Which is why we are constantly striving to provide what the community and its residents need. We are continually applying for grants and looking for new programs to assist our community and residents.

Our current premises have been re-furbished since moving here in 1998 and made more open plan and more modern, the offices are bright and airy and have a comfortable ambience, however we have outgrown the space and need larger and more modified premises to offer the growing services the Agency provides and more "worker friendly" for the volunteers and staff. A proposal for new premises or updating existing offices has been submitted to Kingston Council for consideration. The committee and Agency Manager (Deb Webb) are working together to make this happen.

I thought long and hard about a special 40th AGM as generally "milestone celebrations" are 25 or 50 years, but ultimately the thought of waiting another ten years to celebrate this Agency's outstanding contributions and commitments to the community could not go by without a special Birthday Acknowledgment for the outstanding service to the community by our dedicated volunteers and staff.

I have been involved with the Agency since 2004, starting as a volunteer then joining the committee as an ordinary member and then from 2005 to today, serving in the roles of either Secretary or President

Thinking back on my time as President I would like to draw attention to a couple of matters in particular that are particularly noticeable. Firstly, the need of volunteers both at the Agency and on the Committee of Management. Although we are fortunate at the moment to have a good line up of volunteers at the Agency we are still looking for volunteers continually as the turnover is still a concern. Committee members are low in numbers and I would like to ask for people to please give some thought to this; which brings me to thank our current committee members for keeping everything together and making sure we meet and comply with all the required legislation and regulations. The diminishing number of volunteers in both areas is particularly due to increasing demands on family (time wise generally), the need for extra work hours, and for many families the need for both partners to work.

Another year has gone by with many hours of outstanding services made available to the community by our dedicated volunteers. They are the core of the Agency and no doubt still will be in another 40 years.

HAPPY 40TH ChelCSS

Members of the Committee of Management 2016-2017

President:	Joy Fletcher
Vice-President:	Con Stamopolous
Secretary	Bill Turner
Treasurer:	Henry Koberle
Ordinary Members:	John Bainbridge
Ex-Officio Member	Debra Webb (Manager)

MANAGERS REPORT



Debra Webb - Manager

I have been in this position for the last 18 months as Manager of Chelsea Community Support Service. So far I have found this position challenging and worthwhile.

This year we have had 2384 enquiries. The majority of these were face to face clients. We have supported a significant amount of clients with food and those who have utility bills that have been overdue, we've helped people move houses, move state, with transport and medical bills. Plus, we have clients who just come in for milk and bread.

We've had continued funding from Kingston City Council which I'd like to acknowledge and thank. Without their support we would struggle to provide Emergency relief for all our clients in this catchment area. We have also had our Department of Social Services funding rolled over for this year, so we have received funding to keep this service running at full capacity.

This service has also received funding from the Frankston Magistrates Court, which has been directed into special projects. We have funding and goods given to us by the different Church Groups which all goes to emergency relief, Christmas hampers and gifts.

Our last financial year's strategic plan has been reviewed by the Committee of Management and we have met the majority of our goals. This year we will update our plan by focusing some of our funds on specific socially isolated people, the aged and families.

In 2018 we have planned a financial literacy program for all the clients in our catchment area. We plan to run three, two-hour training programs throughout the year. We have worked with the emergency relief programs in this catchment area, to gather feedback and interest in any program which may have benefits for their clients.

Our Volunteer Coordinator Donna Alisha has been with us since the beginning of the year and has fitted in well with our organisation. She has managed to recruit volunteers for both the counter work and the interviewing. We will be training around five of our volunteers in the February intake.

Our caseworker Helen Byrnes has resigned recently to take up something new, so we are currently recruiting a new caseworker to add to our team. We have had Kate Wormald filling in for the caseworker's role and she has worked very well as part of our team.

Our volunteers are very engaged in our training and supervision processes. The volunteer's feedback about what works well and any changes we need to make to the workplace, this is crucial to make improvements to our organisation.

For the volunteers I'd like to sincerely thank them for their dedication to this organisation during 2016/17 and they have been very responsive to all the changes this year. We've had many updates from, new computers, phone systems to new policies and procedures and supervision.

I look forward to the New Year where we can work towards better outcomes for our customers and I am excited about the potential of this organisation and where we are heading. Lastly I would like to thank all of our community members who support us during the year with goods and funds and hope this support continues and grows in the future.

So Happy Birthday to us and the Volunteers!!

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
- Tax Help
- Justice of the Peace

Visiting or co-located agencies providing outreach services include:

- Peninsula Community Legal Centre

- Australian Hearing
- Taskforce

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.

COMMONWEALTH - DEPARTMENT OF SOCIAL SERVICES

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 part-time Generalist Caseworker position 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 SERVICES

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 building partnerships in the community.

OUR STAFF AND VOLUNTEERS

Manager	Debra Webb
Volunteer Coordinator	Donna Alisha
Caseworker	Kate Wormald (Acting)

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:

**ADA YOUNG
HENRY KOBERLE
JOY FLETCHER
GAYNOR FOX
MIRZA MILLER
MARION HOWLETT
NATALIE ROBERTS
REBECCA CUNNINGHAM**

**MARY PULZER
CARLA DIX
CHRISTIE NESSEL
MARGARET BROWN
KRISTYNA HALL
KIMBERLEY HEENAN
RENNIE DYER**

Student Placements:

**Jade Oehn
Kate Wormald
Mia Toliopoulos
John Riek
Chris Fisher**

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**

VOLUNTEERING AT CHELCSS

Chelsea Community Support Services has a team of volunteers who selflessly give their time to provide support and assistance to vulnerable members of the community. The majority of our volunteers have been working with ChelCSS for over 5 years, with a couple of people who have been with us in excess of 10 years.

As we know there comes a time when volunteers will resign from their organisations, whether to take up paid work, moving house, to travel or to spend more time with family. During the last financial year, sadly we have said goodbye to some of our regular volunteers as they start on a new chapter in their lives.

This year we are recognising our volunteers who have been here for seven years or more with a badge and a certificate.

OPERATIONAL REPORT

CASEWORK

ChelCSS employs a part-time caseworker (funded by the Department of Social Services) to assist clients who have complex needs requiring assistance across a number of areas. Helen Byrne our Caseworker has resigned and we are currently replacing her. ChelCSS is very fortunate to have a caseworker to be able to support clients. We have a person in an acting position till we recruit our new worker.

Approximately 321 casework sessions were provided in the last financial year and there have been six Social Work students on placement supporting the casework program. The caseworker has attended community activities such as Matts place, Pantry 5000 and attended network meetings with CISVIC and the SE welfare network

FINANCIAL SUPPORT PROGRAM

The Financial Support Program offers free and confidential one on one sessions with individuals who would like some support with their personal finances. The financial support worker can assist with providing the right tools and funds to take control of their personal finances, this may include: -

- Budgeting
- Discuss financial concerns or difficulties e.g. bills, debts,
- Money management tips and ideas
- Save money on utility bills
- Various bill payment methods
- Your rights and responsibilities

Progressively, financial literacy in 2018 will be 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.

STUDENT PLACEMENTS

During the year our organization takes three Student placements at a time. These are one Social Work student from RMIT University, a Counselling student from ACAP and a Community Development Student from one of the local TAFE organisations.

ACAP (AUSTRALIAN COLLEGE OF APPLIED PSYCHOLOGY)

The relationship between ChelCSS and ACAP commenced in May 2012 with an internship program and the provisional psychologists provide personal support counselling to clients who are referred by our caseworker. The counselling provided is a valuable additional service to compliment the casework. ACAP 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 institute's high service standards. We hope to continue and grow our arrangement with ACAP and RMIT University into the next year and beyond.

CHISHOLM TAFE

ChelCSS has been able to place several Chisholm Community Service students who benefit from the "front line" experience researching, observing and working within the context of a community agency.

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 Alan are very understanding and able to offer practical assistance, information and advice in these situations.

Our volunteer's complete income tax returns, either on-line through the tax office's e-Tax and My-Tax systems, 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 28 years. During the 2015-2016 tax season, our volunteers assisted many community members with their income tax matters including registering for online tax returns.

NILS (No Interest Loans Scheme)

NILS enables individuals and families to take out small, manageable loans to purchase essential items whilst on a low income. They can borrow from \$200 up to \$1,200 and repayments are deducted fortnightly through Centrepay over a 12-18-month period. There is no interest on the term of the loan and no upfront fees. Loans can be for fridges, washing machines, televisions, spectacles, computers, dental work, car registration and many other items

Unfortunately, the NILS programme has undergone some major changes over the previous year and as a result ChelCSS is no longer processing these loans. We are able to direct applicants to the appropriate organisations and to give information around the easiest way to get the application processed in a timely matter.

Our two Nils Officers Margaret and Joy have been with this scheme from the very start and have been extremely gratified by the number of grateful clients this scheme has been able to help over the years.

PANTRY 5000

Over the last 4 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 always given by the interviewing volunteer. 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 and children's toys to the community. The hampers generally contain an assortment of goods, including food items, meat and grocery vouchers and there is a separate bag of age appropriate toys provided as well. 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 50+ food and toy parcels were provided to clients in December 2016.

VISITING SERVICE REPORTS



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 almost 40 years.

The Centre provides legal advice & casework on a variety of (non-commercial) issues, subject to guidelines. Ongoing assistance is targeted to assist clients who are experiencing disadvantage. In addition to its general services, the Centre operates programs for clients with family Law, family violence, tenancy & consumer disputes.

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 on the spot 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 neighbour disputes, motor vehicle accidents, police charges & family law.

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.

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 resourceful volunteers.



Taskforce

Youth Start Services Transition to Work provides intensive, pre and post education and employment support to improve the work readiness of young people aged 15–21 to help them into work or education. Youth Start Services are made up of three youth community organisations – IMVC, Jesuit Social Services and Taskforce. Our services are offered across the Inner Melbourne Region and are located in Melbourne CBD, Collingwood, Cheltenham, Chelsea, Flemington and Brunswick.

Young people will undertake up to 25 hours of activities and services each week, activities can be individual, group or self-directed. Activities will address significant barriers young people have to entering and maintaining education, training or employment. Activities may include; Support Services Appointments, Active Job Search, Work Readiness workshops, Career Pathway Exploration and Planning, Work Experience Placements, Volunteer work and any other activities that assist the young person to prepare for employment.

The Transition to Work Service targets three groups of young people who are considered most at risk of long-term unemployment. The eligibility requirements of each of the three groups vary. The overarching eligibility requirements to participate in Transition to Work are: aged 15-21 years on Commencement in the service, and an Australian citizen, **or** the holder of a permanent visa, **or** New Zealand Special Category Visa holders (a protected Special Category Visa holder; and non-protected Special Category Visa holder), **or** Nominated Visa Holders (including Temporary Protection Visa Holders and Safe Haven Visa Holders).

TREASURER'S REPORT



Henry Koberle (Treasurer)



We, Chelsea Community Support Services Inc., successfully implemented new strategies and policies to increase individually targeted client support. These changes have improved our efficiency overall without significantly impacting on our funds. The figures in the Financial Reports of 2016/17 and 2015/16 clearly confirm this.
(figures in brackets are from the 2015/16 report)

Comparing the funds received, we note a slight increase of \$2400.
Principally, our umbrella organization, CISVic, granted us \$64,643 in total (\$62,513). Kingston Council's Corporate Grant amounted to \$85,947 (\$83,179). Donations were \$11,381 in total (\$8,421).

As to distributing the funds for Emergency Relief we spent over \$21,000 less on salary for the caseworker. It was necessary to reduce working hours to free up funds for material support. Our clients still enjoy casework support, now provided by graduates from various institutions. Of the total amount for material support \$24,054 (\$18,961) were used for Food Vouchers, \$8,874 (\$2,560) for Bill Assistance and \$2,745 (\$1,814) for pharmaceutical and travel expenses. Despite the strong increase in material support we closed the financial year with an unplanned surplus of \$11,024. This was due to a \$5,000 donation in June and an underspending on almost all accounts. In some cases, assistance had not been completed in June.

However, we fully used our income for Administration of \$92,317 (\$91,777). In fact, we overspent it by \$444. Here again reduced working hours for our Manager and Volunteer Co-ordinator resulted in savings of roughly \$11 k on salaries.
Bookkeeping is a new account. It was decided to employ a professional bookkeeper to process salaries and taxes and to advise on day-to day bookkeeping.
Telephone and internet expenses more than doubled due to the installation of a modern system. Also, to operate more efficiently, we had a new computer system and website installed. – Some new chairs were acquired to provide better comfort and safety for clients and staff.

We are extremely grateful for the financial and general support provided by **Kingston City Council**. Special thanks also to the Magistrates' Court and all donors and supporters.

We stay committed to realistic and appropriate financial planning and management to meet the ever changing needs in our community.

Financial Report from 1st July 2016 to 30th June 2017

Income ER				Budget	Income Admin				Budget
CISVic Grant		64,643		64,643	Kingston Corp Grant	85,947			85,947
Bayside CIS (final)		3,870		3,870	Kingston Quick Response Grant	1,000			1,000
Queens Fund		250		250					
Donations		9,881		9,881	Donations	1,500			1,500
Interest earned (excl. term deposits)		904		904	Room Usage	3,870			3,500
total		<u>79,548</u>		<u>79,548</u>	total	<u>92,317</u>			<u>91,947</u>
Expenses ER					Expenses Admin				
Casework Salary, Tax, Super		30,192		31,000	Salaries, Tax, Super	64,269			62,000
					Workcover	2,353			2,200
Food Vouchers		24,054		25,000	Travel Allowances	487			500
Pantry Stock		1,647		1,500	Bookkeeping + Bank Charges	1317			1,800
Pharmacy/Travel		2,745		3,000	COM & AGM	475			900
Clothing/Household Goods		593		750					
Bill Assistance		8,874		12,000	Insurance	387			500
Volunteer Appreciation		419		500	MembershipSubscript.	863			600
total		<u>68,524</u>		<u>73,750</u>	Volunteers incl. Training	1152	\$75 self contr		1,500
Surplus		<u>11,024</u>			Staff Amenities	616			600
					Utilities & Rent	2,847			3,000
Bank Accounts Balances					Telephone & Internet	4,553			4,500
Westpac ER		7,148			Computer Hardw. &Furnishg.*	10709			13,000
Westpac Saver		44,330	\$33,000 ER Funding		Stationery& Postage	1137			1,200
Westpac Term Dep		60,361	expected end July		IT Software/Photocopier	1596			1,400
Bendigo Bank Term Dep		21,560			total	<u>92,761</u>			<u>93,700</u>
					* incl. repairs & maintenance			./Reserves	<u>1,753</u>
								Budget Inc	<u>91,947</u>
					overspent	444			

18 | Page

Statistics 2016-2017

As members of the CISVic Consortium we are now using the CISVic Portal which was developed for the consortium to mainstream data collection and reporting systems for member agencies aligned with DSS Data Reporting requirements. As demonstrated in the statistics the predominant age group remains 20 to 64 year olds, with females representing 57% of the total number of clients in 2016/17. The graph below shows the number of people who were provided with Emergency Relief in the form of supermarket and meat vouchers, petrol vouchers, myki cards, pharmaceutical expenses, Telstra vouchers, utility bills, and school relief for return to school expenses in cases of extreme hardship.

Our data continues to indicate 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 in completing 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 also provide a hygiene pack of toothbrush, toothpaste, comb, soap etc. The other group of individuals live in a state of insecure housing through "couch surfing" or no fixed address.

11 Accommodation Type

Accommodation Type	Total	Percentage
Private rental	191	43.91 %
Public rental	87	20.00 %
Shared rental	22	5.06 %
Homeless - living in improvised dwelling, tents or	22	5.06 %
Homeless - staying temporarily with other	21	4.83 %
Owner (not mortgaged)	20	4.60 %
Caravan park	15	3.45 %
Mortgaged	14	3.22 %
Not stated/inadequately described	11	2.53 %
Homeless - living temporarily in other lodgings	11	2.53 %
Homeless - living in boarding/rooming houses	9	2.07 %
Homeless - living in supported accommodation for	9	2.07 %
Supported accommodation	3	0.69 %
Total	435	100.02 %

Chelsea Community Support Services Statistics July 2016 to June 2018

Emergency Relief Demographics Report

From 01 July 2016 to 30 June 2017

Site: Chelsea

Showing all available funding sources

Reasons for Seeking Assistance	Total	Percentage
Total	1838	100.01 %

Note: Each percentage is of the total clients



● Material Aid - Food ● Medical Expenses ● Transport Expenses
● Utility / phone ● Other

Emergency Relief Demographics Report

From 01 July 2016 to 30 June 2017

Site: Chelsea

Showing all available funding sources

1 Client by Age

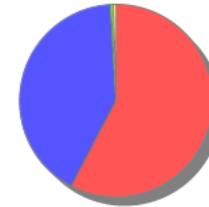
Client Age	Total	%
13-19	7	1.63 %
20-39	174	40.47 %
40-64	219	50.93 %
65+	30	6.98 %
Total	430	100.00 %



● 13-19 ● 20-39 ● 40-64 ● 65+

2 Client by Gender

Gender	Total	%
Female	248	57.67 %
Male	178	41.40 %
Intersex indeterminate	2	0.47 %
Not stated/Inadequately described	2	0.47 %
Total	430	100.01 %



● Female ● Male ● Intersex indeterminate
● Not stated/Inadequately described

ACKNOWLEDGEMENTS

The Chelsea Community Support Services Inc. sincerely thanks the following for their support and contributions during the year. And the various other businesses and private donors who continued to support us

Bakers Delight
Bayside Masonic Centre
Chelsea Church of Christ
Chelsea Parish Unity Church
Edithvale Probus Club
Chris Ewin (Enhance Computers)
City of Kingston, Councillors and staff
Frankston Magistrates Court – Court Fund
Good Guys Moorabbin
KOGO – Knit One-Give One
Longbeach Community Centre
Members of St Nicholas Anglican Parish of Mordialloc
Members of St Chad's Anglican Church Chelsea
St Aidan's Anglican Church
Victorian Relief and Foodbank
The Nappy Collective

CHRISTMAS HAMPERS

Bayside Masonic Centre
Ray White Real Estate
Sandringham Masonic Centre
Chelsea District Lions Club
Woolworths Patterson Lakes
St Chads Church

**Chelsea Community Support Services Inc
Independent Auditor's Report
For the Year Ended 30 June 2017**

Auditor Details

Name	Grant Plozza
Postal Address	4/198 Nepean Hwy, Aspendale, VIC, 3195
Business Name	GP Business Solutions Pty Ltd
Business Postal Address	4/198 Nepean Hwy, 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	2017

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 2017, the operating statement for the period then ended, 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 2017**

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 2017 and of its financial performance for the year then ended, and complies with applicable Australian Accounting Standards.

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 10th day of November 2017

**Note 1 to the special purpose financial report
Chelsea Community Support Services Inc
1 July 2016 to 30 June 2017**

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 Reform Act 2012 (Vic).

Chelsea Community Support Services Inc


Statement by Members of the Committee


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 2017 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 13/11/17


.....
Treasurer
Dated 13/11/17

CHELSEA COMMUNITY SUPPORT SERVICES INC

ABN 19 366 414 059

Detailed Income Statement

For the year ended 30 June 2017

	2017	2016
	\$	\$
Income		
DSS CISVIC Grant	64,644	62,513
Dept of Infrastructure & other	250	5,189
KCC Corporate & Charitable Grant	85,130	87,724
Interest received	904	2,215
Donations	11,382	8,421
Other/Fees	8,097	13,234
Total income	170,407	179,296
Expenses		
Salaries, Oncosts & Superannuation	99,638	128,572
Training, Staff amenities & travel	1,529	
Volunteers	726	469
Information Technology & Internet	1,408	450
Equipment & Office Lease	104	104
Telephone	4,553	2,162
Utilities	2,743	3,357
Stationery	1,191	731
Bookkeeping	1,300	-
Insurance	387	403
Other general expenses	1,872	2,449
Repairs & Maintenance	155	1,716
CALD Expenses		641
Material Aid/DSS Expenses	38,606	25,285
Total expenses	154,212	166,338
Surplus from Ordinary Activities for 2016-17	16,195	12,959

These financial statements must be read in conjunction with the attached Notes which form part of these financial statements.