



Southern Peninsula Community Support

Annual Report 2024

**SOUTHERN
PENINSULA
COMMUNITY
SUPPORT**

HELP WHERE IT'S NEEDED

The Life You Can Change

With your help we provide support for vulnerable individuals and families who are experiencing disadvantage within our community.

Demand is growing and we need your help!

You can support our work by volunteering, donating food or material goods, or make a cash donation.

Donate: www.spcsic.org/donate/
Volunteer: 03 5986 1285 or www.spcsic.org/volunteering
Drop-off: 878 Point Nepean Road, Rosebud (9:30am – 3:30pm)

We are truly grateful for all of our volunteers. You are the backbone of Southern Peninsula Community Support. Featured in our front cover photo are (left to right): Ken Hart, Marilla Gorman, Pat Tonks, Rachel Burdett, Trish Woodhead, Stephen Gahan, Judy Grant and Bernard Tonks.



Southern Peninsula Community Support acknowledges Aboriginal and Torres Strait Islander peoples as the First People of Australia and we pay our respects to their elders past and present with whom we share this country.

Southern Peninsula Community Support Inc.
ABN 84 221 715 977

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Vision

A strong and equitable community for all.

Mission

To build equality by providing client driven support, information, and advocacy to people on the Southern Peninsula.

Values

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

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

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

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

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



Services

Crisis Support and Emergency Relief

Crisis support volunteers provide information, referral, and practical assistance in the form of material aid. Emergency Relief material aid is available to Southern Peninsula residents on a low income who are experiencing financial hardship, a crisis or emergency event. Emergency Relief may include pantry items, fresh fruit and vegetables, frozen meals, food vouchers, transportation and utilities assistance, medical needs and other financial aid.

Southern Peninsula Fresh Food Program

The Southern Peninsula Fresh Food Program works with food recovery agencies, Oz Harvest, Second Bite and Food for Change, to provide fresh food on the Southern Mornington Peninsula. Our program delivers two services: walk up Fresh Food pickup on a Monday and Fresh Food available Monday to Friday to the community as part of Emergency Relief services.

Low Income Support Service

The Low Income Support Service (LISS) has been operating at SPCS since July 2002. The Service provides an effective means of assisting clients to address issues that are impacting on their day-to-day lives. LISS works within a case management model and is designed to assist people to identify and address those things they are struggling with in day-to-day life.

Family Support Service

The Family Support Service (FSS) has been operating at SPCS since 2017 and is designed to assist families with children to address issues that are impacting on their day-to-day lives. FSS operates 3 days per week within a case management model and allows people an opportunity to address more complex family concerns, where the needs of children and adults are taken into account. The Family Support Worker can help with everything from income and entitlements assessment, household bills, budgeting, advocacy and negotiation, education

and school issues, to getting connected to specialist support services, or with a specific identified need.

Southern Peninsula Laundry and Shower Program (SPLaSh)

This service is available to community members who are sleeping rough or experiencing other forms of homelessness. The program offers access to showers and laundry services, meals and NFA food bags. Many other support services also attend SPLaSh, offering a chance for clients to have contact with services that may not otherwise be easily accessible. SPLaSh is a free service and offers practical support in a friendly, welcoming environment.

Southern Peninsula Homeless Connections

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

Needle and Syringe Program

The Victorian Needle and Syringe Program (NSP) is a major public health initiative to minimise the spread of blood borne viruses, HIV/AIDS and Hepatitis B and C among injecting drug users and to the wider community. The NSP at SPCS offers education in a friendly environment and engages people who are often very isolated.

Tax Help

Volunteer workers are trained by the Australian Taxation Office to assist people to fill in simple tax returns. This service is offered to people on low incomes and is available from mid-July to the end of October each year.

No Interest Loan Scheme

The No Interest Loan Scheme (NILS) provides individuals and families on low incomes with

access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures. Repayments are set up at an affordable amount over 24 months.

Colocation

The model of joint service provision between SPCS and colocating services is to provide the wider community with a more comprehensive and efficient service. When on site the staff of colocating services form part of the team at SPCS. Enabling colocating services to operate at a low cost from the building allows SPCS to provide services that benefit the local community and enables clients greater access to various services. SPCS offers office space and meeting rooms.

Volunteers and Student Placements

SPCS relies on a dedicated team of volunteers to deliver the majority of our services. Our volunteers are people from the local area who have great knowledge and understanding of their community and are willing to contribute their time and skills to the day-to-day operation and management of the Centre.

Our volunteers provide: reception duties, support to clients in crisis, comprehensive information and referral, completion of forms, Tax Help, Fresh Food program, Pantry Program, SPLaSh, No Interest Loan Scheme, general maintenance and gardening at the centre, administrative and data entry, statistical information collection, practical action, advocacy and negotiation, governance and management and so much more!

SPCS also provides students studying community services, social work and related areas of study the opportunity to get experience via work placements. Throughout the year these students bring great skill and enthusiasm to SPCS.



Southern Peninsula Community Support Snapshot (1 July 2023 - 30 June 2024)				
Value of Assistance Given				
Assistance Given (\$) All Programs	\$1,113,399	 Top 5 assistance by types	1. Food	\$591,846
Assistance Given (\$) Main Centre	\$579,922		2. No Interest Loans (NILS)	\$230,754
Assistance (\$) food & material aid @ SPLaSh	\$172,685		3. Food Vouchers	\$82,100
Fresh Food Stream 1 (walkup)	\$130,038		4. Material Goods & Toiletries	\$72,947
Christmas Hampers	\$29,028		5. Education costs	\$23,129
Client Numbers				
Unique Clients	1,880	 Key client groups	Clients with identified disability	636
No. of Emergency Relief Visits / Phone Calls	14,281		ATSI clients	64
Types of Services Delivered (number) Main Centre	30,749		Clients with LOTE	46
No. of Dependents (non-unique)	8,004		Asylum Seeker	12
New Clients (Main Centre)	416		Clients who were homeless (Main Centre & SPHC)	261
SPLaSh Presentations	2,597		Clients who were homeless (SPLaSh)	264
Presentation/Visits for Homelessness support	4,960		Unique clients who were homeless (all programs)	410
Case management sessions (LISS, FSS & SPHC)	3,241		Individual Managed Cases (LISS, FSS & SPHC)	334



President's Report

At the end of my first full year as President, and my sixth year on the SPCS Board, on behalf of the entire community of the Southern Peninsula, I congratulate and thank our CEO Jeremy and the dedicated staff and wonderful team of volunteers at Southern Peninsula Community Support who continue to provide such a high level of support to our local community.

Unfortunately, with the rising cost of living, escalating levels of homelessness, disadvantage and family violence within a tightening and increasingly competitive funding environment, service delivery continues to be highly challenging. To give this some context the number of clients requiring assistance from our Centre was up by 33% on the previous financial year and we had 4,960 presentations for homelessness.

Despite the growing numbers of clients, daily issues with food supply, the imminent closure of The Ranch Motel which provides short term housing for many of the rough sleepers that we support, and entirely unexpected occurrences such as pantry break-ins, a sinkhole in the parking lot, and a truck crashing into the side of the building, the SPCS team respond to every client request with compassion and thoughtfulness, and, amazingly, maintain their sense of humour. As many of you will know it's always a pleasure to visit the Centre – smiles are everywhere.

Of course, the Centre's work cannot be delivered without the generosity of our financial and material aid supporters, including the Mornington Peninsula Shire, the large and growing number of philanthropic and service organisations, and the many, many individuals who care about their local community. As a direct result of a generous philanthropic donation, we have been able to employ Kera Zaltsberg as our part-time Fundraising Relationship Coordinator to increase our networking and fundraising reach. If you haven't been to the Centre for a while, contact Kera, she will be happy to book you in for one of our Tuesday morning tours. If you don't already do so, I also recommend that you follow our Facebook account, which almost daily has a photo of yet another generous donation of food, toiletries, clothing, other essential items and/or funding.

I would also like to extend my sincere thanks to the members of the SPCS Board for their hard work, commitment, and careful governance of the Centre's strategies and financial and risk frameworks. While funding is always tight (and never enough!) I am pleased to say that through steady and cautious management we continue to maintain positive Funding in Advance to cover our service delivery.

Earlier this year Martin McKinnon and Elinor Graham departed the Board - we thank them for their contributions especially to the Fundraising and Marketing Committee's activities, including driving the design and implementation of our new SPCS logo, which was certainly in need of a brand refresh. We then welcomed two new Board members – Jan Getson as our Secretary, and general member Vicky Davison, who have brought a strong community-focussed approach to our deliberations.

Thank you also to Marion Van Rooden who has given me fabulous support as Vice President, as well as provided astute leadership on our policy refresh. Thank you to our Treasurer Graeme Rocke who has completely redesigned our financial reports to make them much more accessible and informative, and to Murray Morton, who, as he has for many years, continued to provide the highly important community and historical context to our decision-making. I also welcome our new auditor CPA Suzanne Borelli, who has worked closely with Jeremy, Graeme and our Finance and Governance Committee to ensure our financials are robust and compliant.

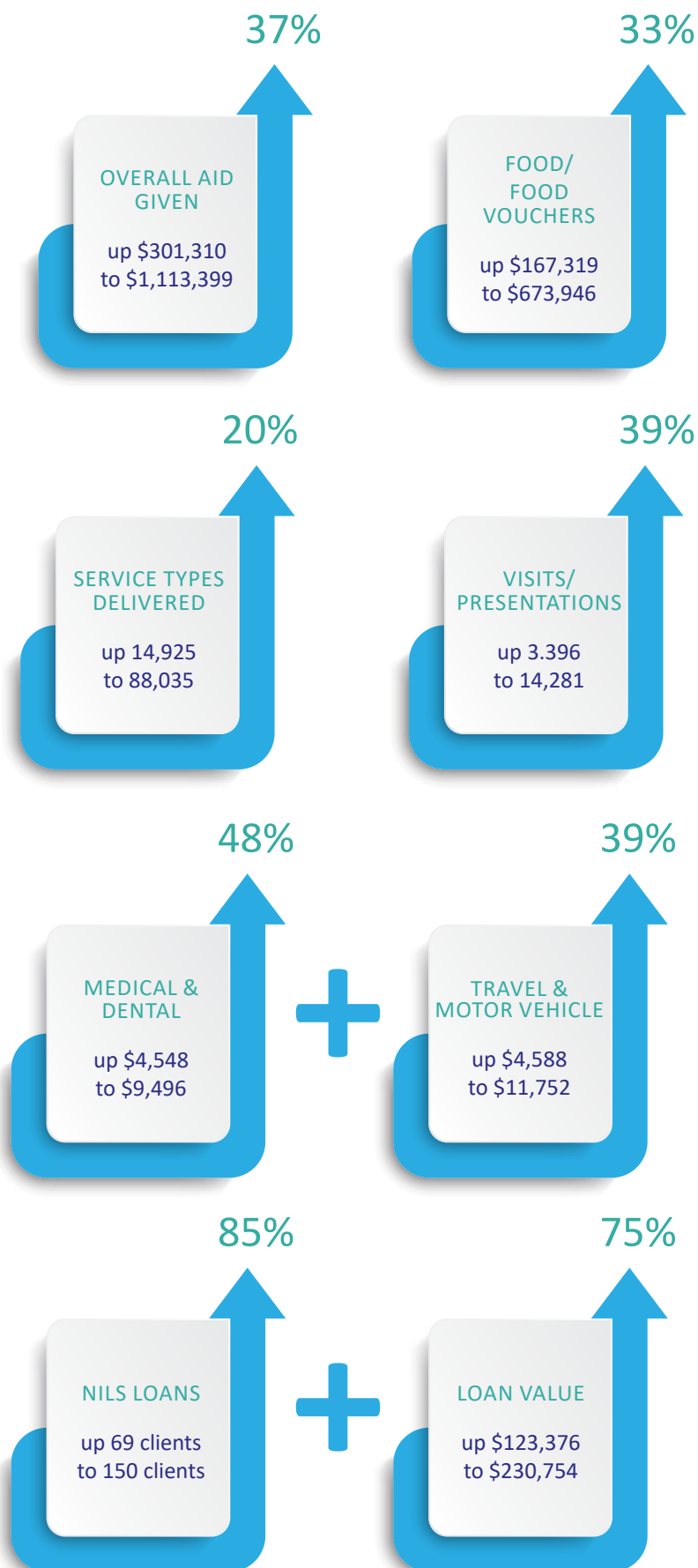
I would love to predict that by the time of writing my next year's report client numbers would be down, due to decreased demand resulting from increased supply of affordable housing, locally located support service delivery, and an improved economy, but I suspect that may be overly optimistic. What I do know however, is that the SPCS team will continue to provide hope and help to those experiencing disadvantage on the Southern Peninsula – thank you for your support of this important work.

Belinda Rodman
President,
Board of Management



This past financial year we've delivered a record amount of aid and support - because of you and our wonderful community of supporters who deeply care about the people we help.

The impact of your support in 2023-2024 compared to previous year



While the numbers give some insight into how big the problems are, more importantly, they show how much we, and you, are doing to change lives.

Board of Management



Belinda Rodman (President / Fundraising & Marketing Committee) Board since 2018

Belinda Rodman was appointed as the President of Southern Peninsula Community Support's Board in May 2023, after being on the Board as the Chairperson of the Fundraising & Marketing Board Committee and fulfilling several other volunteer roles at SPCS since 2018. She also represents SPCS as Governance Secretary on the core committee of Repower, a volunteer community organisation, which is working to make renewable energy initiatives accessible to everyone living on the Mornington Peninsula.

Belinda has a Master's Degree in Business and many years' experience in Human Resource Management, including previously as the Training & Development Manager at St Vincent's Hospital, Melbourne. After running a vineyard, restaurant, and winery in Balnarring for several years, Belinda currently runs her own consulting business assisting people with job applications. Belinda is a Member of the Institute of Community Directors of Australia.



Marion van Rooden (Vice President / Projects Committee) Board since 2021

Marion joined the Board in June 2021 after many years as a senior executive in the public sector in roles including economic development, education, industrial relations, child protection and the court system. She specialises in strategy, governance and program implementation and is currently the University Secretary of Federation University and chairs the Fair Work Commission Audit Committee.



Jan Getson (Secretary) Board since 2024

Jan has had a long career in records and archives management in the University sector, for which she has postgraduate qualifications. This role also included an involvement with Public Record Office of Victoria working parties formed to develop Retention and Disposal Authorities for government departments. Jan has lived on the Mornington Peninsula for more than 40 years and has served as Secretary to the Management Committee of the local Australian Decorative and Fine Arts Society since 2020.



Graeme Rocke (Treasurer / Finance & Governance Committee) Board since 2023

Graeme Rocke has returned to the Board after an absence of four years. Graeme has continued to remain active within the community. He has been the tutor of the U3A Mornington Leisure Riding group for a number of years and this year is one of the tutors for Sunday Bike Riding team.

In 2018 Graeme formed a community group to focus on the development of a shared pathway from the end of the Peninsula Link Trail (near the Moorooduc Station) into Mornington. The community group is known as the Mornington SafeLink Group (SafeLink). The SafeLink Group work with the Mornington Peninsula Shire on the wider Peninsula Trail project and support Active Transport within our community.

Before retiring Graeme worked as a financial accountant and brings his financial knowledge and skills to the Board to take up the role of Treasurer.



Rev Murray Morton AM (Board Member / Projects Committee)
Board since 1996

Murray has been a Reverend for 50 years and believes the church cannot stand alone from the community but must be a servant to the community. A number of years ago while Murray was working with Food For All, Habitat For Humanity and the NILS program there was an opportunity to bring these groups together which led to his involvement with SPCS as a Board member commencing almost 30 years ago.



Vicky Davison (Board Member / Fundraising and Marketing Committee) Board since 2024

Vicky joined the Board in April 2024 after a diverse career in local government. She initially joined the MAV to develop the local government component of a Federal Government housing program. Other roles included advocacy to Federal and State Governments, public relations and policy development. Vicky then joined the City of Monash as Manager Economic Development, and subsequently headed up the unit at the City of Boroondara, to facilitate business investment and development.

Vicky's work with the wider community included introducing a new model for charity clothing collection bins to create funding for Foundation Boroondara. She was named a Paul Harris Fellow by the Rotary Club of Hawthorn

for establishing the Boroondara Farmers' Market. After moving to the Peninsula, she joined the management committee of the local Australian Design and Fine Arts Society and is currently Vice Chair. In 2022 Vicky joined the Committee of the Peninsula Advisory Committee for Elders (PACE) and is Vice Chair and Convenor of the Housing Working Group.



Tracey Byrne (Board Staff Representative) Board since 2020

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

Our thanks to the following Board Members who retired during the year:

Elinor Graham
Martin McKinnon
Samantha Wilson



Staff

Chief Executive Officer: Jeremy Maxwell
Program Coordinator: Miranda Gillespie
Volunteer Support Coordinator: Karen Peters
Office Administrator: Vanessa Smedley
Low Income Support Worker: Margaret Brown
Family Support Worker: Tracey Byrne
SPLaSh Coordinator: Louise Broadby
Homeless Connections Outreach: Kara Van Der Heyde
Fundraising Relationship Coordinator: Kera Zaltsberg

Our thanks to RACV Cape Schanck including Karl, the Resort Operations Manager, pictured with the Staff, for shouting the team to lunch.

Client Testimonials

"Please keep up the wonderful work, we thank you from the bottom of our hearts."

Email from Cr Lisa Dixon, 21 September 2023

"Great people very caring and compassionate, they have been there always when I need them. Every time I had an interview always had a chat about my issues with my Dementia difficult dad. I always feel so much better and less stressed when I leave!

Amazing support group. Blessings to these people XO

Love, Anna"

"Keep up the great work. There are far fewer cracks for people to fall into with you working so diligently for them."

"If this place didn't exist, I would have to pick between rent and if my family are going to eat this week."

"It's such a difficult thing to approach anyone for help... but this place made me feel safe, comfortable and welcome. Margaret is extremely knowledgeable and assisted me with benefits I was unaware of existed. Her actions and support have literally saved my life. Without the assistance I have received I would not have known the ways available to save money, discounts government departments can give, or where to turn to seek help before losing everything."

Client Testimonials

"I just want to say thank you for all your support and financial assistance. All without judgement and always with kindness.

It was very difficult to reach out for help, as I've always been quite independent.

Thank you for always being available, and making time for me, even on days we weren't scheduled. You've really taken the pressure off financially. This is making it easier for me to pay for my high medical expenses and housing.

It really feels as though some bricks have been lifted off my shoulders, which has enabled me to focus my attention where it's acutely need, my health and survival.

Thank you for always going above and beyond. I'm so very grateful."

Low Income Support Service Client

"This is my first post about SPCS!

What an amazing community-based enterprise SPCS is, helping so many people doing it tough!

I recently found myself homeless, and was very fortunate to have been told about SPCS. The staff (many of whom are volunteers) are just fantastic! Kind, compassionate and generous. I have been fortunate to enough to get food when I had need it, legal advice when I was in a tricky situation.

I have also been attending SPLASH, to have lunch, do laundry and refresh again! To top it off I was provided with a Christmas Hamper today and a wonderful Christmas present for my daughter. You guys and gals are just wonderful.

And this is my second post about this fantastic organisation.

I really got myself into strife with a few dishonor charges on my bank account, no only did SPCS help me but the big boss got personally involved and saved my day!

Thank you so much. It makes you realise what a lucky country we live in to have such wonderful people and organisations to help in time of need!!!!!!!!!"



CEO Report

“The greatness of a community is most accurately measured by the compassionate actions of its members.” – Coretta Scott King

I want to take this opportunity to thank you all for your many compassionate actions – as community members, volunteers, supporters, donors, partners, contributors – and what they have meant to our community, and to me, both professionally and personally.

Poverty and desperation in Australia and on the Southern Peninsula is a spectrum. For a long time SPCS has chosen to work on the hard end of need in that spectrum and focus on where we see the biggest gaps and where we believe we might be most effective.

This often means substantial challenges for our staff and our volunteers, the work can be confronting and demanding. The work does take a toll, I am immensely proud of the commitment to helping of the whole team and the environment of caring for clients and each other they have created.

When a person contacts Southern Peninsula Community Support, they typically ask for some form of Emergency Relief. It may be food, clothes, a utility bill needing to be paid... They come in the hope of receiving quick support to help alleviate an immediate and pressing problem.

Our experience tells us there's more to the problem than just a need for Emergency Relief or material aid. If someone needs food, there are often bigger underlying challenges that require urgent attention to get to a good outcome. We often talk about having a dual focus, firstly dealing with the immediate need and then starting the process of working through those underlying issues.

Because of the SPCS team's training, experience, and expertise they do this work thoughtfully, building trust with each client so as to understand and identify the issues they face. Issues such as domestic violence, financial distress, homelessness, social isolation and more.

Every case that comes to us, is a case that requires time, patience and compassion. And our team, made up of just 9 staff and over 70 volunteers, has all those qualities in droves. Every case is unique because the person, couple or family that makes up each case is unique. And every team member delivers a unique response to help with a client's issues.

It has been a big year, the most aid given (\$1,113,399) in our history for a single year, which was a massive 37% increase on 2022-23, previously the largest year of aid given.

That we were able to manage it was only possible because of your support and our team's dedication and efforts. Our community, made up of individuals, families, businesses, community organisations, philanthropic entities and government, have really stepped up.

On top of this we had around 15,500 hours of wonderful volunteer contributions equating to \$728,500 in value, our volunteers are the lifeblood of our service, and these numbers reflect that. Every day they give of themselves often in challenging circumstances. Their commitment is a constant source of inspiration for all of us.

I thank each and every one of you – our volunteers, staff and supporters. It is because of you we are breaking records to meet the record amount of need our clients are facing.

It is not just about money or what we do ourselves, much of what is achieved is because of the collaboration between the many organisations committed to caring about our community. Most of the time you won't be able to pick that up through the numbers and yet it is often vital to the outcome of any given situation.

We have made a concerted effort to broaden our fundraising activities, both for cash donations and in-kind food and goods donations and it is paying dividends, if you haven't signed up for our Pantry Call Out emails, I would encourage you to do so. While we have run donor tours for a while this last year has gone to the next level with multiple tours happening every week. The thought behind

our tours is to spend a short time, about an hour, explaining the problems that exist for vulnerable people and how so many are affected, then showing people what we do, how we do it and why that is so different from others. I don't think we have ever had anyone who wasn't surprised at both the size of the problems we are tackling and the breadth of the programs we provide, if you haven't done a tour we would love to see you.

In addition to all the wonderful individuals who support us I would like to acknowledge some of our key supporters including the Rye Op Shop (SP Community Fund), Payton Foundation, Mornington Peninsula Foundation, Community Bank Southern Peninsula, Flinders District Lions Club, Sorrento Rotary, Mornington Peninsula Shire, The Ross Trust, The Jack Brockhoff Foundation, Southern Peninsula Food for All, Grow Corp Foundation, Brown Family Foundation, Sentinel Foundation and the RM Ansett Trust (Equity Trustees) who have all been such important contributors to our increased support.

You may remember it was Flinders Lions who galvanised the Lions movement to fund a new Shower Van for SPLaSh in 2022-23. Well they backed up again and working with Mornington Mazda raised the funds for a BT-50 Ute. Payton Foundation backing our Homeless Connections program and actively working on solutions to continue our motel model for crisis accommodation, Rye Op Shop and the Rotary Club of Sorrento for again getting behind SPLaSh to ensure we can meet the growing demand.

SPCS is a member of the Community Information Support Victoria (CISVic) and their ER consortium, a network of 60 agencies across Victoria delivering Emergency Relief. We have two other CISVic agencies in the MP Shire (Mornington & Westernport) and we continue to strengthen our working relationship to leverage each other's unique capacities.

We refer to many agencies (2,100 plus referrals annually) and so many of them work with us to find joint solutions. It is a long list and too many to mention them all, we do acknowledge the special efforts of Bill Faulkner from Bolton Clarke. We are grateful for you all.

I would also like to acknowledge our board - and in particular, Belinda our President who gives hours of her time - for their support on so many levels. We updated our logo during the year, and we were lucky to have some excellent pro bono support for the work around that led by two board members, Elinor Graham and Martin McKinnon.

I don't have to tell you that the cost-of-living crisis and the lack of affordable housing are impacting thousands of people across the Peninsula. As our work continues, I hope you will continue your support of those doing it tough or living rough on the Southern Peninsula.

I am truly grateful to our staff and volunteers, they are such a committed group of people, and for the special sense of community that exists down on the Southern Mornington Peninsula. Thank you.

Jeremy Maxwell, CEO



Volunteer Support Coordinator Report

“Alone we can do so little; together we can do so much” - Helen Keller.

Over the past 12 months it has been impossible to escape the impact of both the rising cost of living and Australia’s crisis in affordable housing. Meeting our most basic needs – food, housing and healthcare – now costs significantly more than it did. And with many household budgets now stretched to, and in some cases beyond, breaking point, our clients remain among the hardest hit in our community.

Daily, our incredible volunteer workforce is called on to respond to the often complex needs of our clients, a job they do with quite remarkable compassion and care. As Volunteer Coordinator at Southern Peninsula Community Support I am regularly humbled by their willingness to always go the extra mile to ensure that our clients, some of the most marginalised and disadvantaged in our community, remained supported and connected.

Whether we ask our volunteers to take on an extra shift to fill a gap in the roster, attend training sessions on their “day off” or make a detour to drop off a food parcel on their way home – it is done with goodwill, good humor, and a generous extra dollop of team spirit.

At the time of writing, we have 70 active volunteers, without whom the work we do would simply not be possible and the lives of our clients so much more challenging.

Despite the challenges of the past year, we have welcomed (and welcomed back) lots of new faces - with John (Knowlsey), Bec, Jane, Leonie, Gill, Jasmine, Roger, Heather and Kaye, Ali, Robyn, Mikaela, Lauren, Dean and Karen M taking on duties from reception, interviewing, data entry, delivery driving and everything in between.

These “fresh legs” have delivered a fabulous mix of youthful enthusiasm, lived experience and a swag of valuable skills from past professional lives, while our students on placement Elsa, Karina, Trish K and Phoebe quickly became valued members of the SPCS family.

Naturally, as some doors open, others close, and throughout the year we bid farewell to our beloved Trish, Ken, Alma, Sallie, Jennie, Frances, Jennifer V, Sue S, Amanda and Jacqui, as they transitioned into the workforce, relocated, or retired from volunteering.

Despite the difficulties, our wonderful volunteers gave in excess of 15,500 hours of their time (valued at \$728,500) in roles right across the organisation including Reception, Interviewing, Board of Management, Pantry, Fresh Food, SPLaSh, No Interest Loan Scheme (NILs), Data Entry, Needle Syringe Program (NSP), Fundraising, Delivery Driving and Maintenance.

We thank each and every one of them.

Karen Peters – Volunteer Support Coordinator





Emergency Food Relief Report

Frequently the entry point to the wraparound services provided by Southern Peninsula Community Support, the provision of Emergency Food Relief continues to play a critical support role for many of our clients.

Food insecurity remains a significant problem on the southern Mornington Peninsula and in response our food programs have evolved over the past few years from providing a short-term crisis response into an important food safety net, attempting to meet the chronic, ongoing needs of individuals and families struggling to put food on the table.

The combined impact of increased rents, mortgage stress and a lack of appropriate emergency accommodation has created a widespread crisis in affordable housing while the sharply rising cost of living has seen a steady increase in the number of people seeking emergency food relief, many asking for help for the first time.

It is a testament to the commitment of a small but incredibly committed team of Fresh Food and Pantry volunteers and the strong relationships we have built with key food relief agencies that we remain able to provide an effective local response to food insecurity in our community.

We work hard to maintain strong partnerships with key food rescue organisations and have again been generously supported by them this year. Weekly deliveries from Second Bite and Oz Harvest plus regular donations from local farms, community groups and even green thumbed local gardeners, have provided an amazing variety of fruit, vegetables, bread and eggs, while Pets of the Homeless help keep us supplied with food for our clients' beloved four-legged friends.

We continue to receive wonderful support from our very good friends at Southern Peninsula Food For All whose volunteers pack and deliver between 50 and 60 bags of pantry staples for us each week, while our Tuesday pick-up of fresh herbs and vegetables harvested that morning by Food For Change (just down the road at The Briars) makes a wonderful addition to the variety of food we can offer.

Added to the mix this year has been our new partnership with RACV Cape Schanck Resort whose chefs prepare and deliver 100 frozen meals each Friday. This incredibly generous initiative means we are able to provide tasty, nutritious meals in a very convenient single serve size to clients who have limited capacity to cook for themselves at home.

The Fresh Food Program continues to run from the driveway each Monday with just over 2400 people attending over the past year. On Mondays alone we distributed 13,434kg of fresh food valued at in excess of \$80,000 and a similar number of supplementary food (bread, dairy goods, assorted grocery items and snacks). A further 3000 or so bags of fresh food were distributed through our Emergency Relief program throughout the year.

None of this would be possible without our Fresh Food, Pantry and Helper "All Stars" - see the volunteer thank you page to see who they are!

This program would not exist without the generous support of the Community Bank Southern Peninsula, RM Ansett Trust, Rye Op Shop, Southern Peninsula Food for All, RACV Cape Schanck Resort, community groups and many, many individual donors.

Karen Peters – Volunteer Support and Emergency Food Relief Coordinator



Fresh Food Program 2023-2024 Financial Year

Monthly Totals						
Month	FF Bags	Kilograms	Supp Bags	Total Bags	Total (\$) Value	Attendances
July	274	1,644	274	548	\$15,892	294
August	198	1,188	198	396	\$11,484	213
Sept	199	1,194	199	398	\$11,542	216
Oct	235	1,410	238	473	\$13,696	252
Nov	156	936	156	312	\$9,048	172
Dec	180	1,080	180	360	\$10,440	209
Jan	125	750	125	250	\$7,250	135
Feb	211	1,266	211	422	\$12,238	230
March	170	1,020	171	341	\$9,882	178
April	133	798	133	266	\$7,714	143
May	201	1,206	205	406	\$11,746	219
June	157	942	157	314	\$9,106	165
TOTALS	2,239	13,434	2,247	4,486	\$130,038	2,426

Quarterly Totals 2023-2024 FY						
Quarter	FF Bags	Kilograms	Supp Bags	Total Bags	Total (\$) Value	Attendances
Q1	671	4,026	671	1,342	\$38,918	723
Q2	571	3,426	574	1,145	\$33,184	633
Q3	506	3,036	507	1,013	\$29,370	543
Q4	491	2,946	495	986	\$28,566	527
TOTALS	2,239	13,434	2,247	4,486	\$130,038	2,426



Low Income Support Service Report

The SPCS Low Income Support Service (LISS) is a case management program offering support to individuals experiencing crisis and disadvantage - working closely with people on issues that matter most to them, addressing the underlying causes and building solutions. Service delivery is flexible, and clients are offered a choice of either attending appointments at the centre or via phone. In a small number of cases home visits are made available to people experiencing serious health issues and who have previously found it difficult to access supports.

During the 2023/2024 financial year LISS assisted 188 people with 206 active cases - 62% of people presenting for assistance were 36-65 years of age and a further 30% were aged 65+ years. On average each person required assistance over 7.1 sessions, equating to a total of 1338 sessions overall.

Direct financial assistance was provided through LISS in the amount of \$36,000, which is entirely donated by one couple, who wish to remain anonymous. 45% of all financial assistance provided went towards housing related costs, supporting people experiencing housing stress and at risk of becoming homeless. The remaining 55% of assistance was towards costs such as medical, transport and utilities. External funds, waivers, grants and in-kind supports valued at \$27,793.89 were also gained on behalf of clients in just a six-month period. Funds which would have been inaccessible to those people without advocacy through LISS.

Housing remained the standout issue for many people accessing this program, either presenting at risk of losing current tenancy, or already homeless. Of the 188 clients assisted - 16% were homeless; 43% were in private rental with an additional 4% in shared private rental; 11% in public housing; 12% in mortgaged properties; 8% homeowners without mortgage; the remaining 5% in supported accommodation or staying permanently with family/friends.

Rental costs continued to increase at an alarming rate and for those living alone it has become harder to make ends meet. People are now having to

explore alternative housing options such as share rental, which if it works can be a great solution for people. It does however come with risks, particularly if a person is moving in with someone they do not know well. This was the case for one person who was in dispute with their co-tenant. Tenancy advocacy services were sought however were unable to assist as they are not funded for tenant/tenant disputes, only those relating to tenant/landlord. To help counter increased housing costs, focus continued around reducing day to day living costs, particularly around utility and telecommunication costs.

The past year saw an increase in presentations of people experiencing severe mental illness requiring assistance through emergency services – police and/or ambulance. In addition, there was also an increase in referrals to Peninsula Health Mental Health Triage for mental health support. The Brotherhood of St Laurence are the NDIS local area co-ordinators for this region and are now co-located at this centre 2 days per week. This has had a significant impact on being able to connect some of the most vulnerable clients directly for support, resulting in very positive outcomes for the clients.

Clients over 65 years of age seeking at-home support to maintain independence are now experiencing long wait times for an ACAS Assessment, which is required to proceed with applications for a Home Care Package through My Aged Care. In addition to this, when approved for a Home Care Package they are experiencing difficulties finding available service providers, resulting in even longer delays to get support.

I have the utmost respect for people utilising the Low Income Support Service. Every day I meet people experiencing varying degrees of hardship (financial, housing stress, ill health, personal trauma) working toward their own resolutions. It is a real privilege to share that journey with them.

I would also like to acknowledge the following:

- Our volunteers who not only keep the Low Income Support Service running but also ensure the centre functions as a whole. I could not deliver this program without them and whilst I value their professionalism

and commitment to their job, I also value equally their ability to lighten my day with their understanding and good humour.

- Working tirelessly behind the scenes is our Board who generously give of their time and expertise to keep this centre focused on meeting the needs of our community.

This program would not exist without the continued support of The Jack Brockhoff Foundation, the Sentinel Foundation, another key donor who wishes to remain anonymous, and this year, the Victorian State Government.



Margaret Brown – Low Income Support Service

"It's such a difficult thing to approach anyone for help...but this place made me feel safe, comfortable and welcome. Margaret is extremely knowledgeable and assisted me with benefits I was unaware of existed. Her actions and support have literally saved my life. Without the assistance I have received I would not have known the ways available to save money, discounts government departments can give, or where to turn to seek help before losing everything."

"Hi Margaret - I just want to say thank you for all your support and financial assistance. All without judgement and always with kindness. It was very difficult to reach out for help, as I've always been quite independent.

Thank you for always being available, and making time for me, even on days we weren't scheduled.

You've really taken the pressure off financially. This is making it easier for me to pay for my high medical expenses and housing.

It really feels as though some bricks have been lifted off my shoulders, which has enabled me to focus my attention where it's acutely need, my health and survival.

Thank you for always going above and beyond. I'm so very grateful."

"I had to access help and support and was recommended to see the Community Centre. Margaret Brown came to my aid, she was absolutely amazing in all aspects of support - from vouchers / financial help / very detailed advice, she assisted me and my mother through a very rough period whilst my father was in ICU for 6 weeks. Margaret supported me with financial advice, vouchers for my mother and giving me contacts for other services that I would have not known about if it wasn't for her support! I am giving Margaret 6 stars! And the community centre is amazing! I would like to thank you all for all you have done for me and family! I would've been lost without it."

"When I first came to see Margaret in 2023, I was in a very bad place contemplating suicide after many years of family violence. I've received a lot of help over the past year both mentally and financially. Margaret was able to link me into health services that were needed at the time and since then my overall mental health has improved. I now am receiving Services Australia income which has allowed me to continue to live independently."

Family Support Service

“Each time a man stands up for an ideal or acts to improve the lot of others or strikes out against injustice, he sends forth a tiny ripple of hope” Robert Kennedy

The Family Support Service (FSS) has continued to respond and evolve, through a 3-day casework model. Most clients are female caregivers within a single income household residing in private rentals. More than half of the clients presenting are aged between 25-44, some requiring only 2-3 sessions of support, whilst some families require intensive casework support over many more sessions. These families come with a myriad of complex needs in an environment of declining face to face service provision and increasing social isolation. Some are survivors of family violence, they may be juggling with Centrelink payments and part time work reporting of hours. More often than not, they carry the financial burden for their family.

This year has seen an increase in the number of families unable to afford their private rentals and FSS has noted an increase in families moving in with relatives or experiencing “hidden homelessness.” FSS has been supporting families with rent arrears applications, sourcing rent in advance and bond when they are fortunate enough to secure another property and assisting with public housing applications and the additional paperwork needed to secure a priority housing application.

FSS was initially established as a “gap filler” for families attending SPCS with complex issues, beyond the scope of our volunteer service. It has become evident that many families fall ‘through the gaps’, often left on waiting lists, feeling overwhelmed, often unable to self-identify what support options may be available and where to turn before their crisis escalates further.

The FSS has become so much more: supporting clients with practical based solutions such as: applying for a Centrelink payment; the paperwork they may need to secure a payment such as disability support or a service such as NDIS; accessing grants that may be available; referral to education supports or family service supports. The tasks are diverse, client driven and practical.

The goal is to have a family leave the office feeling empowered, listened to and with goals in place to move beyond the ‘crisis’.

Statistics:

- 108 case worked families for 2023-2024 year encompassing 225 dependent children on a 3-day model
- FSS brokerage totalling \$18,295 secured for clients
- Rental applications totalling \$6,593
- Education Assistance program funds spent of \$20,952
- Access to external funds, waivers, grants and in-kind supports valued at \$37,873.87 – which clients would not otherwise have been able to access.

Families continue to juggle a multitude of responsibilities during this economic time of uncertainty including care of their children, caregiving for other family members, navigating complex mental health or dealing with school refusal behaviours. Such responsibilities can prohibit their engagement with traditional services through fear and stigma. However, many of these families have developed a relationship of trust with the FSS and are now re-engaging each time they may face another crisis. Material aid support is not a band aid: attending to basic needs is often the precursor to more in-depth conversations about family and underlying areas of concerns. This is where the FSS can assist.

The value of the Family Support Service anecdotally remains high with client feedback. The Family Support Service would like to acknowledge the financial support, resources and the ongoing collaboration provided through our local NFP agencies & key stakeholders for their unwavering support of the program.

This program would not exist without the generous support of the Payton Foundation, the Mornington Peninsula Foundation, Frank & Flora Leith Charitable Trust, the Brown Family Foundation and The Ross Trust.

Tracey Byrne - Family Support Service

"You have made our burdens and trials bearable, you have provided such light in times that were not achievable myself."

"Good afternoon, recently the wonderful, kind, caring staff made life a little easier for me, I am so thankful for their generosity. I would like to give a huge shoutout to the lovely Tracey Byrne for going above and beyond with the help and support she has given to me and my family. I have children that both needed glasses and Tracey organised for them to be paid for so I didn't have to stress about the cost of them. It really made my whole week."

"Tracey, you are absolutely amazing 🙌🙌
I've really been struggling with this as it's been really sudden and I've got some overwhelming mental health issues at the moment. They are creating a lot of brain fog and confusion. You've just laid it out so easily for me, I can't thank you enough. This help has been such a relief."



Southern Peninsula Laundry and Shower (SPLaSh) Report

SPLaSh has seen another busy year with attendances increasing 22% on the previous year. Most surprising was January, usually the quietest month, with the highest attendance rate of a January since SPLaSh started in 2017. Attendance at SPLaSh has continued to grow year on year and clearly demonstrates the ongoing need for this important program, especially in the current housing crisis.

Despite strong media coverage of the housing crisis and continuing advocacy to government, we are still facing a very high, and growing, rate of homelessness. The Peninsula has moved from the sixth highest rate of rough sleeping in Victoria to the fourth highest. In particular, we have seen an increase in women experiencing homelessness, and of couples sleeping in their cars. We have seen people in incredibly challenging circumstances, suffering serious physical and mental health conditions whilst experiencing primary homelessness.

It's been a challenging winter, one of the coldest winters we have had in years, with many people becoming unwell with respiratory illnesses that are very hard to shake while rough sleeping. All year, SPLaSh supports people through every season with healthy food and hot cuppas or cold drinks; in winter we provide warm coats, beanies and socks to help with the cold, and in summer, sunscreen, lip balm, thongs and caps to help with the heat.

Hot showers in winter help people to warm up and feel human again after days of cold wind and rain. If using the laundry services people can then collect clean, warm clothes straight out of the dryer. These simple but essential things are taken for granted by most of us; for those who are rough sleeping they make an enormous difference.

We have a team of fabulous, dedicated and empathetic volunteers who are on the ground week after week supporting SPLaSh. These wonderful volunteers quickly build trust and develop rapport with new clients in a non-judgmental way and maintain that trust and rapport throughout each

participant's connection with SPLaSh, see the volunteer thank you page for who they are!

We made our annual winter move in May, relocating to Section 11 Shower and Laundry block in the Rosebud Foreshore Campground. Thanks to the support of the Mornington Peninsula Shire, we are able to use these much larger and better facilities through until the camping season starts again in October. We then return to our usual location behind the Rosebud skate park and the Laundry and Shower van comes back out with us.

We have seen some positive outcomes throughout the year with clients turning their lives around in one way or another. It is always such a highlight for us when a client calls to tell us how well they are doing – things like studying, safely and securely housed, working, volunteering, clean and sober, having their kids stay with them etc. – and all thanks to the support they received through SPLaSh, the Centre and the other specialist services they connected to.

SPLaSh is a great place for other outreach services to come and support clients for on-the-spot conversations and further assistance. Kara, SPCS Assertive Outreach Worker, and Bill, Bolton Clarke Outreach Nurse, are both integral supports to SPLaSh clients. Other services include Peninsula Community Legal, Wintringham, Peninsula Health's Homelessness & Health Outreach Service, TaskForce AOD, The Salvation Army, Seen Care, ERMHA, Whitelion, Lighthouse Foundation and Brotherhood of St. Laurence NDIS. Support from Southern Peninsula Community Health Dental and Australian College of Optometry has been greatly appreciated.

There has also been more community awareness of homelessness in our area and the response has generally been positive. We have had a local musician play some tunes at SPLaSh during summer, and the owner of a local pizza shop on occasion brought pizzas and other food over. We have also had several community members enquire about the SPLaSh program asking what we need and how they can help, then dropping off coats and other donations that are gratefully received.

Rotary Club of Sorrento organised and hosted another wonderful and enormously successful Point Nepean Heritage Motor Show, the second so far, raising \$18,000 to support the running of SPLaSh this year. We are deeply appreciative of the efforts of everyone involved with this huge event as we know how much work goes on behind the scenes to make it happen.

During the year Mornington Mazda's very generous loan of the SPLaSh ute came to an end. To remedy the lack of a vehicle, Flinders Lions led a huge effort to raise the purchase price of a new ute through Mornington Mazda. This means we have a permanent vehicle to tow our shower and laundry van. We are very grateful to all the Lions clubs involved (see all the clubs listed below!), and of course for funding the shower and laundry van the previous year.

Receiving zero government funding, SPLaSh could not exist without the following generous donors who support this amazing program and keep it running.

We would like to thank Rye Op Shop, Rotary Club of Sorrento, Mornington Peninsula Foundation, StreetSmart, Lord Mayors Charitable Fund, Lend Lease Foundation, The Danks Trust, Flinders District Lions Club, Lions Clubs of Dromana, McCrae & Rye, Australian Lions Foundation, JackanAndy's Op Shop, Mornington Mazda.

We thank you all for your support and your faith in the program.

Lou Broadby – SPLaSh Program Coordinator



"You guys do a great job, I don't know what I would do without you. Thank you."

"You guys have helped turn my life around. I don't know where I would be today! Thank you for everything, for all your time, help, support and listening."

"You guys do an amazing job, putting up with all of us, you deal with a lot, it must be hard. We appreciate everything you do."



Southern Peninsula Laundry and Shower (SPLaSh) Report continued

SPLaSh Monthly count

FY 2023-2024	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	YTD Total	Value @\$3
Showers	57	47	57	40	15	14	10	19	22	17	34	25	357	n/a
Laundry	65	62	58	42	28	36	16	42	32	14	50	31	476	n/a
New Users	22	23	18	19	14	15	14	13	11	2	20	4	175	n/a
Total Number of food items used														
	5,041	4,150	4,101	4,474	3,684	3,231	3,464	4,737	3,848	3,917	5,002	3,797	49,446	\$148,338
Total Number of Material Aid used														
	354	308	289	283	99	217	276	113	346	80	284	204	2,853	\$ 8,559
Specific items used (\$ value)	\$504	\$376	\$745	\$267	\$387	\$ 2,573	\$ 1,347	\$ 1,350	\$705	\$456	\$ 1,015	\$560		\$ 10,285

Attendees	Session 1	Session 2	Session 3	Session 4	Session 5	Session 6	Session 7	Session 8	Session 9	Session Days	Total Presentations per month	Unique attendances	Sandwiches costs
July 2023	30	21	32	27	30	21	30	30	34	9	255	73	\$ 660.90
August	34	34	18	25	24	29	22	28	16	9	230	80	\$ 698.66
Sept	23	29	32	30	39	28	41	28	x	8	250	76	Included in October
Oct	40	24	37	17	28	32	34	19	31	9	262	87	\$ 670.66
Nov	27	x	25	17	20	27	19	27	31	8	193	71	\$ 592.14
Dec	39	18	29	32	39	23	x	x	x	6	180	79	\$ 265.11
Jan	x	x	11	21	32	21	40	23	26	7	174	72	\$ 515.43
Feb	19	24	21	25	26	28	29	33	30	9	235	72	\$ 240.70
March	34	32	x	27	28	39	26	20	x	7	206	75	\$ 208.01
April	x	34	29	24	28	23	28	x	15	7	181	68	\$ 500.99
May	32	25	20	28	27	24	34	32	38	9	260	75	\$ 649.06
June	29	23	x	26	26	23	26	18	x	7	171	57	\$
										95	2,597	Total Cost	\$ 5,001.66
											Unique Year	264	

LEGEND:

- = Highest presentations for the month
- = Lowest presentations for the month

Client Testimonials

"I was talking to a man at SPLaSh recently who always seemed quite remote and distant. But over time, he offered me eye contact and a gentle smile when I greeted him. Normally he comes towards the end of the program and never stays long.

However, I noticed if I stood close to him while he was collecting his food and shared in this process with him, he might sometimes share little snippets of his life with me.

A few weeks ago, we really engaged; we entered into a long conversation which clearly he was enjoying, offering many different perspectives to me which drew on his history and lived experience.

After 15 minutes he said to me, 'you know, it's always good to have you people from SPLaSh here on the actual day, but for me, it makes the other days between SPLaSh more manageable and less lonely as I think about what has happened and what we might have talked about.'

He quietly smiled and left with his meagre offerings, but it was so special to know that each encounter we might have at SPLaSh may have unseen impact and influence on the quality of life for various participants. We never know.

For me, it was more evidence of the value of just quietly being present to individuals on the program, with no expectations of them or of myself except to really "see" them and be prepared to listen if the opportunity arises."

Marie (SPLaSh volunteer)



Southern Peninsula Homeless Connections Report

The Southern Peninsula Homeless Connections (SPHC) program has been operating since November 2020 and has supported a total of 426 clients, the majority of whom are or were rough sleepers. SPHC plays an important role as it is the only program providing homeless assertive outreach on the Mornington Peninsula. The program is 100% funded by Philanthropic funds.

As the Assertive Outreach Worker for SPHC, I work alongside Bill, the Bolton Clarke Homelessness Outreach Nurse, going out onto the foreshore and vacant land to support those who are rough sleeping, sleeping in their cars and in squats.

The goal of the program is to link clients back into the community and ultimately find housing for them. The program is based on the Housing First model, which has been internationally adopted as best practice for providing sustainable housing for people experiencing long term or recurring homelessness.

It can often take months if not years to build trust with clients, who in the past have been let down by the community sector. Support for each person is based on their needs and wants and is not restricted by funding criteria.

Support can look different depending on these needs and can range from food and water to supplying tents, sleeping bags, swags, airbeds and small camp stoves, to linking them in with housing services, mental health or AOD supports.

We have strong professional relationships with the Mornington Peninsula Shire and Police and work together to ensure people who are rough sleeping are treated with respect and kindness. Before this program was established the police and shire rangers would move people on when they were rough sleeping. However, due to the high numbers of rough sleepers and total lack of affordable housing, this is no longer possible and many are living long term on the foreshore.

The complexities experienced by people rough sleeping have multiplied and grown. Due to the housing crisis it has become even harder to find suitable housing for clients, so people are trapped on the foreshore in situations that are far from ideal.

Those aged 25-55 years old are having to wait over 15 years for public housing. This means the only housing even marginally affordable for those on Jobseeker is a rooming house, and many choose rough sleeping over rooming houses due to the high rental cost and risk of violence.

This year 176 clients were supported in the Homeless Connections program. Twice I have had to close my books due to the volume of clients and complexity of issues. At times the program has been supporting over 50-60 people at one time and this was not sustainable. The number of women rough sleeping has increased over the past year. Of the 176 clients supported this year 126 were new and 50 were existing clients, of those 126 new clients 43 were female. This is nearly 1/3 of all clients. Each year this number is going up.

This year we have welcomed Leonie on board the program. Leonie volunteers one day a week and helps complete housing applications. Leonie has many years of experience in the homelessness sector and is a wealth of knowledge. Having Leonie's expertise has provided more capacity to work with the high numbers of clients and keep up to date with the paperwork.

The Ranch in Mornington is continuing to be an important part of the program with 36 clients being placed at the Motel this year. New rules were introduced with alcohol and visitors (except support workers) no longer allowed.

This has significantly changed the culture at the Ranch, and the number of incidents requiring intervention by police or clients being evicted due to challenging behaviour has decreased to almost zero.

The clients staying at the Ranch are staying longer due to the housing crisis, but a lot of the clients over 55 are being successfully housed in Social Housing. The success rate (stay resulting in

sustainable housing) for clients at the Ranch is 59%, which is extremely positive and far exceeds similar program outcomes.

This year we spent \$22,221. The vast majority of funds (\$16,035) covered housing-related costs, including removalists, rent in advance for social housing and The Ranch, crisis accommodation, rent arrears and items to support those still rough sleeping such as tents, sleeping bags etc. The remaining funds (\$6,186) covered medical, transport, clothing, food, phones and utilities and vet costs.

I was also able to facilitate direct access to external funds and grants for clients to the value of \$14,860 across just seven months, November 2023 – June 2024. Without this advocacy and support these clients would not have been able to access these funds.

Moving forward the program will continue to advocate for clients to have safe appropriate housing available to them. A permanent solution to the Ranch is needed as well as substantially more public and affordable housing on the Peninsula. Several opportunities that will allow discussion around these issues are coming up in the next year, including the Ranch documentary and a meeting with members of Victorian Parliament.

I would like to thank the continued support of the Payton Foundation and Mornington Peninsula Foundation which allow this program to continue such important work. Without these funds people experiencing critical and chronic homelessness could not be supported or have the outcomes we are able to achieve.

Kara Van Der Heyde - Assertive Outreach Worker, Southern Peninsula Homeless Connections







Program Coordination Report

The 2023/24 financial year in Emergency Relief and crisis support has been another busy year for SPCS. We saw a huge increase in material aid provided, and large increases in numbers of clients and numbers of visits, as the graph on page 11 demonstrates.

The housing crisis continued unabated and had the largest negative impact on our community of any single issue, with cost of living close behind. We had many people come to us for the first time, people who had previously been able to manage on a limited budget but found they no longer could and came to us to access support. People often struggle with feelings of shame when they first come to us, and we work very hard to make people feel welcomed, supported, respected and cared for.

We try to break down the barriers to receiving support and make the experience of coming to us a very positive one.

When our experienced volunteers sit down with someone who has come to us for support they will take an open approach, having a chat rather than just ticking off boxes. They will listen without judgment and work to build trust and connection with the person.

Volunteers work with a dual focus: what can we do right now to alleviate the crisis – food, medication needs, transport, education expenses etc. – and what can we do about the longer-term challenges, such as mental health, family violence, disability and homelessness. For these issues they will refer people either to our case workers or homelessness programs, or to an external service if needed.

No Interest Loan Scheme (NILs)

The 2023/24 year was enormous for our NILs program. We ended the year at more than 200% of target loans, which represents a huge gain for our community. Loans totalled more than \$230,000 across the year and covered a range of things from laptops to car repairs to security cameras.

Each one of these NILs loans means an individual or a family could access essential goods or services

that they otherwise couldn't afford, and they did it without risky and costly pay day loans or Buy Now Pay Later loans, all of which can be extremely predatory and spiral into debt and default cycles. NILs recipients pay back exactly what they borrow.

Our NILs volunteer Barb worked tirelessly over the financial year to provide access to these loans for our community. Added to this she was also entrusted with supporting the central NILs assessment team, Cockatoo NILs, to take on extra loans work when they became short staffed for a period.

Across the year 150 loans were approved, including 30 loans submitted on behalf of NILs Cockatoo. There were also 225 loan inquiries that did not proceed to application stage, which represents a huge amount of work for Barb. A total of 46 referrals were made to NILS 4 Cars, resulting in many people gaining independent transport, enabling access to work, children's activities, access to services and family connection.

Tax Help

2023 was a very successful year for Tax Help. Christine, a local accountant, took on the whole program and worked above and beyond for our community. We are very grateful for Christine's expert support, which enables us to continue to offer this important program.

As more and more services become available only online, it is vital that programs such as Tax Help exist. Many people are unable to complete online returns due to lack of literacy, lack of technology or sometimes extreme anxiety, and Tax Help volunteers are able to guide people through the process and often empower them to take on the task themselves.

Once the Tax Help program ended Christine was generous enough to offer some pro bono work for clients of our case work programs who desperately needed an accountant but couldn't afford one. This support has been invaluable to some people who were stuck in challenging financial disadvantage until matters were resolved. We are very grateful to Christine for this generous support.

Needle and Syringe Program

The Needle Syringe Program remains an important part of the range of services we provide at SPCS. As the only outlet for free needles and syringes on the Southern Peninsula our NSP is a vital service. Our volunteer Julie continues to maintain this program almost entirely on her own, ordering supplies, organising stock in the NSP room and reporting on stats, as well as providing community education and news.

Energy Mentor Program

The Energy Mentor program restarted late in the financial year with a new volunteer, Debbie, taking on the Energy Mentor role. The program received a small amount of funding through a state government initiative called the Energy Assistance Program, which aimed to support energy literacy and money saving. There has been very limited uptake of this program, as we believe many people are too stressed to be able to take advantage of it or may not understand the potential benefits.

Student placements

We continue to have limited capacity for student placements this year as we still have a reduced interviewing team, limiting opportunities for mentoring. Added to this, some of our key wonderful, long-term and highly experienced mentor volunteers moved away or could no longer volunteer (looking at you, Trish and Ken – sadly missed!).

Thankfully our amazing interview team has been able to manage mentoring new volunteers and students under these challenging conditions. To reduce stress on the team, we have asked all those interested in doing student placement to commit to a period of volunteering before they start, and ideally to stay on after finishing.

We have had a few wonderful students stay on after completing placement, for as long as they were able, and some are still with us. We are so appreciative of all the students who stay volunteering with us, we understand paid work is a priority when you've been studying, so we are very grateful to everyone who sticks with us while they can.

Miranda Gillespie – Program Coordinator



Major Program Partners 2023-24

There are literally hundreds of people whose support makes it possible to do what we do. However, there are a group of major supporters (who gave \$15,000 or more) who have a core role in making sure each program can operate. We would like to acknowledge their support, along with the one foundation in this group who wishes to remain anonymous.

Brown Family Foundation

New to SPCS this year, the Brown Family Foundation want to help families and have supported our Family Support Service.

Community Bank Southern Peninsula (Bendigo Bank)

For many years the Community Bank has been a core sponsor of our Fresh Food programs (Walk Up - Stream1 and Main Centre – Stream 2). Additionally, this year, seeing the increased need, they provided extra funds to help purchase food, ran a Christmas Appeal in the branches, staff and board members made donations, and the branches ran food drives.

Community Information Support Victoria (CISVic)

We are a member of CISVic, and they provide support through advocacy, training and resources that guide our service practice. They also administer an ER consortium, of which we are a member, that provides Emergency Relief funding from the Australian Government. This funding provides the base for our Emergency Relief programs and for our Low Income Support Service.

Flinders District Lions Club & the Australian Lions Foundation (ALF)

Following their successful campaign to fund a specialist mobile Shower & Laundry Van for our SPLaSh program, Flinders Lions, supported by the ALF and Mornington Mazda, sourced and funded a BT-50 Ute to tow the van and support our other programs.

Grow Corp Foundation

Grow Corp has supported our work for a couple of years, this year they made a capacity building donation that has funded our Fundraising Relationships Coordinator. They understand we

cannot rely on government funding to grow our programs, this grant will help us build sustainable sources of income way into the future.

The Jack Brockhoff Foundation

Jack Brockhoff has been a significant donor over many years often supporting our case management programs. This year they continued their multiyear support of our Low Income Support Program.

Magistrates Court

The Court has distributed significant funds over many years in support of our brokerage programs. Brokerage funds are used to enable clients to access a range of goods and services they may need. This is particularly important for clients with multiple needs as it improves access to specialist support and services.

Mornington Peninsula Foundation (MPF)

MPF provided core funding for three of our programs for a number of years, support which was longer-term than they would normally do. Many individual donors channel their philanthropic giving through MPF. As MPF transitions to supporting their other work, they have worked to help us put in place other supporters ensuring the continuation of programs.

Mornington Peninsula Shire (MPS)

MPS provides the core funding for our central operations as well as the use of our main centre building and part use of an amenities block for our SPLaSh program. In addition, both staff and councillors support us above and beyond their regular duties.

OzHarvest

OzHarvest is one of the two food recovery agencies that will deliver to the southern Mornington Peninsula. They have provided this service for a number of years, a key part of Stream 2 in our Fresh Food program.

Payton Foundation

Over the last year, the Payton Foundation and their donors have supported our Education Assistance program, Family Support Service and SP Homeless Connections program. Payton have taken an active role in helping source a permanent crisis support accommodation facility and help us work on sustainable funding models.

RACV Cape Schanck Resort

RACV provides around 100 frozen meals each week for our food programs. Their staff take great pride in creating quality nutritious meals for our clients. In addition, the Resort has been advocating with corporate groups and guests to support us with in-room promotions and staff fundraisers. The RACV Foundation has added to this by supporting different projects to help our volunteers.

RM Ansett Trust – Equity Trustees

Ansett has been a significant donor to our Emergency Relief program since the start of the Covid-19 pandemic. Their generous support has been vital as we continue to experience great demand.

The Ross Trust

Ross Trust has also supported us over many years. They have been keen allies in challenging times and their recent support has been directed to our Family Support Service.

Rotary Club of Sorrento

Over the last two years, Sorrento Rotary has run their highly successful Point Nepean Heritage Motor Show. It has been well supported by both car owners and members of the public and in the process helping to spread the message about homelessness on the Peninsula. They have made substantial contributions from the proceeds to become the second largest supporter of our SPLaSh program.

SecondBite

SecondBite is one of the two food recovery agencies that will deliver to the southern Mornington Peninsula. They have provided this service for many years, a key part of Stream 1 Walk Up in our Fresh Food program.

Sentinel Foundation

Sentinel has been a significant donor over many years often supporting our brokerage funds. This year they did that and supported our Low Income Support Program.

Southern Peninsula Community Fund – Rye Op Shop

The Rye Op Shop is our longest running philanthropic supporter having provided important support since 1984. Recently, they increased their already significant contributions to our Emergency Relief programs and are the Major Supporter for SPLaSh.

Southern Peninsula Food for All (FFA)

FFA has provided us with non-perishable foodstuffs for many years at a significant discount, often donating goods with no cost. They are the main provider of Christmas Hampers and toy bundles for us every year.

Victorian State Government

We received a significant grant that allowed our Low Income Support Program to operate four days per week.





The backbone of SPCS - our Volunteers

During the year two of our longest serving and most beloved volunteers, Trish and Ken, moved on to new places and new things. They are both greatly missed by the staff and volunteers here. We asked them to write a few words about their time at SPCS.

From Trish...

"When Miranda asked me to pen a few words (300 to be precise!) about my time at SPCS, I wondered how I would cram so many years into so small a space... but I'll do my best!

In 2012 SPCS was a very different space to the one I left last year. No pantry, no clothing, no Family Support Service, no SPLaSh, no Homelessness Outreach and no 30-minute lunch break! The fresh food program was in its infancy and there were just four paid staff members. I started with just one day a week and knew instinctively that I would love it. I graduated to two days to fill in when Helen Schultz was unwell and when she returned, I stayed on.

I loved the Friday crew and our weekly ritual of fish and chips, the quiz, and the constant banter and humour (essential in our role) that we all shared. I was to endure Ken's special brand for more than ten years!



I graduated to the Board and succeeded my friend Pam Capper as President. I learnt so much. The names of our philanthropic supporters became familiar, I learnt how much work went into funding submissions and how difficult it was to balance the finances of a busy Community Support Centre. I attended fundraising events and spoke at AGMs.

Many of the clients became familiar and regular faces. They would often appear with gifts of food, cards, artwork and hugs of appreciation. (Yes, I was told "don't hug the clients!")

I loved the role of mentor to the new volunteers and especially to the many students who were fortunate enough to gain a placement with us. Gorgeous young people, all of them... I am filled with optimism for our future when I think of them. We are in good hands.

SPCS would not be the vibrant and special place it is without the dedicated and amazing staff members and it would be remiss of me not to mention them here, because I learnt so much from all of them. Only Marg Brown remains of the original staff who were there at the start of my SPCS story, willingly sharing her enormous knowledge and experience.

My love and thanks to the following: Jackie, Robyn, Mark, Marg, Miranda, Tracy B., Kara, Annie and Vanessa, Karen and Lou. Jeremy Maxwell deserves my special thanks. Fair to say I gave him a very lukewarm welcome when he arrived, and I grew to love him. Approachable, fair, kind, funny and understanding, even to Poms. And finally, to every other volunteer with whom I had the pleasure and privilege of working for so many years, and for the enduring friendships that came from that, thank you."

From Ken...

"I was blessed during my working life to work for 2 companies that provided interesting work within a team based supportive environment. As my responsibilities increased there was no doubt that the job also had some fairly stressful moments, and I was ready for retirement when it came along. One year later when the euphoria had worn off, I thought "What do I do now?"

Good question! My thoughts moved towards Voluntary work, so I set myself the following parameters: supporting the community; keeping the brain working; team environment with a fun social aspect to it. I suppose I was looking to replicate my working life, but did not find what I wanted after several attempts. Then, in April 2013, I found SPCS and everything fell into place.



The role as a Community Support Worker could not have been more different than my working life in Telecommunications, but the work environment was just the same. After some initial training, my main role was forged as a Triage interviewer for clients with a range of issues including alcohol, drugs, homelessness, domestic violence and simply people who had fallen on hard times. At the time of interview, you had no idea what you may be faced with, and it was both interesting and challenging to find the help the client needed depending on their circumstances.

We did this by using a range of agencies who specialised in the areas I have mentioned, but there was always a sounding board to be had with our own staff when circumstances were complex. They were knowledgeable, supportive and friendly, so you never felt alone making difficult decisions. Clients were also not always receptive, but again that collaborative team approach defrayed the stresses of some difficult situations.

When you work in this type of environment with people facing extremely challenging situations, there could be a tendency to become caught up in clients' situations. This is where the fun / social aspects came to the fore, to keep a separation from the work we do. There was always a jokey interaction in the tearoom with a quiz thrown in to change the mood if necessary.

Sounds simple, but this work gave me just the outlet I needed and an environment that I consistently looked forward to for 2 days a week over many years. You retain a sense of purpose in retirement and meet many fantastic people and friends along the way. Wouldn't change a thing!!"

Our Volunteers

Our huge thanks to everyone who gave their time, energy and care to volunteering with SPCS across the year. You are all vital to keeping our services and programs running. Without you, so many people in our community would have much bleaker futures. Thank you.

Name	Volunteer Role
Ali Fish	Interviewing / Reception
Alicia Donnellan	Interviewing
Alison Erskine	Runner
Allan Firth	Pantry Team / Fresh Foodie
Alma Biada	Pantry Team / Fresh Foodie
Amanda Race-Lyons	Interviewing
Angela Wall	Interviewing
Barbara Allford	NILs
Bec Martin	Reception / Data entry / Fundraising support
Belinda Rodman	Board President / Reception
Bernard Tonks	Pantry team / Fresh Foodie / Maintenance
Bronwyn Van Amerongen	Interviewing
Carmel O'Brien	Brochures / Poetry
Cat Wright	Pantry Team / Fresh Foodie
Christine Lane	Tax Help / Case work support
Cynthia Firth	Pantry Team / Fresh Foodie
Dean Trimboli	SPLaSh
Debbie Coffey	Energy Mentor
Diane Ashcroft	Data Entry
Elinor Graham	Board
Elsa Skattang-Stone	Interviewing
Fay Foster-Swan	Pantry Team / Fresh Foodie
Frank Capper	SPLaSh
Gail Breen	Admin support
Gill Beever	Data Entry
Graeme Rocke	Board Treasurer
Heather Williams	Road crew / Pantry team
Jac Rossiter-Nuttall	SPLaSh
Jacqueline Thomas	Reception
Jan Getson	Board Secretary
Jane Crittenden	Pantry Team / Fresh Foodie
Janie Perrott	Interviewing
Jasmine Taylor	Interviewing
Jennie Bishop	Reception
Jennifer Voller	Reception
Joan Little	Pantry Team / Fresh Foodie
Joanne King	Reception
John Knowles	Road crew
Judith Woods	Interviewing / Reception
Judy Grant	Pantry Team / Fresh Foodie
Julie Van Schajik	Data entry
Karen Mapleston	Reception
Karina Zambrans	Interviewing

Karl Takacs	Road crew
Kaye Blencowe	Road crew / Pantry team
Ken Hart	Interviewing / Energy Mentor
Kenz Inglis	Pantry Team / Fresh Foodie
Kerry Bruehwiler	Interviewing
Kylie Dolman	Interviewing
Lauren Prowse	Interviewing
Leonie Hutchinson	Program support
Lily Setnik	Pantry Team / Fresh Foodie
Lyn Clemow	Road crew / Pantry team
Maree Tuffy	Reception / Interviewing / Admin support
Marianne Te Lindert	Interviewing
Marie Lugg	SPLaSh
Marilla Gorman	Interviewing
Marilyn Merrifield	SPLaSh
Marion Van Rooden	Board
Martin McKinnon	Board
Mikaela Clarke	Interviewing / Pantry team
Murray Morton	Board
Natalia Lopo	Interviewing
Nuala Tobin	SPLaSh
Pat Randall	Fundraising support
Pat Tonks	Pantry Item / Fresh Foodie
Paul Stolz	Road crew
Pauline Credlin	Interviewing
Peter Mountain	Interviewing / SPLaSh / Reception
Phoebe Spargo	Interviewing
Rachel Burdett	Board
Rob Williams	Road crew / SPLaSh
Robyn Latham	Interviewing
Roger Holdway	Pantry Team / Fresh Foodie
Sally Ellison	Interviewing
Samantha Wilson	Board
Sandra Mitchell	Interviewing / Energy Mentor
Simone Williams	NILs
Stephen Gahan	Pantry Team / Fresh Foodie
Sue Strohfeldt	Interviewing
Susan Hillman Stolz	Runner / Program Support
Susie Lane	Pantry Team / Fresh Foodie
Suzanne Rogers	Reception
Tony Dugan	Pantry Team / Fresh Foodie
Tracey Blythe	Financial Counselling
Tracey Ryan	Interviewing
Tracy Wynde	Reception / Interviewing
Trish Foreman	Reception
Trish Kells	Interviewing / Reception
Trish Woodhead	Interviewing / Superstar
Vicky Davison	Board
Wendy Dugan	Pantry Team / Fresh Foodie

Acknowledgements

The Board of Management, Staff and Volunteers would like to thank the following organisations, businesses, families and individuals for their generous cash and in-kind donations during the financial year.

Thank you

6A Foundation

Aaron Alaimo

ACE Consulting

Adaptation Project Pty Ltd

Adele Mee

Alan Costello

Alan Daw

Alan Kemp

Ali Fish

Alice Powner

Alicia Murrell

Alison Erskine

Alison Phillips

All Saints & St Katherine's Rosebud & McCrae

Alun Jackson

Amanda Breidahl

Amy Wilkinson

Andrew Bonnell

Andrew Bragg

Andrew Lawson

Angela Semple

Anglicare Rosebud

Ania Nowakowska

Ann Piper

Anna Purcell

Anne Way

Annette Lees

Annie Davis

Anthony Della Bosca

Antony Taylor

Australian Online Giving Foundation

Barbara Pow

Belinda Jordan

Belinda Rodman

Bernard and Pat Tonks

Bernard Marshall

Beth Shorter

Bette Neil

Bob Bowlby

Bobbie Ross

Boneo Primary School

Brad McSwain

Brass Family Foundation

Brian James

Bridge Club Of Rye & Dromana

Briony Thoolen

Bronwyn Thomas

Brown Family Foundation

Bunnings Rosebud

Carmel Huggard

Carol Barelli

Carroll Accounting Services Pty Ltd

Catalina Broomhall

Charles Reis

Cheryl Ciantar

Chris Jones

Christine Jovic

Cindy Pritchard

CISVic

Clifford Woodward

Clinton Breeze

Clyde Boyer

Colin Millward

Combined Compliance

Craig Brumley

David Ball

David Cooper

David Dunn

David Gibb

David Gilliver

David Green

David Nicholls

David Stack

David Thyer

Dawn Hind

Deb Clayton

Deb Coffey

Debbie Stafford

Department of Social Services

Diane Johnstone
Dianne Wilson
Dolphin Red Hill Trefolk (Girl Guides)
Dominika Malinowski
Dromana Bay Probus
Dromana Community House
Eagle Ridge Golf Club
Eileen Mason
Eleanor Bignell
Ellen Whelan
Eric Bishop
Erica Churchill
Erin Andrews
Euan Farquhar
Fairways Resort
Fay Foster-Swan
Flinders District Lions Club
Flinders Zero Carbon Community
Food for Change
Frances Laurino
Frances Millane
Frank Capper
Freda Allen
Gabrielle Crehan
Gabrielle O'Brien
Gail O'Hara
Geoff and Marilyn Merrifield
George Brough
Georgia Timewell
Gill Steed
Glenn Ball
Glenys Chambers
Glyn Wiseman
Grace Fanning
Graeme Cherry
Greg Fitzgerald Family Trust
Greg Wayman
Grow Corp Foundation
Hasanti Perera
Hazel Reddall
Heather and Rob Williams
Heather Lapozzuto
Helen and Phill Sherlock
Helen Conostas
Helen Goodman
Hilary Rawlings

Hotshots Social Club
Houghton Foundation
Huhtamaki
Ian Batty
Ian Crisp
Ian Crossley
Ian Wilkins
Ingrid Beilharz
Irene Wyld
JackanAndy's Op Shop
Jackie James
Jacqueline Salter
Jamie G
Janie Perrott
Jayne Curtis
Jean Daddo
Jennifer Scott
Jenny O'Connor
Jess Cooper
Jill Burton
Jill Schelling
Jillian Fearon
Jillian Page
Joan Colbert
Joan Little
John Buncle
John Knowles
John Reis
John Velona
Jordan Racine
Jose Wensely
Judith Cupido
Judith Rae
Judy Bennett
Justin McNamara
Karen Peters
Karina Zambrans
Karren Bettess
Kate Royle
Katie P Brancatisano
Kaz Haksever
Keke Wellness
Kelly Stoner
Kera Zaltsberg
Kerry Moreland and Janine Landridge
Kevin Gorman

Kevin Kane	Noel Broadway
Kevin Taylor	Oz Harvest
Kim Wilson	Pam Brough
KOGO (Knit One Give One)	Pam Farrington
Kylie Dolman	Pamela Silvester
Kylie Henry	Pat Dodge
Kym Campbell	Patricia Allen
La Casa Nostra Deli	Patricia McNamara
Ladies of the Dunes Golf Club	Paul Dixon
Laura Brown	Paul Mee
Lauren Stewart	Paul Whitaker
Lily Setnik	Pauline Touhy
Lions Club of Dromana	PayPal Giving Fund
Lisa Watson	Payton Foundation
Liz Dellaportas	Peninsula Business Network
Liz Seward	Peninsula Community Legal Centre
Liza Powell	Peter Ashcroft
Lorraine Allen	Peter Dodd
Lorraine Marshall	Peter Fisher
Louise Broadby	Peter Mountain
Luke Donnellan	Peter O'Sullivan
Lynda Gilbert	Peter Renkin
Maggie Callander	Peter Vat
Magistrates' Court of Victoria	Pets of the Homeless
Maree Tuffy	Phoenix Heta
Margaret Kealy	Piety Coad
Marilla Gorman	Port Phillip Group
Marion van Rooden	Portsea Golf Club
Marjorie Beard	Racecourse & Peninsula Grange Aged Care
Maureen Donnelly	Rachel Burdett
Maurice Scott	Rachel Schlipalius
Michael Pollard	RACV Cape Schanck Resort
Michele Nancarrow	Rae Dunstan
Michelle Twaites	Red Hill District Lions Club
Mindful Fitness	Red Hill Muesli
Miranda Gillespie	Reima Pryor
Miranda Martin	Return-It Australia
Mornington Peninsula Beachside Tourism	Revamped Jewellery
Association T/A Sorrento Beachside Tourism	Ritchies Supermarket & Liquor Stores Australia
Mornington Peninsula Foundation	RM Ansett Grants Program, Equity Trustees Limited
Mornington Peninsula Shire	Rob Pagey
Nancy Whitelaw	Robbie Johnston
Naomi Wilson	Robert Power
Nepean Auto Centre	Robert Williams
Nicola Deeney	Robyn Allen

Rodney Button	St Vincent de Paul Dromana
Rodney Shaw	St Vincent de Paul Rosebud
Roger Fisher	St Vincent de Paul Rye
Rosebud Community Garden	St Vincent de Paul Sorrento
Rosebud Lions Club	Steve Mills
Rosebud Rockers Inc	StreetSmart Australia
Rosebud RSL Sub Branch Inc	Sue Aspinall
Rosebud RSL Sub-Branch Women's Auxiliary	Sue Farrelly
Rosebud Toyota	Sue Green
Rotary Club of Dromana	Sunday Lemonade
Rotary Club of Rosebud - Rye	Suzie Skelton
Rotary Club of Sorrento	Sylvia Cations
Rye & District Community Financial Services Limited	Tamara Cleine
Rye Beach Community Action Group	The CWA of Victoria - Rosebud Branch
Rye Beach Op Shop	The Jack Brockhoff Foundation
Rye Opportunity Shop	The Leg-Up Foundation
Sally Cleary	The Ross Trust
Sandra Bain	The Walter and Eliza Hall Trust
Sandra Dujela	Therese Taylor
Sandra Lucignani	Thermochill Plumbing and Electrical
Sandra Mitchell	Tobin Brothers
Sandy Brown	Tom Barr Smith
Sarah Hudson	Tomra Collection Cans
Sarah Marshall	Tony Vrbancic
Sarah Race	Tracy Wyndes
SecondBite	Tracey & Jeremy Maxwell
Sentinel Foundation Pty Ltd	Val Bates
Shannon Cotter	Vanessa Smedley
Share the Dignity	Vinnies Kitchen
Sharon Hillman	Visy CDS
Sharon Kennedy	Wayne Blanchett
Sharon Mitchell	Wayne Jovic
Shauna Black	Wednesday Walkers
Shirley Marriott	William Waller
Smokehouse Pizza	YSAS - Bunjilwarra
Sorrento Primary School	Yvonne Cuthbert
South Eastern Melbourne Primary Health Network (SEMPHN)	Zoe Karkas
Southern Mornington Peninsula Uniting Church	Zonta Club of Melbourne's South East
Southern Peninsula Community Fund Inc. (Rye Op Shop)	
Southern Peninsula Food For All	
Southern Peninsula Women's Action Network (SWAN)	
St Kilda Mum's (Our Village)	

Treasurer's Report Financial Year Ending 30th June 2024

The organisation has recorded a net result for the 2024 financial year of \$66,288. This result has been achieved by the generosity of our donors to support the organisation's programs which aim to help those most in need on the Southern Peninsula. Achieving our aims is not possible without the dedication of the staff and volunteers. The Board is most grateful to all donors, staff and volunteers.

The net result of \$66,288 is made up of two components, refer to Note 7. (1) During the year the organisation received a donation of \$49,539 which enabled the purchase of the Mazda utility. The utility is being used to tow the SPLaSh van and transport goods. The donation was received as revenue but is not offset by an operating expense, thus forming a profit to the organisation of \$49,539. (2) The net result from normal trading activities was \$16,749 which was \$6,939 lower than the corresponding result in 2023.

It is important for Members and Donors to note the net result from normal trading activities represented as a percentage of total revenue (excluding the donation for the utility) was just 1.4%. This clearly demonstrates the donations received are being applied to support the organisation's clients.

Total revenue for the year increased by \$149,129 or 13.1% from 2023. The increase in revenue is largely attributable to an increase in government funding of \$116,315 and donations of \$38,326. The additional government funding included a one-off Victorian Government grant of \$50k for our Low Income Support Service with remainder largely one off Federal Government grants for food vouchers.

Within the net result, cost of sales has increased over 2023/24. In particular, spending on emergency food relief increased by \$58,554 or 58%. This increase was matched with a corresponding increase in funding, thus not negatively impacting the final net result.

Operating expenses for 2024 have increased by \$89,723 or 10.3% over 2023. Staff cost increased by 6.8% resulting from wage performance increases, a change to the calculation of the long service leave provision and the appointment of a new role to

support fund raising. This new role has been fully funded.

Additional costs were incurred for rebranding, website upgrade and fundraising, also mail outs connecting with donors and seeking further donations and finally vouchers provided to volunteers.

Graeme Rocke - Treasurer



Historic Data

INCOME EXPENDITURE - Comparative

Trading Income

	2024 \$	2023 \$	2022 \$	2021 \$
Colocator Licence Fees	36,028	55,168	3,364	13,806
Donations Non-Government	707,953	669,327	441,414	365,894
Government Funding	520,820	404,505	564,007	481,951
Interest Income	20,692	8,864	1,474	1,594
Other Income	2,000	500	127	54,312
Total	1,287,493	1,138,364	1,010,386	917,557

Cost of sales

Food	159,147	100,593	77,549	57,980
Housing	37,521	32,913	32,308	22,600
Other Client Support	67,169	55,425	45,593	45,685
Total	263,837	188,932	155,450	126,265

Gross Profit

1,023,656	949,433	854,936	791,292
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Operating Expense

Staff Cost	829,424	775,930	794,428	696,053
Premises	23,938	16,624	11,361	9,656
IT & Communications	9,961	8,355	4,695	6,480
Travel & Motor Vehicle	2,170	2,509	2,148	2,745
General & Admin Expense	90,915	59,395	41,174	47,189
Other Client Services	961	4,833	291	329
Total	957,368	867,645	854,097	762,452

Net Result Before Tax

66,288	81,788	839	28,840
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This statement of historical data does not form part of the audited 2024 Financial Statements.

Financials

SUZANNE BORELLI CPA

Certified Practising Accountant

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INDEPENDENT AUDITOR'S REPORT

To the Members of Southern Peninsula Community Support Inc.

Opinion

I have audited the accompanying financial report, being a special purpose financial report of Southern Peninsula Community Support Inc. (SPCS Inc.), which comprises the Statement of Assets and Liabilities as at 30 June 2024, the Statement of Income and Expenditure, and Statement of Cash Flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Board of Management's declaration.

In my opinion, the accompanying financial report of SPCS Inc. is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of SPCS Inc.'s financial position as at 30 June 2024 and of its financial performance and cash flows for the year ended that date; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for opinion

I have conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of SPCS Inc. in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Information other than the financial report and auditor's report thereon

Management is responsible for other information. The other information comprises the information included in SPCS Inc.'s annual report for the year ended 30 June 2024 but does not include the financial report and my auditor's report thereon. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated.

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INDEPENDENT AUDITOR'S REPORT

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Emphasis of matter: basis of accounting

I 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 SPSC Inc's financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of management and those charged with governance for the financial report

Management is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not for profits Commission Act 2012* and the needs of the members and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing SPCS Inc.'s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate SPCS Inc. or to cease operations or have no realistic alternative but to do so. Those charged with governance are responsible for overseeing SPCS Inc.'s financial reporting process.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

SUZANNE BORELLI CPA

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INDEPENDENT AUDITOR'S REPORT

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of SPCS Inc.'s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting Estimates and related disclosures made by management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on SPCS Inc.'s ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause SPCS Inc. to cease to continue as a going concern.
- Evaluate the overall presentation, structure, and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Yours faithfully

S M Borelli CPA

Date: 25/9/2024

2/198 King William Rd Hyde Park SA 5061

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under Professional
Standards Legislation.

Compilation Report

Southern Peninsula Community Support Inc. For the year ended 30 June 2024

Compilation report to Southern Peninsula Community Support Inc.

I have compiled the accompanying special purpose financial statements of Southern Peninsula Community Support Inc., which comprise the Asset and Liabilities Statement as at 30 June 2024, Income and Expenditure Statement, the Statement of Cash Flows, a summary of significant accounting policies and other explanatory notes. The specific purpose for which the special purpose financial statements have been prepared is set out in Note 1.

The Responsibility of the Board of Management

The Board of Management of Southern Peninsula Community Support Inc. are solely responsible for the information contained in the special purpose financial statements, the reliability, accuracy and completeness of the information and for the determination that the basis of accounting used is appropriate to meet their needs and for the purpose that financial statements were prepared.

My Responsibility

On the basis of information provided by the Board of Management I have compiled the accompanying special purpose financial statements in accordance with the basis of accounting as described in Note 1 to the financial statements and APES 315 *Compilation of Financial Information*.

I have applied my expertise in accounting and financial reporting to compile these financial statements in accordance with the basis of accounting described in Note 1 to the financial statements. I have complied with the relevant ethical requirements of APES 110 *Code of Ethics for Professional Accountants*.

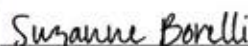
Assurance Disclaimer

The special purpose financial statements were compiled exclusively for the benefit of the committee who are responsible for the reliability, accuracy and completeness of the information used to compile them. I do not accept responsibility for the contents of the special purpose financial statements.

Independence

I am independent of Southern Peninsula Community Support Inc. because *I am an external and unaffiliated third party to Southern Peninsula Community Support Inc.*

DocuSigned by:

A handwritten signature in black ink that reads "Suzanne Borelli".

8A9C2E0DC755476...

Suzanne Borelli CPA

Dated: 9/2/5/20/24

Board of Management Declaration

Southern Peninsula Community Support Inc. For the year ended 30 June 2024

Board of Management's Report

The Board of Management have determined that the organisation is not a reporting entity and that this Special Purpose Financial Report should be prepared in accordance with the accounting policies outlined in Note 1 to the Financial Statements.

The Board of Management of the Southern Peninsula Community Support & Information Centre declare that:

1. The Financial Statements and notes, as set out herein present fairly the organisation's financial position as at 30 June 2024 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the Financial Statements;
2. In the Board of Management's opinion there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Management.

Principal Activities

To support local community members of the Southern Peninsula with emergency relief and crisis support, advice, referral to services, food and material aid.

Significant Changes

No significant financial changes have occurred or been found during the audit.

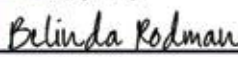
Operating Result

The surplus for the financial year amounted to \$66,288. as per the attached reports.

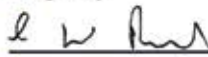
Going Concern

This financial report has been prepared on a going concern basis which contemplates continuity of normal business activities and the realisation of assets and settlement of liabilities in the ordinary course of business. The ability of the association to continue to operate as a going concern is dependent upon the ability of the association to generate sufficient cashflows from operations to meet its liabilities. The members of the association believe that the going concern assumption is appropriate.

Signed in accordance with a resolution of the Members of the Committee on:

DocuSigned by:

750B65F8DA5D4ED
Belinda Rodman (President)

Date 9/24//2024 /

Signed by:

EC5C1A11F8F842B
Graeme Rocke (Treasurer)

Date 9/24//2024 /

Income and Expenditure Statement

Southern Peninsula Community Support Inc. For the year ended 30 June 2024

	2024	2023
Income		
Colocator Licence Fees	36,028	55,168
Donations Non-Government	707,953	669,327
Government Funding	520,820	404,505
Interest Income	20,692	8,864
Other Revenue	2,000	500
Total Income	1,287,493	1,138,364
Cost of Sales		
ER - Food	159,147	100,593
ER - Housing Expenses	37,521	32,913
ER - Other Client Support	67,169	55,425
Total Cost of Sales	263,837	188,931
Gross Surplus	1,023,656	949,433
Expenditure		
Staff Costs	829,424	775,930
Premises	23,938	16,624
IT & Communications	9,961	8,355
Travel & Motor Vehicle	2,170	2,509
General & Admin Expenses	90,915	59,395
Other Client Services	961	4,833
Total Expenditure	957,369	867,645
Current Year Surplus/ (Deficit) Before Income Tax	66,288	81,788
Net Current Year Surplus After Income Tax	66,288	81,788

Assets and Liabilities Statement

Southern Peninsula Community Support Inc. As at 30 June 2024

	Notes	2024	2023
Current Assets			
Cash at Bank	2	721,419	494,940
Trade and Other Receivables	3	37,083	36,507
Other Receivables	3	45,381	10,789
Total Current Assets		803,883	542,236
Non-Current Assets			
Long Service Leave - paid in advance		17,250	0
Fixed Assets	4	146,999	111,679
Total Non-Current Assets		164,249	111,679
Total Assets		968,132	653,914
Liabilities			
Current Liabilities			
Trade and Other Payables	6	23,551	25,257
Funding in Advance		539,738	349,776
Employee Leave Provisions	5	121,202	101,715
Total Current Liabilities		684,491	476,748
Non-Current Liabilities			
Employee Leave Provisions	5	63,897	23,711
Total Non-Current Liabilities		63,897	23,711
Total Liabilities		748,388	500,459
Net Assets		219,744	153,456
Equity			
Retained Surplus	7	219,744	153,456
Total Equity		219,744	153,456

Statement of Cashflows

Southern Peninsula Community Support Inc. For the year ended 30 June 2024

	2024	2023
Cash Flows from Operating Activities		
Receipts from Donors	71,551	53,946
Funding In Advance	1,381,622	1,189,015
Other Income	3,083	(365)
Payments to Suppliers and Employees	(1,201,166)	(1,029,735)
Interest Received	20,692	8,864
GST - Net Received	2,588	(809)
Net Cash Inflow from Trading Activities	278,369	220,916
Cash Flows from Investing Activities		
Payments from Property Plant & Equipment	(51,889)	(62,575)
Net Cash Outflow from Investing Activities	(51,889)	(62,575)
Cash Flows from Financing Activities		
Net Increase(Decrease) in Cash and Cash Equivalents	226,479	158,341
Cash and Cash Equivalents at the Beginning of the Financial Year	494,940	336,599
Cash and Cash Equivalents at the End of the Financial Year	721,419	494,940

Notes to Financial Statements

Southern Peninsula Community Support Inc. For the year ended 30 June 2024

1. Summary of Significant Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Victoria. The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets. Comparatives have been reclassified in line with the current year Financial Statements. This reclassification does not result from a change in accounting policy.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the Income and Expenditure Statement.

Employee Provisions

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result, and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Cash on Hand

Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services tax.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the Assets and Liabilities Statement.

Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

	2024	2023
2. Bank		
General Account	178,704	174,032
Management Account	537,249	316,557
Petty Cash	227	227
Statement Account	5,239	4,123
Total Bank	721,419	494,940
3. Trade and Other Receivables		
Trade Receivables		
Accounts Receivable	37,083	36,507
Total Trade Receivables	37,083	36,507
Other Receivables		
Long Service Leave - paid in advance	13,291	0
Pre-Paid Expense	31,220	10,438
Pre-Paid Workcover Expense	870	349
Total Other Receivables	45,381	10,788
Total Trade and Other Receivables	82,464	47,295
4. Fixed Assets		
Computer Equipment at cost		
Computer Equipment	19,892	16,396
Less Accumulated Depreciation on Computer Equipment	(11,412)	(8,710)
Total Computer Equipment at cost	8,480	7,686
Office Equipment at cost		
Office Equipment	29,793	29,793
Less Accumulated Depreciation on Office Equipment	(20,987)	(18,681)
Total Office Equipment at cost	8,806	11,111
Pantry Equipment at cost		
Pantry Equipment	45,881	45,881
Less Accumulated Depreciation on Pantry Equipment	(13,411)	(9,446)
Total Pantry Equipment at cost	32,470	36,435
Plant & Equipment at cost		
Plant and equipment	107,357	58,963
Less Accumulated Depreciation on Plant and Equipment	(10,113)	(2,516)
Total Plant & Equipment at cost	97,243	56,446
Total Fixed Assets	146,999	111,679

	2024	2023
5. Provisions		
Current Provisions		
Annual Leave Provisions	39,886	40,530
Long Service Leave Provisions	47,492	0
Personal Leave Provisions	33,824	27,986
Total Current Provisions	121,202	68,516
Non-Current Provisions		
Long Service Leave Provisions	30,698	23,711
Personal/Carers Leave Provision	33,199	33,199
Total Non-Current Provisions	63,897	56,910
Total Provisions	185,099	125,426
6. Trade and Other Payables		
Trade Payables		
Accounts Payable	23,551	25,257
Total Trade Payables	23,551	25,257
Other Payables		
Funding In Advance	539,738	349,776
PAYG Withholdings Payable	0	0
Workcover Accrual	0	0
Total Other Payables	539,738	349,776
Total Trade and Other Payables	563,289	375,033
7. Equity		
Opening Balance	153,456	71,668
Current Year Surplus/Deficiency	66,288	81,788
Total Equity	219,744	153,456
Current Year Surplus		
Surplus from Trading Activities	16,749	23,688
Donation for asset acquisition	49,539	58,100
Total	66,288	81,788

True and Fair Position

Southern Peninsula Community Support Inc.
For the year ended 30 June 2024

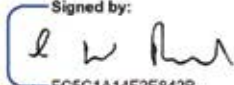
Annual Statements Give True and Fair View of Financial Position and Performance of the Association

We, Belinda Rodman and Graeme Rocke, being members of the Board of Management of Southern Peninsula Community Support Inc., certify that –

The statements attached to this certificate give a true and fair view of the financial position and performance of Southern Peninsula Community Support Inc. during and at the end of the financial year of the association ending on 30 June 2024.

Signed: 
Belinda Rodman

Dated: 9/24/2024/

Signed: 
Graeme Rocke

Dated: 9/24/2024 /







SOUTHERN PENINSULA COMMUNITY SUPPORT

HELP WHERE IT'S NEEDED

878 Point Nepean Road Rosebud VIC 3939 | P: 03 5986 1285 | E: admin@spcsic.org | W: spcsic.org