

39th ANNUAL REPORT

2017 – 2018



Western Port Community Support Inc.



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Western Port Community Support Historic Events

Western Port Community Support Inc. was born out of the efforts of a group of local residents in August 1978. It began with a Public Meeting and from this action an Advisory Committee was formed. Its sole purpose was to establish a Citizens Advice Bureau (CAB), a place where people could go to get information and support on a wide range of issues.

The doors opened for the first time to the community on April Fool's Day in 1979 from the Hastings Infant Welfare Centre with a total of 12 volunteers. Those who wanted to become CAB volunteers initially attended a training session at Dandenong Psychiatric Hospital in 3 hour sessions, once a week for 14 weeks. It wasn't long however before the CAB moved from the Infant Welfare Centre to King Street, Hastings sharing the small two roomed building with workers from the Family Planning Clinic, Welfare Agency, Home Help and Meals on Wheels.

This practice of co-locating several services under the one roof is still very much a part of our role as a service provider and that continues today. Over the years Western Port Community Support has provided a much needed start up base for many local support agencies including the Salvation Army, Good Shepherd, and the Frankston North Legal Service now known as Peninsula Community Legal Service.

In 1986 the centre moved to a house at 15 Marine Parade but on October 4 the building burned down losing everything in the fire. On January 13, 1987, the CAB known at this point in time as the Hastings Resource Centre moved back to King Street this time sharing premises with the C.E.S., Department of Social Security, Mornington Peninsula Community Health Services and old friends the Family Planning Clinic.

By 1994 the agency was experiencing an enormous increase in people requesting emergency relief and by 1995 the Committee approached Council for funding to employ a part time Co-ordinator. At the same time the CAB took over the role of distributing Emergency Relief which had previously been handled by the Council. They immediately witnessed an increase in the number of people presenting to the Centre for assistance.

In 1996 the agency decided to change its name from the Hastings Citizen's Advice Bureau to the Hastings Community Information and Support Centre to better reflect the work of the agency and to fall in line with its sister Bureaus at Mornington and Rosebud who now all share similar titles.

In September 2009, Western Port Community Support Inc. moved from its long standing home in King Street to its present location at 185 High Street, changing its name to Western Port Community Support.

Western Port Community Support services have been developed in response to the community requirements and over the years has provided much needed support services to our local disadvantaged community by way of direct aid and crisis intervention.

Western Port Community Support Inc. is managed by a volunteer Committee of Management, we have approximately 37 volunteers and three part time staff and still remain the first point of contact for people requiring information and support in the Western Port area. The volunteers come from all walks and bring valuable work ethics to Western Port Community Support Inc. The one thing they all have in common is their enthusiasm, dedication and willingness to be a part of a team.

Western Port Community Support Inc. services have developed in response to the community requirements and over the years has provided much needed support services to the communities disadvantaged including direct aid and crisis intervention.

Western Port Community Support Inc. is managed by an impartial and independent volunteer Committee of Management, a part time Manager/Volunteer Coordinator, Case Worker and a Bookkeeper/Office Support who provide assistance to Western Port Community Support Inc. Clients.

Our volunteers all have different life experiences and bring valuable work ethics to Western Port Community Support Inc. The common denominator is their enthusiasm and willingness to be a part of a dedicated team and to help the Western Port community.

Western Port Community Support Inc. is able to provide all their services through generous community donations, own fund raising, grants from the Local and Federal Government and other generous valued benefactors.



Aims and Principles

Western Port Community Support Inc. aims to provide a comprehensive Emergency Relief, material aid and personal support service to people who are in crisis due to poverty, sickness, suffering, distress, misfortune, disability or helplessness. This is a free, confidential, impartial and independent service. The organisation respects the client's right to make their own decisions.

Statement of Purpose

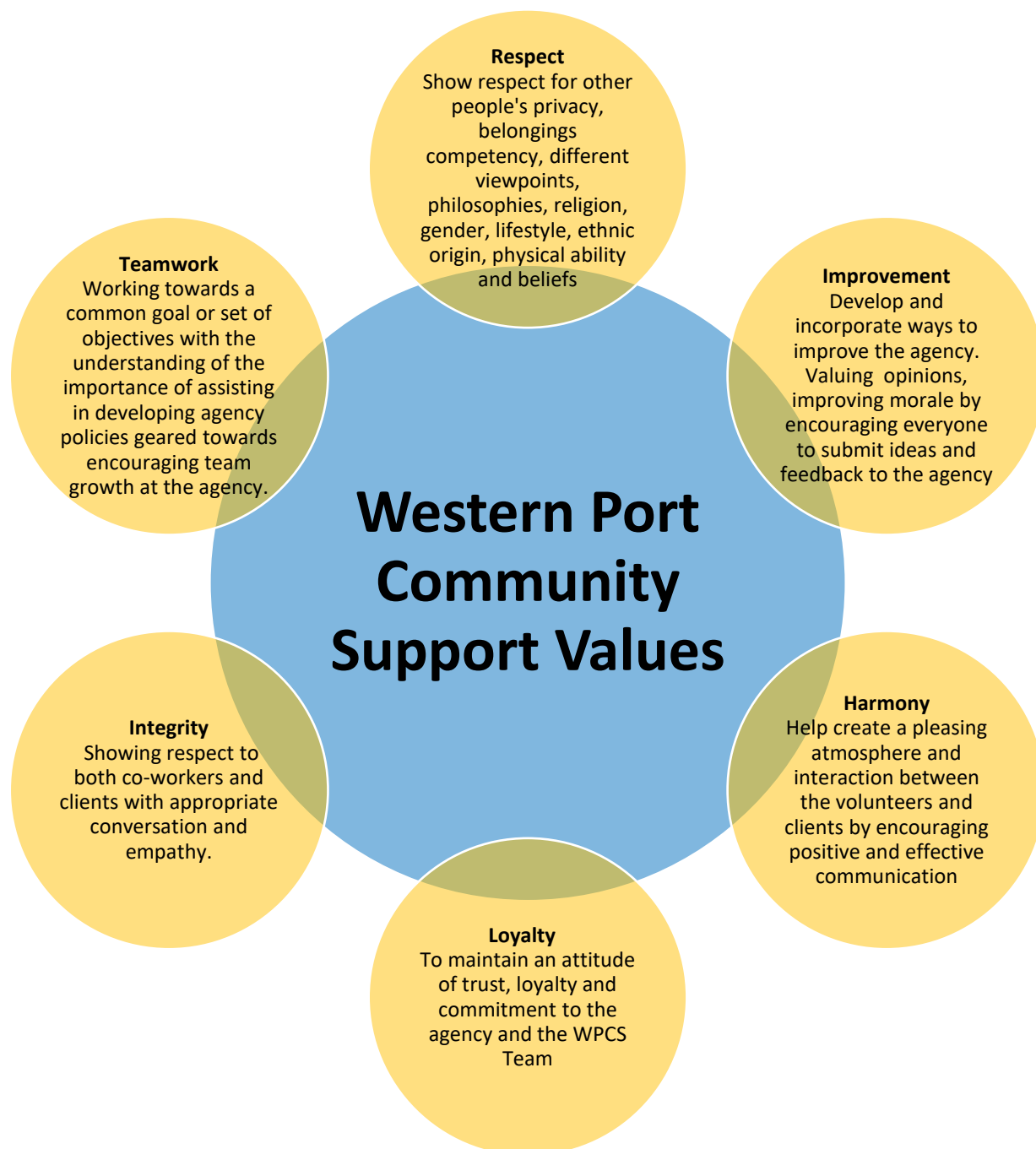
Western Port Community Support Inc. was established for the purpose of provide Emergency Relief to the disadvantaged, homeless, frail and needy within the community for the direct relief of poverty, sickness, suffering, distress, misfortune, destitution and helplessness.

- ▶ This Emergency Relief includes food parcels, food vouchers, emergency accommodation, pharmacy, travel and fuel vouchers and assisting with utility, rental and medical expenses.
- ▶ To provide a comprehensive support, information and advocacy service.
- ▶ To co-operate closely with social and community welfare organisations with a view to using available services most effectively.



Swags donated by Backpack Beds for Homeless

Western Port Community Support Values



The Organisation as of June 2018

EXECUTIVE COMMITTEE



GENERAL COMMITTEE MEMBERS

Rev. Christine Barren

Angela Francis

Wendy Gamble

Caroline Matheson

Vicki McKiernan

Tony Munroe

Alison Smyrk

Ann Sullivan

Mollie Warren

STAFF

Manager/Co-ordinator of Volunteers

- Georgia Hourn

Case Worker/Assistant Co-ordinator of Volunteers

- Elizabeth Maher

Office Support/Bookkeeper

- Claire Hall

Volunteers

Reception

Pauline Allen	Angela Francis	Ann Sullivan	Anne Jolley
Denise Copeland	Georgia Hinch	Glenda Ward	Jean Grier
June King	Lynn Crawford	Nisa Shaw	Roger Cross
	Tony Munroe	Winifred Bodilly	

Support Workers

Alison Smyrk	Anthony Plumb	Babs Peters	Caroline Matheson
Erica Churchill	Trudi Sands	Janet Round	Karen O'Grady
Michael O'Grady	Mollie Warren	Pat Hehir	Peter Stevens
Rhonda MacDonald	Samantha Hopkins	Susan Hillman	Wendy Gamble

Other Volunteer Support Roles

Ann Sullivan - Tax Help	Dana Holder- Student
Erica Churchill- Foodbank pickup	June King- Pantry
Keven Churchill- Foodbank pickup	Lorna Angier - Pantry
Rhonda MacDonald- Counselling	Tony Munroe (Second Bite part year)
Wendy Gamble - Tax Help	

RETIRED VOLUNTEERS

Angela Nudelman	Ebony-Rose Nudelman	Jan Turner
Renate Moore	Sue Dickens	Wyn Yearsley
		Val Ollive

Volunteers Hours

	<u>Total Hours</u>		<u>Total Hours</u>
Reception	1700	Administration	102
Community Support Worker	3400	Counselling	150
Second Bite Food Collection	204	Tax Help	96
Committee	650	Professional Development	340
Pantry/Oz Harvest	300	Christmas Program	1000

TOTAL VOLUNTEER HOURS =7962

Western Port Community Support Funding Partnership

Western Port Community Support would like to extend its appreciation and gratitude to all the generous benefactors that have donated food, material items, money and In Kind support over the past year. All donations assist in funding our Emergency Relief program and other various programs within Western Port Community Support Inc.

Emergency Relief is one of the core activities - we also have several other forms of assistance such as Telstra Vouchers (CISVic) and Op Shop Vouchers which are kindly donated by Holy Trinity Anglican Church and St Marks Op Shops, Balnarring. We also have many individuals and community groups within our local area that also donate food and material aid.

Within the past year we have distributed food, material aid and emergency relief to our clients to the value of approx. \$165,000.00. We would like to thank you to all our friends for supporting our work with generous regular donations. These valuable gifts help us provide the long-term support to our clients in the Western Port locality.



Mornington Peninsula Shire



Australian Government

Emergency Relief Program



R.E. Ross Trust



Mornington Peninsula Foundation

2017 – 2018 Donor Acknowledgements



Magistrates Court
(Court Fund)



Lord Mayor's Charitable
Foundation



George Hicks Foundation



Holy Trinity Anglican Church
& Op Shop



St Mark's Anglican Church
& Op Shop



Crib Point Uniting
Church Op Shop



Bluescope



Flinders Art Show



StreetSmart



Esso – Long Island Point



The Marian & E H Flack Trust



Feed Melbourne



Telstra

Emergency Relief Donations- Material Aid

Western Port Community Support would like to thank the local Community Organisations, Businesses/Government Bodies, Churches, Schools and Individuals for their ongoing support throughout the year. Emergency relief services are the core of Western Port Community Support Inc. Without these contributions we would find it challenging to meet the ever increasing demand on our food resources. We appreciate the ongoing support that allows us to continue to assist us in the work that we do with the most marginalized members of the Western Port Community.

Community	Churches
Hastings Western Port Rotary Club Mums Supporting Families in Need ORS Group Hastings Share the Dignity Somerville Community House Knitting Group St John's Retirement Village Knitting Group	Balnarring Uniting Church Church of the Immaculate Conception Hastings Crib Point Uniting Church Hastings Uniting Church Holy Trinity Hastings St Mark's Anglican Church Balnarring
Schools	Local Business/ Government Body
St Mary's - Hastings Somerville Primary School	Centrelink Hastings Bakers Delight Revamped Jewellery
Food Rescue charities	
Foodbank OzHarvest Second Bite	



Presidents Report

It gives me much pleasure to report that 2017/18 was another very successful year for the organisation.

My current vision of the organisation is that of a 3 spoked hub (1) bringing together people who are prepared to face-to-face assist those in need, (2) receiving in from a range of sources both financial & material support to be used to assist those in need (3) those who come to the organisation for help. These “spokes” all need to be in balance for the organisation to continue to be an effective contributor to the wellbeing of the Westernport community.

Taking each of these in turn:

Firstly, Western Port Community Support Inc provides a means by which members of the Western Port community can come together in a voluntary capacity to work as a team to assist those in the Western Port area in need of help. As a team, we are continuing to build on the vision of those that originally formed this organisation nearly 40 years ago which is today incorporated under the Laws Of The State Of Victoria. It is a priority of the organisation to continue to hold and attract competent volunteers. This year this criteria has been achieved to a high standard. As part-time volunteers we need to be day-to-day managed by competent professionals who have been trained and have the experience to direct the organisation in a manner that it achieves its goals. The emergency relief environment of this country is an ever changing one and WPCS must be ever ready to make changes on how it operates as a result. Our management team this year has once again achieved to a high standard.

Throughout the year a significant change occurred to the management team with John Fraser, our manager for 11 years retiring and being replaced

by Georgia Hourn. May I take this opportunity to thank John for his enormous contribution over his time at the helm and wish him a happy & fruitful retirement. May I also take this opportunity to welcome Georgia into this role. Georgia has already shown she is a competent professional, Liz Maher & Claire Hall have joined the day-to-day management team and we wish them much success in the particular roles they have. Our goal has been to continue to attract a competent and enthusiastic management team and this has been achieved once again this year to a high standard.

As an incorporated body, the organisation must have a Committee Of Management who are ultimately responsible for governance. I thank all members of this year's committee for their individual contributions. During the year members of the committee have attended training sessions sponsored by the Mornington Peninsula Shire Council on effective management of organisations such as ourselves. The information obtained at these events will in the fullness of time enable the standard of the committee performance to keep pace with ever rising industry standards. The organisational goal is to have a committee environment where new committee members are happy to step up and join and as quickly as possible be brought up to date with all information necessary so that they feel confident to contribute around the committee table. Their “new blood” opinions are very important. Whilst I cannot report that we have yet achieved our desired position, I am very happy to report that considerable progress was made during the year towards moving to it. Many thanks to all involved.

Secondly, the organisation is not an income generating body, we rely upon sources of funding to be able to deliver the services we do. The financial situation in Australia today is not moving favourably in the direction we would like it to. Low

interest rates result in funds not having the income to maintain donation levels of past years and governments are struggling to maintain balance in their budgets resulting in reduced support for organisations such as ours. We acknowledge the support we have received from all our funding sponsors and thank you very much for what you have done for us. May I also acknowledge the excellent work done by the management team once again this year in preparing funding submissions and continuing to maintain contact with funding bodies.

WPCS has once again combined with other organisations and individuals to auspice and partner in the following ventures

- the Western Port Christmas Giving Program which achieved 350 Christmas hampers to families and singles and toys to 365 children aged 12 and under
- the Van project was concluded during the year but sparked a number of initiatives that are ongoing assisting the community being now run by other organisations.

Thirdly, we continue to serve those seeking assistance. The government continues to tighten up on its terms of providing assistance through Centrelink. We are there to assist where possible those who find that they are having trouble coping. The current Newstart allowance makes it particularly difficult for many such recipients with the base Newstart rate being approximately 50% of the minimum wage.



In concluding:

The secretary's report will show that we have met all our statutory reporting requirements as an incorporated body and as a recipient organisation receiving government funding for providing emergency relief into the Western Port community.

The treasurer's audited report will show that the organisation is in a financially sound position and its accounting systems are being followed so all receipts and expenditure are accurately and fully accounted for.

Last year we announced we had joined a consortium of 37 other similar organisations under the umbrella organisation called CISVIC. This decision has been a very good decision including changing to a centralised computer system so data is instantly available about what is happening over all member organisations. This enables prompt and accurate collating of information required for government and other bodies reporting and for supporting funding applications.

Thank you all very much for attending this AGM. It has been my pleasure to be able to deliver this report once again on another very successful year at Western Port Community Support Inc.



Michael O'Grady
President

Manager's Report

First of all I would like to begin my report by introducing myself as the new Manager of Western Port Community Support Inc. and also acknowledge our fabulous outgoing Manager of 11 years, John Fraser. John handed over the mantle to me in February this year, leaving very big shoes to fill as the saying goes. Prior to his retirement John ensured he had all in place for a smooth transition of management.

I have been working with the agency for just over seven years, and during this period I have worked as the case manager, volunteer co-ordinator and assistant manager so I have a sound understanding of the foundations of our organisation. I would like to thank John for all the knowledge he has imparted and for his continued support throughout my employment and particularly in the initial months of my position.

This year has been one of change as we embark on a new Government funding period, welcome a stream of fabulous new volunteers and introduce new programs and expansions to existing program within our agency. Whilst we are a small team of staff consisting of Liz, Claire and myself, we are supported by a large, dedicated team of 37 volunteers who are the backbone of our organisation. My role as Manager also encompasses Volunteer Co-ordination with Liz as assistant Volunteer Co-ordinator. We have warmly welcomed six new recruits to our team this year and sadly farewelled three of our longstanding volunteers due to family and work commitments. Our volunteers are fundamental to the very core of our agency and we cannot thank them enough for their generous donation of time and compassion.

April 2019 sees Western Port Community Support celebrate its 40th anniversary, a major milestone and one we would never have achieved without

the passionate work of our volunteers, past and present. Thanks to the vision of our founders Mollie Warren, who is still one of our active volunteers, and Jean Hodgins back in 1979 who established what was initially known as the Hastings Citizens Advice Bureau, we can now proudly acknowledge that Western Port Community Support is the largest provider of emergency relief in the Westernport region. We have witnessed immense growth and progression over the past 39 years including a name change and relocation to the High St premises in 2007. I am sure the initial vision of our founders has far exceeded their initial concept and we look forward to the next 40 years with continued passion and enthusiasm.

The precariousness of funding is ever present in any not for profit organisation and as we move into a new Government funding period we await confirmation on future Federal funding. We continue to maintain our membership in the Community Information & Support Victoria (CISVic) Financial Wellbeing and Capabilities Consortium, a cohort of 31 agencies headed by peak body CISVic as our lead agency. As a Consortium we are the second largest Federally funded Emergency Relief cohort in Victoria, emphasising the immeasurable positive impact we have on our local disadvantaged communities and the strength of our presence in the information, support and welfare sector. As inaugural members of the Consortium we have access to utilise the CISVic Portal as a means of data collection. As an agency we introduced the CISVic Portal in July 2017 as a new and improved means of data collection. We appreciate the fantastic input and commitment from our volunteers who undertook extensive training to ensure they were proficiently utilising the new system. The benefits of the CISVic portal have been evident in the diverse and rich data we have captured over the past financial year,

data sets crucial to the assessment of our agency's performance and future funding requirements. We look forward to a continued positive involvement in the CISVic Consortium and face the next funding round with heightened optimism.

Whilst Federal funding has been instrumental in maintaining the provision of assistance we offer to our clients we must acknowledge the unwavering contribution and support provided by the Mornington Peninsula Shire. The annual grant we receive covers our recurrent operational costs and is instrumental to the continued sustainability of the agency. The partnership also provides us the opportunity for our agency to reside in a modern, well equipped building as we are conveniently located within the Peninsula Health building site.

In addition to the longstanding affiliation we have with the Mornington Peninsula Shire it is essential we recognise the financial input of the R.E. Ross Trust. The R.E. Ross Trust has provided support for the past 12 years and has been fundamental to the establishment and continuation of our Crisis Fund. This fund has made immeasurable difference to the lives of so many as we draw on this source to alleviate many varied forms of client crisis. Through the generosity of the R.E. Ross Trust we have been able to inject back to into our local community over \$120,000 by way of housing support, health, food and food vouchers, essential medication, utility costs, and material aid. Over the past three years we have established a valued relationship with local philanthropic body, the Mornington Peninsula Foundation (MP

Foundation). The MP Foundation, headed by CEO Stephanie Exton, has been a major contributor towards our Education Assistance program as well as injecting essential financial support into our Housing and Homelessness Program. Their commitment to assisting people break the cycle of disadvantage has been instrumental in making change to so many lives of disadvantaged individuals and families on the Mornington Peninsula and we thank them for their ongoing support to our agency.

We are also very fortunate to be supported by many other benefactors and supporters who generously donate either financially or in kind to our numerous programs. A comprehensive list of those individuals, church groups, trusts and businesses has been noted in this annual report and we cannot thank each and every one enough for their generosity and commitment to enabling us to assist our community.

Although I have only been in my managerial role for seven months I reflect with pride on the professionalism and commitment of both the staff, Liz Maher and Claire Hall, and every one of our 37 volunteers. I anticipate the future of our organisation will see much growth and positive change as we all unite in our common goal, that of assisting our disadvantaged and marginalised community. I am extremely grateful for the opportunity to lead this fantastic organisation into the coming years and am inspired to incite positive change and progression.



Georgia Hourn
Manager



Case Worker Support/Assistant Co-Ordinator of Volunteers

Another year has passed us by, where did it go?

I remember when I did my first shift as a student, I was nervous and excited, and never did I imagine that nearly four years later I would be privileged to be employed four days a week as the Case Support Worker and sharing the role with Georgia looking after our volunteers. It is my dream role and so close to home too!

Thank you to Georgia for her continued support and encouragement as we navigate what Western Port Community Support looks like moving forward into the future.

I continue to be challenged by the chaos and complexities of life that seems to follow some of the clients that I see. Clients with ongoing mental health, substance, alcohol and family violence to name a few. The amount of clients who are homeless and couch surfing is increasing and it can be very difficult to assist them at times as

stable affordable housing is not available or is out of reach to many due to their low incomes, not to mention if they have a pet!

All clients need to be managed differently due to the variety of issues that clients are facing at any one time. The goal is to assist clients to develop self-reliance and the hope is to assist in gaining greater stability in their lives. There is great satisfaction when I can work collaboratively with other organisations enabling the client to have a more comprehensive and better outcome. Networking with other agencies is very important as this increases our knowledge of what other services have to offer clients.

I look forward to the following twelve months and would like to take this time to thank the volunteers for their continued referrals, support, encouragement and the way they give of their time so freely to assist our most vulnerable members of the community.

Client Case Study

Joan is a single mother with a 3 year old child on a disability payment. I had been working with Joan for nearly 12 months, mostly with budgeting and advocacy assistance. When she first came in she was behind with her rent and bills. Some of her spending was spent on items that may not have seemed essential in our eyes but after she revealed what her life has been like I learnt that this was her way of coping with the guilt she felt as her child's father was not around. At each interview we would look at her income and expenses to see how she was tracking and Joan would reveal more about her own abusive past and the way she was brought up. Joan wanted to be able to give her child all the things that she never had growing up. As Joan began to trust me

we discussed the importance of having a roof over your head, bills paid, food on the table and memories which were more important to her relationship with her child than all those expensive items she had been buying. I was able to connect her with a playgroup and as time went on she was astounded at how her child seemed so happy when they were doing activities together and that most of these were even free. Joan now has her rent and bills paid on time, she is also cooking healthy meals and not spending money on material goods that she had even saved up to take her child out to different places.



Liz Maher
Case Support Worker

Training Highlights

August 16th 2017	Case studies with Liz Maher
Sept 26th 2017	Peninsula Community Legal Centre Advocacy Program Good Shepherd Financial Counselling
October 27th 2017	CISVIC, Building Upon Your Interview Skills
February 20th 2018	Peninsula Health ACCESS worker
March 28th 2018	Tenants Union Victoria
April 18th 2018	Chisholm Reconnect Skills First Program
May 9th 2018	"Taking action, Stopping Ice"
June 6th 2018	Multi Agency Day – Balnarring Presentation Centre – Peninsula City Church Community Caring



Christmas Lunch 2017

Volunteer Profile – Wendy Gamble

Wendy Gamble joined our organisation in 2013 and has been an extremely active volunteer in many agency roles. Beginning as a receptionist for several months Wendy then completed the Community Support Workers course to become an accredited volunteer CSW. In addition to her weekly interviewing shift Wendy has generously donated so many hours of her time to co-ordinating and running the annual Christmas Day luncheon. The luncheon is a free event held on Christmas day and involves a large contingency of dedicated volunteers who contribute to making Christmas Day a special time for those in our local community who otherwise may be without friends and family. Wendy spends an inordinate amount of time fundraising and planning the day which is always very well attended.

Each year WPCS offers a Tax Help Program to assist our clients to complete their annual tax return. Wendy has been one of our valued Tax Helpers since 2013 and commits countless hours each week to this program. If this is not enough Wendy has enthusiastically undertaken the role of NILS Client Support Provider after we implemented the program at WPCS in July 2018. The program is proving very popular and growing in demand.

With her role as a general Committee of Management member since 2013 Wendy continues to be a most respected and admired volunteer and we thank her with immense gratitude for the multitude of hours she dedicates each year to our agency.



Every year we farewell some of our dedicated volunteers and welcome a bevy of new recruits to the team. This year we have been fortunate to welcome eight new volunteers to the agency. Most new volunteers begin their journey with the agency as a receptionist and then can divert to become a Community Support Worker. The fresh injection of skills and enthusiasm has been amazing from all of our new recruits and we look forward to long and rewarding relationships with all volunteers, old and new.



New volunteers Casey, Dana and Rozanne

Western Port Community Support Services

Tax Help

The Tax Help program is supported each year by the Australian Taxation Office. Each individual agency manages their own Volunteer Tax Helpers to ensure that the day to day resources are in line with the ATO requirements. For 2017 we were very fortunate to have Wendy Gamble and Ann Sullivan who generously offered their time once again as our Tax Helpers. This program is on offer to low income residents of the Western Port area for the period July through until October each year.

No Interest Loan Scheme

In June this year Western Port Community Support joined the Victorian No Interest Loan Scheme (NILS). NILS loans are offered with support from Good Shepherd Microfinance, the Australian Government and NAB. WPCS is now able to offer client support in applying for a no interest loan. Loans for amounts of up to \$1,500 are available for essential goods and services. These may include white goods, furniture, medical and dental services, educational expenses or car related expenses. The loan application is very detailed, the prime objective being to assess if the applicant can afford to pay back the loan without undue hardship being placed on them. Loan repayments start as low as \$20 per fortnight for a 12 -18 month period. We have two trained Client Support workers in Wendy Gamble and Alison Smyrk.

Counselling

The WPCS counselling service is an initiative to assist and improve the mental health of vulnerable and disadvantaged people through short-term personal counselling interventions. This service is offered free to residents of the Western Port region. It is provided in a safe and confidential environment by our qualified volunteer counsellor Rhonda. Rhonda offers counselling services to clients referred to her through WPCS support workers and external referrals that may come from other local agencies. Clients come with a wide range of mental health concerns, including: stress, anxiety, anger, depression, low self-esteem, grief and generally have difficulty in coping. Sessions provide the client with emotional support and an opportunity to explore their feelings, thoughts, strengths and challenges and for the opportunity for them to learn strategies in managing on a daily basis. Many thanks to the WPCS Management team and all the volunteers for their ongoing support for this valuable service.

Western Port Community Support Inc. Co-Located Services

Peninsula Legal Centre



Peninsula Community Legal Centre (PCLC) provides a visiting service to Hastings on alternate Fridays. PCLC is an independent, not-for-profit organisation that has been providing free legal services to Melbourne's South-eastern communities for over 40 years.

The Centre is committed to providing high quality and holistic services including social work and financial counselling that are accessible and responsive to the needs of the community. The Centre helps people use the law to protect and advance their rights, offering free advice on most legal issues. Ongoing assistance is targeted to assist clients experiencing disadvantage. In addition to its general services the Centre has dedicated programs covering family law, family violence, fines, tenancy and rooming house.

This free service is available to Western Port residents. Appointments are required and these must be made directly to PCLC on 9793 3600 or Free Call on 1800 064 784.

WCN



WCN Jobs – JobCo. Is a Disability Employment Services provider that specialises in assisting with people experiencing mental health barriers returning to the workforce for the past 21 years. We work with our clients on a variety of task and/or issues in order to achieve this. Whether it be confidence building, interview techniques, returning to study or to even obtain their RSA/RSG licence. We offer access to the Personal Helpers and Mentors Program, NDIS, access to free counselling as well as a food bank for those in need and operate under a “Holistic Approach” to best support our Job Seekers. We pride ourselves on being a provider that cares and journey with all our Job Seekers to ensure that their goals are met. This year JobCo were awarded a 15 year licence from the federal government to provide these service at 16 locations through Melbourne.

WCN Jobs – JobCo are also open to any referrals from our WPCS clients please direct to Sarn McInnes or Sharon O’Bree, Employment Consultant who is available every Tuesday at WPCS.
Frankston - Business Centre. Suite 3 Level 1, 108-120 Young Street Frankston Vic 3199
Mornington - (Wednesdays) Community Information & Support Centre. 320 Main Street Mornington Vic 3931
Hastings - (Tuesday) Western Port Community Support. 185 High Street Hastings Vic 3915

Stepping Up



Stepping Up, Frankston Mornington Peninsula (FMP) Partnership offers services to clients ranging from age 16 years and older at no-cost. Services provided includes therapeutic counselling and a non-residential withdrawal service by professionally qualified and highly experienced staff.

Stepping Up services the needs of thousands of community members by providing individualised support that helps people take control, improve the quality of their lives and face the future with confidence. Our staff will encourage participants to share responsibility for their own recovery. Stepping Up has significant experience in working with marginalised people with complex needs such as people with Alcohol and Other Drug (AOD) problems, Mental Health issues, Intellectual Disabilities, Acquired Brain Injuries, Families, Job Seekers and those involved with the Criminal Justice System. Stepping Up also provides a 7 week recovery group from its Rosebud site.

Stepping Up is based at WPCS, on Monday and Friday. They also have locations in Frankston and Rosebud. Stepping Up has been based at WPCS for several years and have excellent working relationships with the staff from the other agencies based at this location. Referrals to Stepping Up are made via the regional intake service number 1300 665 781.

Campbell Page



Campbell Page a not-for-profit organisation, full of people who just so happen to genuinely love helping others to reach their goals.

Whether you're looking to find work, education or training, wanting to develop skills or find work experience, we can help. If you're looking more for community support, our range of Community, Indigenous, Youth and Family services could be just what you're looking for.

We believe that no one should be denied the opportunity of secure employment due to where they live or the circumstances into which they are born. That's why we work to bring together individuals, partnerships and communities in a movement that provides widespread access to sustainable employment.

Our vision to transform lives is strengthened by our focus to place the community at the heart of everything we do. For over 30 years, Campbell Page has supported people from a range of backgrounds, locations and stages in life. With our roots as a youth drop-in centre in 1985, we quickly expanded into an iconic community hub situated on the corner of 'Campbell' and 'Page' streets in Moruya, NSW. Today we span across New South Wales, Queensland, Victoria, South Australia and Tasmania.

Our reach extends from community, youth, Indigenous and family programs through to education, employment and disability employment services.

Talk to us today. 1300139 920 or hello@campbellpage.org.au

Christmas Giving Program

Another very successful Western Port Christmas Giving Program was conducted once again. This year 372 food hampers plus toys to 363 children were distributed to local needy families and individuals. This program not only benefits those that receive but gives the opportunity and much satisfaction to those that are looking for a means of providing some Christmas cheer into the Western Port area.

Many thanks to those organisations & individuals who donated food, toys and money that made the program this year another great success. Without this generosity this program would not be possible.

Many thanks to all the volunteers who worked to make this event a reality. In total around 33 volunteers gave of their time and effort in attending planning meetings, transporting food & toys to the Hastings Hall, packing hampers, sorting toys and distributing the hampers and toys from the Hastings Hall. This is a great community effort involving not only organisations but also individuals. Many thanks to Western Port Community Support Inc. for once again auspicings the program.

2017 Christmas Giving Donor Acknowledgments

Community	Churches
Balnarring Lions Club	Awakening Western Port
CWA Balnarring Branch	Holy Trinity Anglican Church – Hastings
Flinders Lions Club	Our Lady's Star of the Sea Catholic Church - Cerberus
Mornington Peninsula Christmas Giving Group	St Mark's Anglican Church - Balnarring
Lifestyle Retirement Community, Hastings	St Vincent De Paul Society – Western Port
Mornington Lions Club	Uniting Church Knitting Group, Crib Point
Mornington Horse Trainers Association	Uniting Church Western Port Opportunity Shop
Mornington Peninsula Christmas Giving Group	Western Port Catholic Community
Rotary - Western Port	
Southern Peninsula Food for All	Schools
St John's Retirement Village Toy Makers	Balnarring Primary School
Woodworkers of the Southern Peninsula	Baxter Primary School
	Penbank – Woodleigh School
Businesses	Somerville Primary School
BlueScope Steel Employees	Western Port Secondary College
Bunnings Hastings	
Hastings Chiropractic Dr Paul Brown	Government
Ray White Real Estate Hastings	Frankston Magistrate Court Staff
Western Port Metal Recyclers	Mornington Peninsula Shire
Woolworths Staff Somerville & Hastings	Mornington Peninsula Shire - Staff

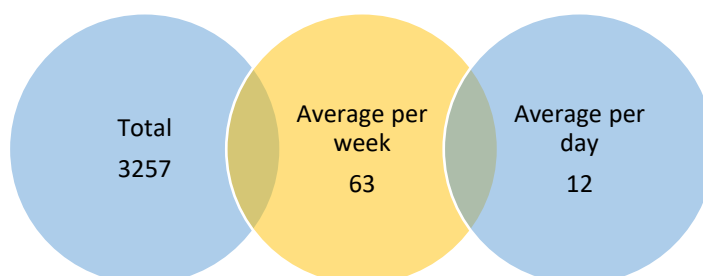
Western Port Community Support provides emergency relief and support to marginalised individuals and families who are experiencing difficulty within the Western Port community, the area and postcodes covered are detailed below:

Areas and Postcodes Covered by Western Port Community Support			
Balnarring	3926	Hastings	3915
Baxter	3911	Shoreham	3916
Bittern	3918	Somers	3927
Cerberus	3920	Somerville	3912
Crib Point	3919	Tyabb	3913

Statistics

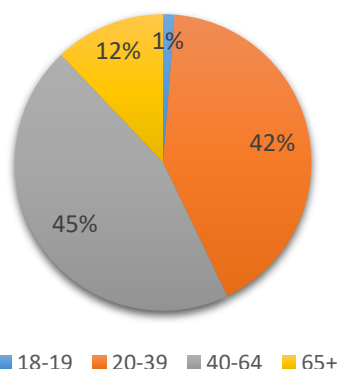
Western Port Community Support Inc. collects and maintains statistics that can be used to provide a very comprehensive overview of the people and issues dealt with on a daily basis. The statistical information collected includes the following:

Emergency Relief Visits

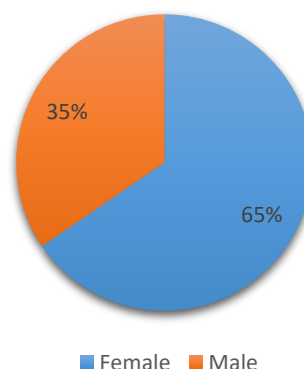


Client Information

Client Age

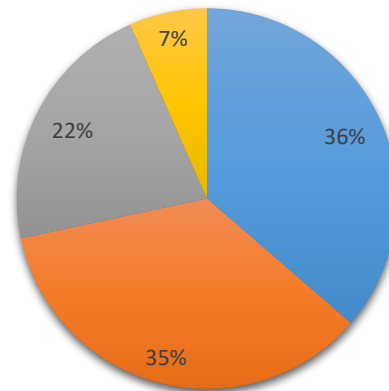


Client Gender



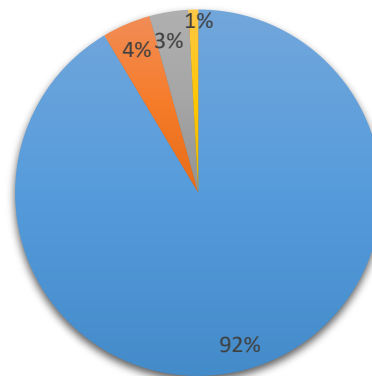
Disability Identified By Client

Over 30%
of clients
had a
disability



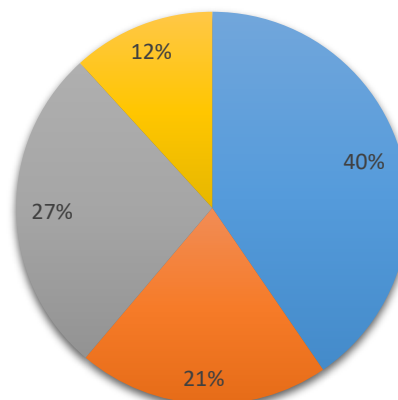
■ Physical/diverse ■ Psychiatric ■ Intellectual learning ■ Sensory/speech

Clients by Financial Situation



■ Government benefit/pension ■ Wages ■ No income ■ Other

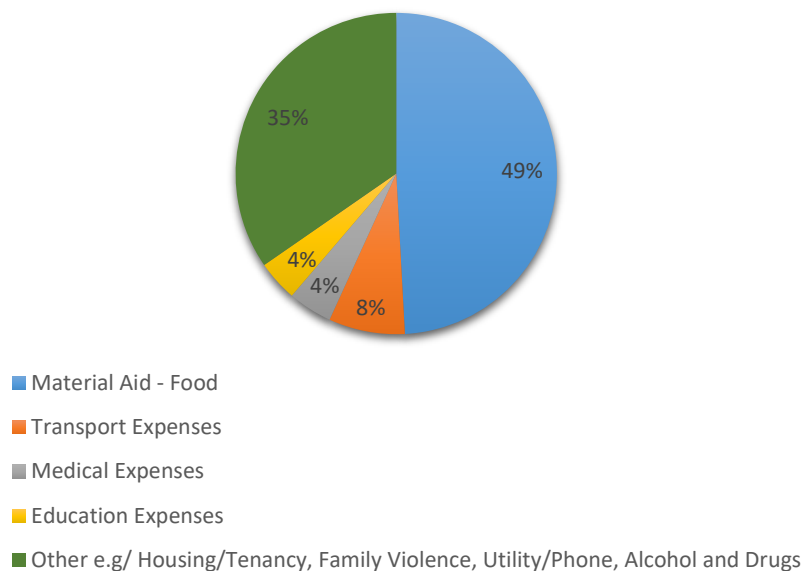
Client Accommodation Type



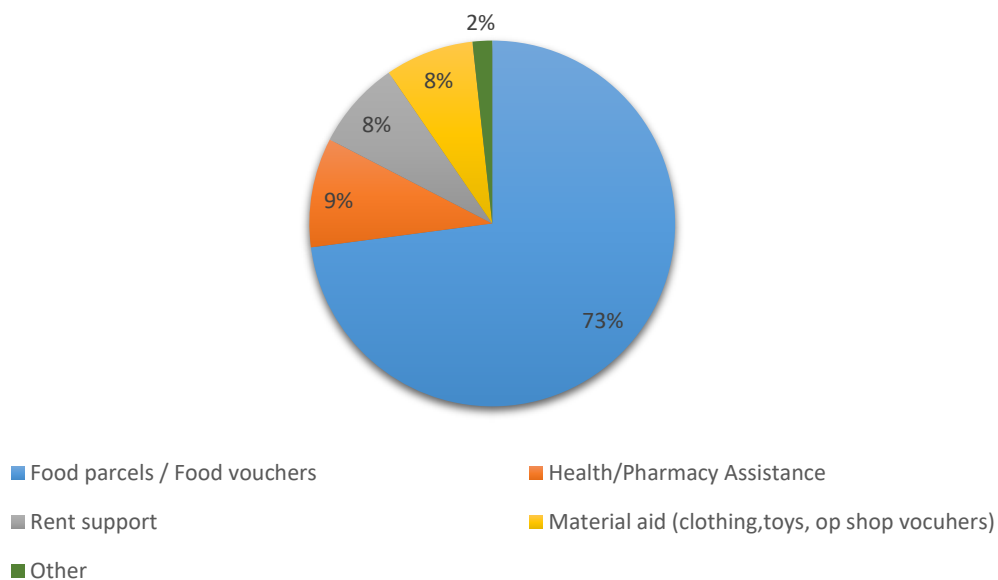
■ Private rental ■ Public rental ■ Homeless ■ Other

Assistance Information

Reasons for Seeking Assistance

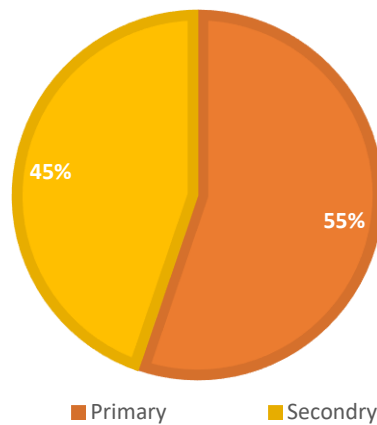


Assistance Provided

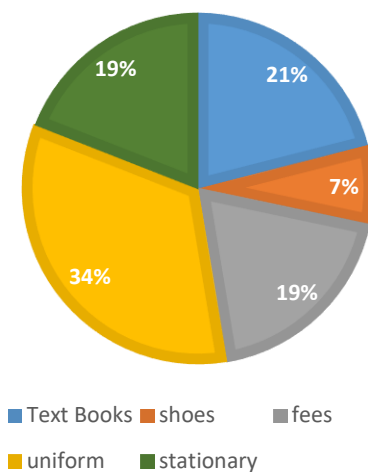


School Assistance Program 2017 - 2018

SCHOOL TYPE



ASSISTANCE PROVIDED



PROVIDER

