



PeelConnect Incorporated

2018 - 2019 Annual Report

What do we do?

We stand with the homeless.

We work to overcome accommodation issues, along with contributing and co-morbid factors of mental health issues, drug and alcohol misuse.

We stand in solidarity with all people and communities in Australia who experience, or are vulnerable to, deep and persistent disadvantage and are thereby deprived of the right to participate and contribute to the economic and social life of their communities.

Our mission is to pursue systemic change.

We pursue systemic change to ensure people experiencing, or vulnerable to falling into, deep disadvantage and exclusion, enjoy economic security and social inclusion.

This means change in the way our services are designed and delivered so that people can access:

- income to meet basic needs for shelter and food security,

- quality education, training and support to attain decent work and,
- support which provides care and enables independent living.

Our values

- We are fierce advocates for justice,
- We act with compassion and integrity,
- We are innovative and always learning,
- We are accountable, collaborative, respectful and inclusive.

These values guide our behaviour and work practices, and they influence how we interact with government agencies, not-for-profit groups, local charities, relief agencies, crisis care organisations, emergency food and financial services, agencies for children, youth and families, outreach services, foster care agencies, in-home services, program participants, volunteers, the homeless and the broader community.

PeelConnect Constitutional Objects

- Operate a mentoring, advocacy and counselling service to the disadvantaged, to relieve distress, illness, poverty and helplessness, and to improve quality of life.

- Strive to improve accessibility of accommodation.
- Operate and support the work of the volunteer Night Carers providing basic social contact, and emergency relief to the homeless.
- Collaborate with individuals and existing agencies to foster and nurture community relationships to be more effective for those in need.
- Operate as a not-for-profit association and do all such things incidental to the achievements of the Association's objects, in addition to a process of continual planning and adaptation of our service to meet our clients' needs.
- An inclusive, effective, efficient and agile organisation focusing on greater community collaboration, mental health and drug and alcohol misuse.

Outcomes and strategic objectives

All our resources, volunteers, partnerships and finances are focused on the following four outcomes. The strategic objectives each linked directly to an outcome, articulate our choices about how we will pursue these outcomes.

- Services that build inclusive communities.
- Accommodation and support for the homeless.
- A trusted voice on poverty and the disadvantaged.

Chairperson's Report

PeelConnect Incorporated (PCI) has continued to assist in finding solutions to the issue of homelessness this year.

We have participated in collaborative meetings with the City of Mandurah and other agencies whilst investigating options and programs developed in other states and countries. It has been a productive and challenging year.

Rose Cull, Secretary has jumped into the deep end and has put in a fantastic effort to put everything together.

Treasurer Melissa Higgs has been looking after our financials and continues to do a great job.

Deputy Chairperson and Sewing for the Homeless Coordinator, Dale Mulvey has been keeping the sewing group happy, productive and growing in skills, practically and emotionally. The sewing program is our main source of income other than grants. This is one area that needs more volunteers who have a caring attitude and skills in maintaining the team.

Mentoring Advocacy Counselling Service is operational due to the outstanding efforts of Coordinator Doreen Jones. Doreen has also been very proactive in seeking out suitable people who can volunteer in all areas of PCI.

Jen Marcinkus, Night Carers Coordinator has continued in her valuable Night Carer work and we applaud her leading this team of caring individuals who do front line work on the street.

Committee Member Velicia Le Tang has worked diligently on the Rules of the Association and procedures for PeelConnect Incorporate and her guidance at meetings has been invaluable.

Committee Member, Julie Bywaters just hops in and helps wherever she can. She has been representing us at City of Mandurah meetings and those that I could not attend.

This strong effort by everyone has resulted in better awareness of our group and much respect has been gained for PCI amongst agencies, Government, business and the community. Well done.

Ron Withnell
Chairperson
PeelConnect Incorporated

Financial Report

I am pleased to present the 2019 Income and Expenditure Statement and Balance Sheet as at 30 June 2019 for PeelConnect Incorporated. Our current financial position and the 2019 surplus of \$5,535 is the result of the hard work and commitment of many dedicated individuals in collaboration with our supporters.

The 2019 financial year saw an increase in activity across all of our program areas with a corresponding increase in the number of volunteers who generously gave their time and expertise. Most of our funds come from the ongoing partnership with Karingal St Laurence trading as Matchworks to deliver the successful Sewing for the Homeless program, which is now in its second year. We were also successful in securing a grant from Alcoa of Australia Limited's 'Alcoa Community Partnership Program' to contribute towards our MACS service operational costs for two years, and we were grateful to receive funding and sponsorship from the City of Mandurah, Bendigo Bank Halls Head and the Rotary Club's of

Mandurah to provide training to our volunteers as well as financial support for events such as the annual 2018 Celebrating Community Connection dinner.

The balance of our income comes from donations from individuals or other community-based organisations, or for our re-usable fabric shopping bags or MACS services. A special thank you goes to Calvary Youth Services who have been a generous and regular donor since 2017.

The financial records however can't reflect the value of the in-kind support and contributions that PeelConnect Incorporated has been so fortunate to receive. We would like to acknowledge and thank all our donors, grant sponsors and in-kind contributors. Without your help and support this result would not have been possible.

The income raised across our various activities has been applied for the benefit of those we seek to help through our programs as well as ensuring that our volunteers receive appropriate training to help them in their roles with us. Our most significant administration cost is the annual insurance premium for public and professional liability. Towards the end of the financial year we received a number of grants which were to be spent in the next financial year. These

funds are shown on the Balance Sheet as 'Income in Advance' of \$12,063.13 and will be reflected in the 2019/20 financial report with their corresponding expenses. The committee recently took the decision to reserve half of the cash funds after deducting Income in Advance at year end, approximately \$7,500, to provide a buffer against future costs, while committing the balance to pursuing and achieving our outcomes.

In July 2018 we were granted a Charitable Collections Licence, which is valid until 11 July 2021. As a Tier One Not-For-Profit association with turnover less than \$250,000 a review or audit is not required. Our Charitable Collections Licence however requires that our annual financial report be audited. Lance Hall of Mandurah Accountants has indicated that where the recommended policies regarding banking and two signatories are followed a bi-annual independent review of the financial records would be appropriate.

Melissa Higgs
Treasurer - PeelConnect Incorporated
15 September 2019

Highlights of the Year

Celebrating Community Connections

This annual event provides opportunities for community collaboration and networking, thus enriching our referral networks to support our clients.

Held at the Mandurah Offshore Fishing and Sailing Club, this year was our third event which was well attended with 31 agencies represented, and more than 160 attendees.



PCI Founder Reg Lambert with Halo Founder Dee Frietag at the 2019 Celebrating Community Connections dinner



A group of happy participants at the Celebrating Community Connections dinner, 2019 at the Mandurah Offshore Fishing and Sailing Club.

Homelessness Awareness Day

Each year on the foreshore in August is an opportunity for us to demonstrate our commitment to working toward ending homelessness. Joining with other agencies this is an opportunity for those who are homeless to easily access warm clothing and other items, haircuts and food. It is a place to find out about local services that might be useful for their needs.

Mentoring, Advocacy, Counselling and Support (MACS)

This service commenced operations in January 2019. Our launch event for MACS was held in March at the Billy Dower Youth Centre, with Mr Andrew Hastie in attendance.

Our Programs

Celebrating Community Connections (CCC)

This year was our third event which was well attended with 31 agencies represented, and more than 160 attendees.

Feedback validated the success of this dinner with those who answered the post-dinner survey saying they were most likely to attend next year's event. In 2020, the event is on a Saturday night with the venue yet to be decided.

An Events Team has been established and we would love to hear from anyone wishing to join us to create the 2020 Celebrating Community Connections event, and other community-building events.

Heather Kell
Volunteer – PeelConnect Incorporated

Crisis Accommodation

We collaborate with the City of Mandurah and other agencies to enhance provision of

crisis accommodation within a safe, welcoming and non-judgmental environment from basic needs to immediate short term responses and long term solutions for those homeless and in need. We have ongoing participation in community dialogue to provide increased availability of accommodation for the homeless, including the Homeless and Street Present Group.

Mentoring, Advocacy, Counselling and Support (MACS)

MACS provides mentoring to the homeless and a fee-free counselling service to those limited by finances and long wait times. MACS counsellors and mentors work with disadvantaged people to relieve distress, illness, homelessness, poverty and helplessness, and to improve quality of life. This daytime service interlinks with the work of our Night Carers, who may provide referral or discussion of where MACS would be beneficial.

Since our humble beginnings in January 2019, and out of a home office, MACS has since been provided a temporary home at the Billy Dower Youth Centre through the generosity of the City of Mandurah.

MACS has successfully completed two intakes of the volunteer training and we now operate with fifteen volunteers. Five of these are qualified counsellors who provide counselling at our temporary office to those otherwise limited by finances or long wait times. Our counsellors are supported in their work through membership of the Australian Counselling Association, individual and group professional supervision, and access to professional development opportunities.

Additionally MACS mentors consistently provide support to those in our community who are doing it tough. This outreach service continues to grow and visitors to the Peel Community Kitchen have come to know and trust our mentors, looking forward to their regular visits. Mentors provide a safe place for the sharing of stories of disadvantage and struggle, highlighting the resilience of the human spirit. Mentors not only provide a caring, listening presence, but also support in applying for housing, character references when appropriate, information of other services that might be useful, or maybe help with sewing on buttons.

MACS also provides advocacy support such as accompaniment to attend court, printing

and receiving of emails, and housing support.

MACS has been successful in obtaining two years of funding from Alcoa that contributes toward our operating costs.

As our presence in the community grows stronger, we look forward to providing more counselling support at this fee-free service, in addition to mentoring for the homeless, as we walk alongside those who want to create positive change in their lives.

Doreen Jones
MACS Coordinator
PeelConnect Incorporated

Night Carers

We currently have a team of 6 night carers with the potential to attract new volunteers through community information sessions and word of mouth. We are looking forward to recruiting new volunteers to our team.

We continue to receive generous donations from the community at large and PCI members.

There has been an increase in our distribution of care bags to homeless people. Unfortunately, collecting information to demonstrate the increase in

homelessness in Mandurah is challenging as we often meet the person once or twice and they then move on. Additionally they are reluctant to provide information which makes it difficult to demonstrate that homeless people are present in Mandurah.

The charity shops within Mandurah provide an opportunity for the homeless to shop for free as required and the 10 care bags that we have provided over the last 12 months have been over and above that social connection.

On every occasion we are provide tea, coffee, hot chocolate, cup-a-soups, biscuits and a snack and social interaction.

Jen Marcinkus
Night Carers Coordinator
PeelConnect Incorporated

Sewing for the Homeless

This project provides an opportunity for participants to enhance skills, which leads to greater employability. Participants also benefit from social interaction in a fun and supportive environment.

Dale Mulvey
Sewing for the Homeless Coordinator
PeelConnect Incorporated

Corporate Governance

Adopting of reports

The PCI Committee receive and adopt the Treasurers reports and those of the auditors, the annual financial statements, and agree to the payment of the auditors, as well as transacting any other business at general meetings.

Life membership has been discussed and offered to Reg Lambert, our Founder, who has given significant service to PCI. Life Members act as 'friends of PCI', often providing advice and ongoing support to the organisation.

The Committee

The Committee is responsible for setting the strategic direction, development of policies, and management of the performance of the organisation.

It is responsible for monitoring the performance of the activities of PCI and overseeing its financial state. It is also responsible for ensuring that risks are

adequately managed. The Committee meets monthly.

Remuneration

PCI Committee Members volunteer their time and skills to the organisation and as such no remuneration was paid or is payable to Committee Members.

Members of the Committee during
2018 – 2019

Ron Withnell – Chairperson

Dale Mulvey – Deputy Chairperson

Rose Cull - Secretary

Melissa Higgs - Treasure

Doreen Jones - Ordinary Member

Jen Marcinkus - Ordinary Member

Julie Bywaters - Ordinary Member

Velicia Le Tang – Ordinary Member

Risk assessment

The Committee is responsible for identifying, measuring and assessing business, legal, financial, and other risks in the activities of the PCI.

Audit and accounts

Our constitution requires that we keep financial records that correctly record and explain the transactions and financial position and performance of PCI through the year. It enables true and fair financial statements comprising a Statement of Income & Expenditure for the year and a Balance Sheet. As a Tier 1 Incorporated Association the annual financial statements are required to be reviewed before being submitted to the Annual General Meeting. In order that monthly management and annual accounts represent best practice and are of the highest standard, PCI complies with all applicable accounting standards and guidelines. The PCI's external auditors are Mandurah Accountants.

PCI's performance in four main areas: strategic priorities, governance, organisational capacity and the impact of our work.

Performance indicators

This year going forward the Committee will monitor the organisation's performance, from implementation of the mission statement and strategic plan through to the performance of the organisation against operating plans and financial budgets.

Performance indicators will be reported to the Committee on a monthly basis. This will enable Committee Members to monitor the

Your Support

Thanks to the generosity and support of those who share our values and vision; creating a unified community where all people experience hope, pride, wellbeing and connection. Through this PCI is able to achieve so much and make a real impact in people's lives. We are grateful to all who join us financially, as volunteers, and as partners in our mission to work for a better community.

Donors

Your financial contributions help us help others. It's this support that enables us to continue improving and extending our work with individuals, families and communities who face disadvantage and who require counselling and mentoring. Money donations allow us to support the social and economic challenges that persistent homelessness presents in Mandurah. We recognise the kindness of people who give regularly, who give in response to our appeals and who may consider us in their

wills. Thank you for your commitment to work toward a better society.

Volunteers

There has been an increase in our volunteer numbers this financial year with more than 30 volunteers contributing to the work of PCI.

Thank you for all your effort and goodwill. As participants in every part of the organisation, you share our concerns, develop public awareness and motivate others to get involved. Volunteers undertake a wide range of work. This includes visiting our community kitchens, attending community meetings on behalf of PCI, supporting jobseekers, connecting with the homeless, offering mentoring and counselling

The invaluable contribution you make to our organisation means we can continue to provide more support, to more people.

Partner organisations

The reach and impact we have in the community would not be possible without collaboration. The partnerships we have with agencies, local government, community

groups, local companies and the City of Mandurah make our organisation flexible and strong.

Partnerships amplify our community impact, allowing us to drive positive social change, investigate causes of disadvantage, inform policy development, extend networks, strengthen our programs and develop models to further progress our services.

As we work to overcome homelessness, we thank you for working alongside us.

Help us continue to change lives

Donate Money

PCI is generously supported by many individuals, organisations and community groups. You can help us to help others by making a financial contribution. Please contact our Treasurer at:

accounts@peelconnect.com.au

Donate, material fabric and sewing items

Proceeds from all donations support the work we do. We accept donations of fabric, sewing machines and other items used to support our Sewing for the Homeless project. Work-for-the-dole participants sew shopping bags and aprons for resale.

We can arrange for items to be collected anywhere in Mandurah by calling 0466 123 942 or emailing admin@peelconnect.com.au

Volunteers

We believe the best way to a non-discriminatory, better society is to engage everyone in looking after each other.

This means volunteers are central to what we do. If you would like to be part of our efforts to reduce disadvantage by offering your time and expertise to our services or events, find a volunteer opportunity by visiting www.peelconnect.com.au

or phoning us on 0420 714 379
or emailing us at
admin@peelconnect.com.au

Leave a gift in your Will

If you admire the work of PCI and want to help us create a better future for the next generation, please consider including a gift to PCI in your Will. To discuss how to do this, please contact our Treasurer at accounts@peelconnect.com.au

Create corporate partnerships

We rely on the business community for generous financial and non-financial support.

If you have an enquiry about partnering with the PCI, please contact the relevant Program or Project Coordinator via email at admin@peelconnect.com.au

Learn more

To understand more about our work and about important social issues:

View our website:

www.peelconnect.com.au

Join us on Facebook:

<https://www.facebook.com/PeelConnect/>

Or phone 0420 714 379