



TLC SUPPORT



## TLC Support Inc. Annual Report 2020-21

### Introduction

TLC Support Inc., a charity registered with the Australian Charities and Not-For-Profits Commission, has completed its eighth year of operation. It delivers practical programs that support in-need and disadvantaged people in Bayswater North and surrounding suburbs.

COVID-19 pandemic restrictions resulted in the partial or total suspension of some programs. The Board acknowledges the tireless and enthusiastic efforts of our paid staff and many volunteers in difficult times.

The members of the TLC Support Inc. Board for 2020-21 were:

- Phil Jones, Chair
- Jeff Garrioch, Secretary and Administrator
- Shane Lewis, Treasurer
- Vic Heyward
- Anne Mitchell
- Mike Green
- Russell Goodman

TLC Support's income for 2020-21 was \$102,621 (\$159,437 in 2019-20) plus a government subsidy of \$10,000 and total operating expenses amounted to \$110,471 (\$152,997 in 2019-20). The year ended with a net profit of \$2,150 (\$6,441 in 2019-20). The balance Sheet shows a surplus of \$55,438 of assets over liabilities, compared to \$53,288 last year. Most of the cash outflow was to Explore Youth & Family Therapy and Maroondah Winter Shelter program.

Donations totalled \$90,866 (\$119,328 in 2019-20). Grant income was \$9,445. This included a Maroondah City Council Emergency Relief Grant of \$2,665 given under Council's Emergency Relief Grant Scheme. This was for our Foodbank and Winter Shelter catering at TLC.

TLC Support programs are supported by many volunteers. A conservative estimate of the time donated is 1,800 hours valued at \$47,700.

Jeff Garrioch  
TLC Support Inc.  
Administrator and Secretary

## **The Brink program**

'The Brink' community program aims to provide a safe and welcoming place for people to gather. We enjoy coffee, tea, craft, conversation, board games and lunch. This is a great support for those who may otherwise be isolated in the community. Some turn up just in time for lunch as this is their social outing for the week.

We have a great team who set up and engage with participants. A separate cooking team produce wonderful two course meals each week for a donation of only \$4. This is achieved on a very tight budget and sometimes we are able to source food from our Foodbank supplies as well.

Our numbers are consistent, with up to 30 individuals for lunch. There is always a hum of conversation and laughter. This is a great opportunity for our Brink team to become aware of people's needs as we build relationships. We can offer a listening ear, encouraging hug, material aid through access to our Foodbank and direct them to other support services offered in the general community and through Maroondah City Council.

The impact of COVID-19 has resulted in a tough year for many of our participants, particularly those who live alone or struggle with mental health issues, isolation and/or loneliness. Our program offers company and support for many, but we have been unable to meet for most of the year. 'The Brink' usually operates during school terms only, but we decided to run the program through the school holidays, when COVID-19 restrictions permitted us to do so. This helped us to keep connected with our participants. We were able to meet for a Christmas gathering in 2020 and all our regular attendees were present. Many of them shared how much they have missed the program as it is their only community social connection in the week.

The team continued to stay in touch and encourage those who attend the Brink by means of mailed greeting cards, phone calls, emails and our Facebook page 'The Brink Sharing together'. We really hope that we can meet soon to catch up with our team and participants, and check in with them before the end of the current calendar year.

Janette Milgate & Sue Smith  
On behalf of the Brink Team

## **Foodbank**

TLC Support's Foodbank continues to be an important asset for the Bayswater North community and surrounds, particularly as the effects of the coronavirus pandemic continue to impact everyone. We stayed open during the lockdowns as we believed the people who access our service, were more likely to need us as the financial and social situation deteriorated for many.

Foodbank was open on Monday and Tuesday afternoons and we maintained steady numbers of clients on most weeks. Many expressed their thanks that they could continue to pick up their basic food supplies from us as they felt confident coming to TLC Church

premises. Other items they were keen to obtain were laundry and dishwashing detergent, and more personal products which we were able to supply.

We have been fortunate to have members of TLC Church donate some food and money over the year which is really appreciated. This year we had a group of Victorian Certificate of Applied Learning (VCAL) students at Wantirna College, who were studying a unit about homelessness, donate a huge amount of food supplies. I was very grateful!

Foodbank is certainly more than just offering food supplies. It's about connecting to the people who come with their issues such as health concerns, income worries and families, which help me to understand better where they are coming from. They often require reassurance. I often feel more like a counsellor. We have around 70 people on our books with a number of new clients requiring food parcels this year.

Russell has continued to be able to access more funding grants for Foodbank so our funds are currently very secure. I regularly need to buy extra food supplies from supermarkets to top up the supplies which I obtain monthly through Foodbank Victoria Limited, so knowing that we have enough funds to do so is a relief.

I would like to express my thanks to the ever reliable Frank Whitby who has been able to do the monthly pick-ups from the Foodbank Victoria warehouse in Dandenong. It has also been wonderful to have Andrew Allen and Alan Cass to assist in the unloading the trailer this year. It makes the task so much quicker.

The number of volunteers who normally helped with packing parcels, have been limited by the COVID restrictions at times. Many thanks to Kaye and Wendy who had to give up this task in 2021 due to their workloads as nurses in hospitals. They have been reliable workers over many years. Sarah and Amy helped out when they were allowed in the TLC office area.

Throughout the year, 639 food parcels were distributed to our eligible food parcel recipients who face financial hardship, unemployment or difficult circumstances and have an Australian government support card. In December 2020, we distributed Christmas hampers to 50 of our recipients who had expressed their interest in receiving one. The hampers were generously filled by members of the TLC Church community. I anticipate similar numbers of hampers in 2021, knowing the need in our community.

Many thanks to all those in the TLC office, particularly Sue, Janette and Julie who assisted with giving out food parcels, and are a wonderful support of the program.

Frances Batt  
Foodbank Co-ordinator

### **Learning together - Karen refugee women's group**

Unfortunately we were unable to offer this program, partly due to various COVID-19 lockdowns and restrictions, and partly due to illness of a team member. We hope to resume the program in 2022.

Julie McLean

## **Maroondah Winter Shelter Program**

Due to the pandemic restrictions, our usual format of the overnight Winter Shelter program was unable to go ahead in 2020-21. Instead, we provided takeaway meals on four nights a week from Croydon and Ringwood, to people in the local community and Uniting Ringwood clients in motels, plus Circus Royale employees.

The meals were donated by our volunteers plus Fareshare, RACV Club, All About Vending and towards Christmas, from the Maroondah City Council, Karralyka Centre. Non-perishable groceries were donated mostly by our volunteers, and these were given out at the Ringwood and Croydon venues. More than 11,000 meals were distributed between May and Dec 2020.

In 2021 we reduced the meal program to once per week as we focussed on preparing to open our overnight Winter Shelter. Many new volunteers offered their assistance.

The program ran from 17 June to 15 July 2021 and during that time we had an average of 2-3 guests per night. Uniting Ringwood was not open for face to face clients due to the pandemic. In addition, their shower and internet service was not available and these factors contributed to a reduced number of referrals to our program.

During lockdowns, Government funding was available to accommodate our clients in motels. This meant that there was no need for the Winter Shelter program to operate. The committee then decided to end the overnight version of Winter Shelter for the remainder of 2021.

We continued with the takeaway meals program, operating on Wednesdays from John the Divine Anglican Church, Croydon, and the Winter Shelter Day Shelter, Ringwood, on Fridays. Meals, baked goods, soup and fruit come from volunteers, New Community Church, Good Shepherd Lutheran Church Ringwood, Uniting Church Croydon, All About Vending and Café Challa, Ringwood.

Funding from State and local government enabled us to cover the cost of equipment such as deep freezers, trolleys, supermarket and fuel gift cards. We are deeply grateful for the support we receive from our volunteers and local churches.

Gitta Clayton

Community Engagement Coordinator-Croydon Hills Community Care  
Winter Shelter Coordinator

## **Fresh Youth Theatre for social change**

Over the years, Bayswater Fresh theatre has helped vulnerable youth learn and develop life skills such as positive self-esteem, resilience, conflict resolution, empowerment and personal growth through participation in applied theatre. In 2019-20, the number of participants declined to a low level that the application of theatre to achieve these outcomes was not possible. As a result, the group joined with Ringwood Fresh Youth Theatre and sadly for TLC Support and its volunteers Bayswater Fresh Theatre has closed.

What a roller-coaster of a year we had from July 2020 to June 2021, and the 'fun' continues.

2020 saw Explore recreate No Limits at Keysborough Secondary College to be run online. This was an interesting experience. While we had smaller numbers in each of the campus groups, we reflected that the relationships formed and the depth of discussions were deeper than possible in larger groups. We were able to run Sailing On in December 2020 after much juggling and adjustments.

### C-19 2020/21 No Limits

No Limits for the last half of 2020 was re-written to be offered online. This was an interesting opportunity to explore further what we held as core for the process. We believe from feedback from the young people that C-19 virtual No Limits provided an essential support for the groups. We had two groups, one from each campus who valued the sessions and stuck right through until our last virtual session in October. Unfortunately, we missed a No Limits highlight, the hike and overnight hike to Talbot Peak on the Baw Baw Plateau. We

focused on strengths, using the VIA Character strengths survey to discover each person's Signature, Middle and Lesser strengths. This was to support the young people through this interesting C-19 journey. A result of smaller groups was the development of deeper therapeutic relationships, deeper support and so more ongoing change/impact for the young people we journeyed with 😊.

In 2021, we were able to run some face-to-face sessions for Phase One and had some wonderful times with the young people, exploring potential, communication and relationships. We managed to get both day trips to Gilwell Scout Park in Gembrook just prior to a full lockdown. These trips were particularly special with reflection times showing the growth that young people had through Phase One. We completed Phase One online and had interviews for Phase Two online with two solid groups taking up the offer of a place for Phase Two 2021 😊.

### Facilitator comments and quotes

Leaders used strength words to describe each young person for their graduation, including caring, reflective, honest, calm, brave, friend, hopeful, strong, trustworthy, dependable, and joyful.





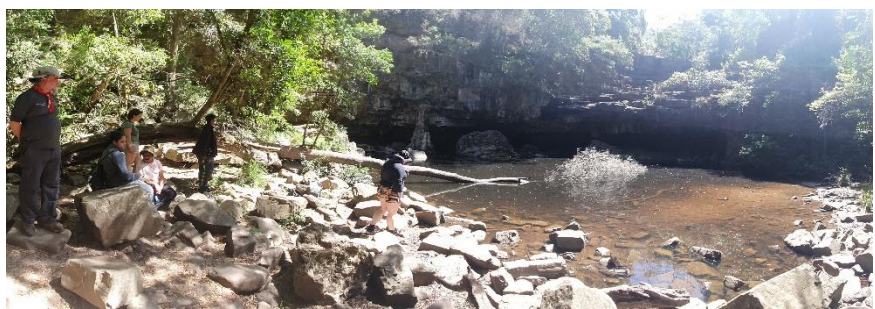
The Acacia crew (Above 2 photos) - Daphne from 3fold Resources, Cam our Acacia Chaplain, Jenny our Youth Work student and Robert.

### SAILING ON BUSH ADVENTURE THERAPY PROGRAM



We were able to facilitate 3 more preparation days from late-November to early December, leaving for the 8-day journey on Sunday 6<sup>th</sup> till Sunday 13<sup>th</sup> December. The journey was an interesting one with very different weather from previous years, and so different options were explored over the 8 days as we created alternate plans due to strong winds which required us to stay on land. We base camped at Camp Icthus for the first couple of days due to high winds, which enabled us to play in the shelter of Duck Arm.

The crew were a tight knit bunch which allowed deep reflection, personal growth and insight. We explored Lakes Entrance and discovered some wonder quiet at the Den of Nargan.



Lakes Entrance exploring

Quite reflection at the Den of Nargan around our re-storying over the past 6 days



We had some exciting solo sails with strong winds to aid us sailing from camp to camp. The weather and conditions proved to be just what the group required to make the most of our 8 days together. Sailing technique and trusting each other were required to ensure safe and fun sailing to each campsite. Each person stepped up & discovered their potential.



Creating space for slowing down, reflecting, discovering who we are and who we may want to be is an integral element of Sailing On. We offer time for individual, one on one and group space.

### **VOLUNTEERS**

Our volunteers continued to be integral to Explore's support of young people. Our committed volunteer crew ensures we can run programs and our equipment and boats are ready for use. A number of young people are now volunteers; and one is also an Explore YaFT board member. A number of young people who have come through No Limits and/or the Sailing On programs have chosen to continue as volunteers. Dan, who completed Sailing On now helps with maintenance and as a volunteer leader on trips and camps such as SU ASD Family camp.

Our working bee and maintenance coordinator is David Laird who was supported by Grayson Steer.



### **SUPPORT**

We are deeply grateful for the wide range of support we gain from many people, agencies and businesses such, Select Equip, 3fold Resources & TLC Church to keep enabling growth, healing & change within the young people we journey with 😊.

James White & his team from Select Equip have been such faithful supporters of Explore and the young people. We are deeply grateful for James' ongoing philanthropic, time & relational support. If you are interested in what they do check out the Select Equip website at <https://www.selectequip.com.au/>



We are grateful to TLC Community individuals who regularly support Explore through ongoing donations thereby supporting a wide range of young people and families. Some donations sponsor specific young people to attend our programs. We acknowledge and thank the people who prayerfully support young people on their journey. We feel well supported by the TLC community prayer group who step up particularly when Explore supports young people and families in crisis and require a holistic & different aspect of care and support.

## **NEW PROJECTS**

Work on our Sonata 7, Encore, is progressing well, with new paint work and repairs completed by A&A Morse brothers, Hastings. The work has been complicated and drawn out due to COVID-19 guidelines. However, we are close to bringing Encore back home and are preparing for refitting the rigging, running gear and interior. This is a big job, but we hope to have



Encore shipshape and seaworthy in time for Sailing On in April 2022.

## **SCRIPTURE UNION CAMPS**

Explore was able to support the Autism Spectrum Family camp in January 2021. We had around 8 volunteers providing sailing experiences for young people and whole families based at the SU Coolamatong farm camp, as well as the more generic Family camp. It's a deep privilege to see the enjoyment of the young people and a real bonus when we see whole families sailing together creating deeply happy memories.



## **OTHER WORK & SUPPORT**

Explore contributed to running a number of online events to ensure Outdoor Health becomes more accessible to our whole community. We continue to support these events with the Outdoor Health Symposium in early November, 2021.

We also offered training with Kylie Peters from Groundworks Equine Therapy and Anita Prior from Adventure Works to the Australian Association of Family Therapists on Taking family Therapy Out-Of-Doors. We are offering training within the Outdoor Health Symposium.

## **OUR BOARD HAPPENINGS**

The board is now well into actioning and refining our Strategic Action Plan, which has been difficult due to the varying COVID-19 restrictions. We hope to enable more of our Action Plan as soon as possible.

We have worked hard to ensure a viable and accountable business structure for Explore's future development and growth. Our affiliation with Churches of Christ Victoria/Tasmania (CCVT) means that we are now part of a larger body with governance structures and support, and advantages in insurance and continuing updates on COVID-19 guidelines.

We are deeply grateful for our current and past board members. The volunteer hours and passion they put in and the support they are to Robert and our volunteer crew ensure the young people continue to access opportunities to grow, develop, heal and discover their potential.



Our current board includes Leanne Blandford as secretary extraordinaire, Greg Beanland as Treasurer of all things numerical, Georgia van der Marel as a young leader representative and youthful inspirer, Chris Coller as vice secretary and recording of meeting minutes, John van der Marel as a deeply experienced youth worker and Bush Adventure Therapist, and myself.

Robert Coller  
Director  
Explore Youth and Family Therapy