



TLC SUPPORT



## TLC Support Inc. Annual Report 2021-22

### Introduction

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

For part of the year, 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 2021-22 were:

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

TLC Support's total income for 2021-22 was \$122,539 (\$112,620 in 2020-21) and total operating expenses amounted to \$108,966 (\$110,471 in 2020-21). The year ended with a net profit of \$13,573 (\$2,150 in 2020-21). The balance Sheet shows a surplus of \$69,011 of assets over liabilities, compared to \$55,438 in 2020-21. Most of the cash outflow was to Explore Youth & Family Therapy and Maroondah Winter Shelter program.

Donations totalled \$90,827 (\$90,866 in 2020-21). Grant income was \$30,750 (\$9,445 in 2020-21) and included a Maroondah City Council Emergency Relief Grant of \$4,097 given under Council's Emergency Relief Grant Scheme, plus a grant of \$3,090 from the Andrews Foundation. Both grants were to fund TLC Support's Foodbank and Winter Shelter catering at TLC Church premises.

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**

The weekly Brink community program is still running strongly with a great team of volunteers. We have those who set up, cook, serve tea and coffee, clean up and engage in meaningful conversations with our participants each week.

It continues to be a safe place for a variety of people to come, many who are socially isolated. The program provides craft opportunities, tea and coffee, board games, conversation and a lovely two course lunch for a donation of \$5. Some participants only come for the lunch. Any excess meals are not wasted, they are donated and/or frozen to help our Foodbank Clients. Some of our Brink participants are also helped by the foodbank service here at TLC.

Birthdays are celebrated monthly with wonderful cake; this is especially meaningful for those who have no family or live alone. We have farewelled a few as they have moved away and welcomed new participants, so numbers have remained consistent with approximately 30 people attending each week.

One of our lovely group bus trips was to the Blue Lotus Farm and was greatly enjoyed. Many of our participants rarely get out to events as it is daunting to go alone or organise such outings.

One of our team shares an encouraging word for the day to give hope and positivity to the group. The team spends much of their time listening, caring and offering material aid through our foodbank program and directing them to support services offered through Maroondah City Council.

Our programs follow the school term dates. The holidays give our team a well-earned break. Our participants are quite sad about the break particularly over the Summer Holidays as they are quite lonely.

The Brink year finishes in early December with a Christmas celebration that includes morning tea, Christmas carols and food to share. Many thanks to our cooks Peter, Stephanie, Glenda and Kirsten and the rest of the team, Pam, Lauris, Brian, and Sylvia.

*Janette and Sue  
On behalf of the Brink Team*

## **Foodbank**

TLC Support's Foodbank continues to be an important asset for the Bayswater North community and surrounds, as we see the effects of rising cost of food and personal needs, particularly on those who can least afford it. People are often being referred to us by Maroondah City Council and charity organisations. We are so pleased that we are well known for our role particularly in the Knox and Maroondah council areas.

Foodbank was open on Monday and Tuesday afternoons from 1 pm to 3.00 pm. Food parcels were available every two weeks to recipients who held a Commonwealth Seniors Health Card, Pensioner Concession Card or other support card issued by the Australian Government. Numbers of clients varied from week to week for no apparent reason! Most are very appreciative to be able to obtain basic food supplies from us and enjoy the personal interaction with our office staff. Other items they were keen to obtain were laundry and dishwashing

detergent, and personal products such as nappies and toiletries, which we were usually able to supply.

The number of parcels given out in the 12 months was 610. This was the highest number since our foodbank began and is most likely a result of the COVID restrictions and high cost of living increases.

Foodbank is certainly more than just offering food supplies. It's about connecting to the people who come with their various issues such as health concerns, income worries, family issues, all which help me to understand better where they are coming from. I often feel more like a counsellor as I try to reassure them that we are here to help and work out how best to assist them on matters in addition to their food insecurity. We have around 80 people on our books, including several new clients requiring food parcels. Some of these have been homeless and/or are in very challenging circumstances.

Russell obtained some 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 I obtain monthly through Foodbank Victoria Limited, so knowing that we have enough funds to do so is a relief. We teamed with Glen Park Community Centre, Bayswater North, and purchased 200 of their top quality cooked frozen meals to distribute to our clients - a very worthwhile partnership! Our volunteers prepared and cooked 72 ready to eat meals in our commercial kitchen.

I would like to express my thanks to the ever-reliable Frank Whitby who has been able to do most of the monthly pick-ups from Foodbank Victoria's warehouse in Dandenong. My husband Adrian has been able to fill in when Frank was unavailable, and Geoff Spillane was also able to assist on one occasion. It is wonderful to have willing people at hand to do this important task. Also' thanks also to those who have been able to help in the unloading at TLC - quite a formidable task at times!

The task of packing our substantial food parcels has mainly fallen to me, but I have had a good response by a few people who were happy to help. I will be working out a roster to lighten my load in the future.

In December 2021, we supplied 71 Christmas hampers to our Foodbank recipients. The hampers were generously filled by members of the TLC Church community. We were also very appreciative to have a Glen Park Community Centre grant of fruit and vegetable hampers to give to everyone who collected a Christmas hamper. This added to the excitement of the day. I anticipate a possible increase in numbers of hampers in 2022-23, knowing the growing numbers on our Foodbank list and 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, talking with clients. They were a wonderful support of the program. A big thankyou to Maroondah City Council and the Andrews Foundation for their financial support.

Frances Batt  
Foodbank Co-ordinator

## **Maroondah Winter Shelter Program**

The Winter Shelter Community Meals Program continued to serve takeaway meals for homeless men until March 2022. From April, we provided a sit-down dining program at St John the Divine Anglican Church in Croydon every Wednesday.

This year, both of our meals programs in Croydon and Ringwood were sit down dining. Between 20-30 guests came for a 3 course homecooked meal. The meals were provided by several communities including TLC Support, Yarrunga Community Centre, Central Ringwood Community Centre, Good Shepherd Lutheran, Salvos Ringwood and volunteers.

Hospitality students from CIRE Community School in Mt Evelyn also supported our meals programs.

We also supplied meals to people in their homes as requested by Hope City Mission, Croydon.

We continued to serve the local community with our community meals programs which not only provided food, but more importantly, provided community and an opportunity for people to be together.

The overnight accommodation version of the Winter Shelter Program ran just for a few weeks in 2021 due to Covid lockdowns. We hope that we will be able to see more volunteers in the program so that we can offer a safe place for homeless people to stay during winter.

We continue to be grateful for the support that we receive from our volunteers, the community and local churches. We are thankful for the support provided by Eastland who allow us to use the building next to Urban Life in Ringwood where we store our food items for the meals program. This was previously used as a day shelter for Winter Shelter.

Gitta Clayton

Community Engagement Manager-Croydon Hills Community Care  
Winter Shelter Coordinator

# Explore Youth & Family Therapy Annual report 2021-2022



The last year, July 2021 to June 2022 presented us with many opportunities, challenges and moments to continue the wonderful support Explore YaFT volunteers, supporters and team offer to many young people, families, individuals and groups; we continue Sailing On.

2021 saw ongoing creativity to offer Phase Two No Limits across both campuses of Keysborough Secondary College. In early to mid-2022 we offered Sailing On, our main Bush Adventure Therapy program as well as Adventure Therapy days for groups such as St Kilda Gatehouse Young Women's Program. We also continued support for Outdoor development programs such as the Outdoor Health Symposium and the Aust Association of Bush Adventure Therapy (AABAT) training days.

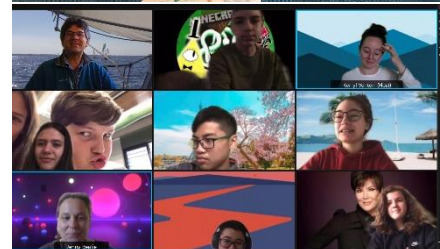
## No Limits

We managed to meet with a mix of face to face and online for Phase Two in the last half of 2021. The young people negotiated numerous cancellations and changes due to COVID continuing to meet when able. The overnight hike to Talbot Peak on the Baw Baw Plateau was a major event



with young people commenting they will never forget it; this due to courage and persistence in managing almost nonstop rain from 5pm on the first day until we reached

the bus on the second day. **Day 1 Sunshine & happy**



**Day 1 Raining and still happy; nearly at camp** 😊



**Day 2, not so happy, nearly back to the**

**bus** 😬



In 2022 we were able to run mostly face to face sessions for Phase One and squeezed in both day trips to Gilwell Scout Park in Gembrook during June. The day trips as usual were special for both groups, exhibiting the growth, trust, care and teamwork they had developed throughout Phase One. Living out the Values Integrated Through Action-based Learning that VITAL stands for.



### **SAILING ON BUSH ADVENTURE THERAPY PROGRAM**

2021 saw us unable to run Sailing On, however in 2022 we were back on course and had a wonderful program with sailing and camping on Lake Wellington for 9 days. The group adapted well to last minute changed plans due to blue green algae blooms in Lakes Victoria & King, the two main lakes we usually access. Lake



Wellington Yacht club *very generously* gave us access to their bunk rooms and toilets/showers at the last minute, literally the day before we were heading off.

The preparation days formed our group well, creating a safe therapeutic community for each



person. This ensured changes and challenges were met well and worked through by the whole group over the complete program. We celebrated a birthday on the first evening of the 9-day journey, thoroughly explored Lake Wellington, found a wild bush camp, explored the rivers and found beautiful

campsites, watched the full moon rise and star gazed, had precious moments of individual and group therapy, got through some very tough situations and discovered personal resources, grew in trust of self and others, lived the values of community and our Group Deal, danced, sang, cooked and ate together and experienced wonderful sunrises together.

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 continue to be integral to Explore's ongoing support of young people. During COVID it was difficult to create 'on the ground' opportunities for our volunteers. We continue to have a core of committed volunteers ensuring we can run our programs, and maintain our equipment and boats.

A number of young people who have experienced our programs are wanting to return as peer mentors, peer leaders and then progress to volunteer leaders. We have the excellent issue of too many young people wanting to return as peer mentors for Sailing On 2023 🤗 We also have young people who have come through No Limits and/or the Sailing On programs and have chosen to continue as volunteers.

## SUPPORT

We are deeply grateful for the wide range of support we gain from many individuals, agencies and Businesses, such as Select Equip, 3fold resources & TLC Church to keep enabling growth, healing and change within the young people we journey with 😊. James White & his team from Select Equip continue to provide the bulk of Explore's financial support. We are deeply grateful for James' ongoing philanthropic, time & relational support he offers, without which our programs would not happen.

You can explore what Select Equip does on their website: <https://www.selectequip.com.au/>

## SUPPORT continued

TLC Community individuals and others support Explore through ongoing donations and volunteer time they are core to Explore's continuing support to a wide range of young people and families, thanks also for those who sponsor specific young people to attend programs.

We acknowledge and thank the number of people who prayerfully support the young people on journeys. They feel well supported by the TLC community prayer group who step up particularly when Explore supports young people and families who are in crisis and require a holistic & different aspect of care and support.

## NEW PROJECTS

We have been approached by schools and agencies to develop BAT programs for students, run more No Limits processes and provide individual and family Outdoor Therapy sessions.

This is an ongoing exploration as we will require to employ more staff to enable the above to run. We will therefore need to develop more philanthropic partnerships for volunteers, in kind support and funding.

## OTHER WORK & SUPPORTS

Explore contributed to running several online events to ensure Outdoor Health becomes more accessible to our whole community. We supported the online Outdoor Health Research Forum in August and the Outdoor Health Symposium which ran in November 2021.



### Outdoor Health Research Forum

**Date:** Thursday 5th August 2021, 10am – 2pm  
**Theme:** Investigating Human-Nature-Health Relationships  
**Location:** University of Tasmania (Hobart) and Online  
**Fee:** \$20 per person to help cover the cost of IT support



Recently the Australian Association of Bush Adventure Therapy Inc (AABAT) voted to become Outdoor Health Australia Ltd, a Company Limited by Guarantee. This is an exciting and significant move forward after years of volunteer work to become an inclusive organisation for all outdoor therapeutic supports across Australia. We hope this will increase access for Australians to Outdoor Health which is particularly current as we move on from the COVID experience and the ongoing health impacts. <https://outdoorhealthcare.org.au/>

### **OUR BOARD HAPPENINGS**

During 2021 to 2022, the board has been moving ahead with our Strategic Action Plan and due to a significant increase in requests for support and programs we began exploring options for funding to employ other staff in 2023.

We continued to work towards ensuring a viable and accountable business structure to ensure Explore's future development and growth. Our affiliation with the Churches of Christ Vic Tas (CCVT) continues.

We are deeply grateful for our current and past board members, the hours of volunteer time and passion they put in and the support they are to Robert and our volunteer crew to 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 and Alexandra Burke as a young leader representative and youthful inspirers, Chris Coller as vice secretary and historical recorder of meeting minutes, John van der Marel as a deeply experienced youth work and Bush Adventure Therapist and me.

We welcomed Alexandra Burke, who was on student placement with us, onto our board in 2021 😊.

With sincere thanks and deep gratitude  
Robert Coller on behalf of the Explore YaFT board, volunteer crew, young people & families  
😊