



TLC SUPPORT



TLC Support Inc. Annual Report 2017-18

Introduction

I am pleased to report that TLC Support Inc., a charity registered with the Australian Charities and Not-For-Profits Commission, has completed its fifth year of operation.

During 2017-18, TLC Support continued to provide practical programs that supported in-need and disadvantaged people in Bayswater North and surrounding suburbs. Our organisation achieved this through the tireless and enthusiastic efforts of our many volunteers and paid staff.

The members of the TLC Support Inc. Board for 2017-18 were:

- Phil Jones, Chair
- Jeff Garrioch, Secretary and Administrator
- Vic Heyward, Treasurer
- Richard Galbraith
- Shane Lewis
- Jan McGannon (part)
- Michael Green
- Russell Goodman (part).

TLC Support's income for 2017-18 was \$160,418 (\$144,181 in 2016-17) and expenses amounted to \$144,634 (\$110,814 in 2016-17). The year ended with a surplus of \$11,917 compared to the previous year's surplus of \$33,368.

Total employment expenses were \$87,936 which is very modest considering that we employ staff to conduct TLC Support initiatives, namely Youth and Family Therapy (YaFT), Fresh Youth Theatre and Karen refugee programs.

Grant income was \$18,648 (\$8,700 in 2016-17), a very useful supplement to our existing sources of income and direct donations. Grants included \$1,500 from the Ringwood East and Heathmont Community Bank Branches for equipment for Bayswater Fresh Youth Theatre; \$1,750 from The Andrews Foundation for Foodbank and Breakfast Club; \$10,000 from Combank Foundation; \$2,500 from Maroondah City Council's Community Development Grants Program towards Bayswater Fresh Youth Theatre licence.

TLC Support was allocated a Friday slot in the Bayswater Bunnings Community Sausage Sizzle Fundraiser Program and earned \$651 net. We received donations amounting to \$2,685 through a Chuffed Crowdfunding campaign for our Fresh Youth Theatre.

Jeff Garrioch
TLC Support Inc.
Administrator and Secretary

The Brink

The Brink community program provides a safe space for people to relax, chat, enjoy friendship and company, engage in a craft or board game, share a cuppa, and have a lovely lunch. The program has been running for over 25 years on Tuesday mornings during school terms. It is open to men and women and although we find our craft projects are not necessarily appealing to men they love to come and share a cuppa and chat. The number of attendees per week was approximately thirty-five.

The lunch is quite a focus and some arrive just in time for the two course meal which is cooked by our volunteer kitchen team, predominantly led by Peter Aslangul. Two volunteers, Laelia and Miriam, were farewelled after many years of faithful service. We are grateful to Laura who has since joined the team and to others in the community who filled in on occasions when our cooks have been ill or travelling. Next year we are hoping to increase our team numbers. An extra meal to take home offers support to those who struggle with difficult life circumstances and this is always appreciated.

We attracted a number of new participants, mostly from those who use our Foodbank program. They found *The Brink* to be a safe and welcoming place and they enjoy the encouraging support the team offers, as well as a meal.

Each month birthdays were celebrated with cake and a song. It was fun to share this occasion, as for some it is the only celebration they have. We have a table for people to bring household items, books or clothing to swap with others. A new outfit is always appreciated.

During the year we enjoyed two outings with our capable driver Gordon Ainslie who took us to see the musical *My Fair Lady* and Alowyn Gardens, Yarra Glen. For some, these were experiences they would not otherwise be able to attend and enjoy.

A special thanks to Brian Milgate and Vincent who set up the coffee shop and reset it for the next program. Brian also serves tea and coffee all morning and helps with dishes and kitchen duty each week. We are thankful to our team who continue to serve generously and lovingly to all who come through the doors.

Sue Smith & Janette Milgate
The Brink Team

Foodbank

TLC Support Foodbank continues to be an important asset for the Bayswater community and surrounds. Those who are facing financial hardship, unemployment and difficult circumstances, and have an Australian government support card, are able to collect food parcels from the TLC office. Parcels are officially accessible on Monday and Tuesday afternoons, but if someone is in need, we are able to give them some supplies at other times when the office is open. It is quite an eye-opener to talk with people about the unfortunate situations they are experiencing and hope that we have been able to make their lives a bit easier.

In 2017-18, 475 food parcels were given out to 175 people. This number of parcels was a decrease of 79 over the previous year's distribution of 554 parcels. During the year, an average of 5 (11 in 2016-17) people per month requested more than one parcel. Individuals were generally limited to one food parcel per fortnight.

The bulk of our supplies were ordered and collected from Foodbank Victoria's Dandenong warehouse each month. In addition, we used funds from grants and donations to provide a balanced range of products including a number of personal items. This seems to be appreciated by those who would normally not consider buying these items because of the cost. Some products were only available from supermarkets. The donations of products given by the TLC community members are always appreciated. We have been fortunate to be able to pick up boxes of 'close to the use by date' fruit and vegetables from Glen Park on some Mondays. Many thanks to Vincent for his assistance with this collection.

Five volunteers, Amy, Sarah, Kaye, Wendy and Jarka assisted me with packing the food parcels, so many thanks for their commitment to the program. I would also like to particularly thank those wonderful volunteers who pick-up the monthly orders from Foodbank Victoria warehouse - Peter and Rosa Cormack, Gordon Ainslie and Frank Whitby. Thanks also to Brian Milgate who assisted with the big task of unpacking these deliveries at TLC.

Many thanks to Sue and Janette in the office for their support of the foodbank program as they are the frontline for the recipients and learn their personal stories.

In December, we will again be distributing Christmas hampers to our Foodbank recipients. Last year there were 65 hampers which were generously filled by families in the TLC community and I anticipate similar numbers this coming Christmas.

Frances Batt

Refugee Community Work

Learning Together: Karen Refugee Women's Group

Each Thursday morning during the school term a group of around 15 Karen women share life experiences, develop new skills, practice conversational English and enjoy time together.

We have enjoyed a range of activities including painting classes with Jo Holmes, outings to Alowyn Gardens, Brighton Beach, Dandenong Market, Boronia Aboretum and local Op-shops. We've made birthday cakes, watched a movie, sewn a variety of items, knitted scarves and been taught by the Karen ladies to cook beef curry and samosas – which were delicious!

Many thanks to our wonderful team for their invaluable commitment, care and support: Kathryn Bell, Vicki Cameron-Tootell, Jill Vanaria, Marg Goodman and Helen Webb-Johnson.



Pin Cushions



Birthday Cakes

Community Garden

The large community garden at the rear of TLC Church is used by local Karen and is a wonderful resource for growing a range of veggies including pumpkins, gourds, chilli and herbs. Sometimes it may look a bit overgrown while they let their crops go to seed, collect the seeds and then turn the garden over ready to plant again. The produce grown is shared among local Karen families.

Tutoring

For the past six 6 years, volunteer tutors have worked with local Karen families to assist with reading, homework and conversational English, especially with students as they enter secondary school or complete years 11 and 12. As students leave school the need for assistance lessens and we have found that many of our Tutors are no longer required which is fabulous news as it indicates a stronger grasp of English. The number of refugees arriving from camps along the Thai Burma border has also declined over the last year or so. Most of those who come to Melbourne are now coming to be reunited with other family members. As a result, we are winding the tutoring program down and referring

adults to Adult Multicultural Education Services (Australia) (AMES) or local language classes.

General assistance for Karen

Throughout the last 12 months I have assisted local Karen people with citizenship applications, visa applications, passport applications and permanent residency applications. It is interesting and varied work, and a privilege to hear personal stories of how they came to be living in Australia. I have assisted a number of Karen looking for work with resume writing and have fortunately been able to find a number of people employment in local businesses. I regularly meet with two Karen Leaders and mentor them in leadership development.

Four Karen people volunteered at TLC Church over the last year. Two ladies assisted for six months in the TLC Support Foodbank packing parcels once per week, while another woman assisted in the church office one day per week to gain further administrative skills with the Work for the Dole Program. She has since been able to find full time work. Currently, we have a Karen gentleman with us 2 days per week maintaining the church garden and property. He is a fabulous help!

I have been privileged to be invited to speak at a couple of Karen young adult training days and a camp, as well as attending a number of thanksgiving services, weddings and more recently a Funeral.



Julie McLean

Breakfast Club

TLC Support volunteers contributed to the Bayswater Secondary College Breakfast Club program which provides breakfast to students who hadn't eaten before arriving at school. It aims to improve nutrition, and in turn, improve learning, school attendance and engagement as well as fostering positive interactions between students, teachers, parents and other members of their communities.

Cheese toasties and juice were served to up to 30 students (in years 7-10) on Fridays during each school term. We thank Big Watermelon, Wantirna, for supplying fruit for juicing or eating fresh, free of cost.

Breakfast club has swum along nicely over the last 12 months and it has remained a successful program. However, we had to change from Thursday to Friday mornings and this has resulted in a few less students attending. The Thursday time slot has been taken up by another church.

Feedback from the students has been very positive. They all enjoy our company and attitude we bring. We are continuing to build our connection with the College chaplain and wellbeing coordinator. We also have had a couple of other young adults join us occasionally to help serve, which has been fantastic.

Fletcher Heyward

Bayswater Fresh Youth Theatre (FRESH) for social change

FRESH is an applied theatre program that is focused on building confidence, self-esteem, and personal development program for 'at-risk' and marginalised youth, aged 11 - 18 years, who experience difficult life situations. Through creative theatre experience, the program provides the youth with opportunities for self-expression, social engagement and healthy risk-taking. They develop resilience, a sense of belonging and an ability to make appropriate life choices.

FRESH provides participants with a 'third place,' an environment to develop as an individual away from negative experiences of home and school; opportunity to belong to a community; input from peer and adult role models, and mentoring by leaders and interns who were past members of the program.

FRESH has two seasons per year. Participants attend weekly late afternoon/evening theatre rehearsals, excluding school holidays, supported by performance artists, skilled and qualified teachers, directors and youth workers. Small group discussion, an evening meal and pastoral care facilitate the development of the participants.

Two end-of-season full-length drama plays 'Macbeth' and 'Shakin it up - suburban Shakespeare' were each performed over three nights before paying audiences in November 2017 and June 2018.

Some participants attended the annual Churches of Christ State Youth Games (June) and the Fresh Theatre Youth Camp (September). Other team building activities included sailing, working in a café, and baking and selling muffins on a Mothers' Day stall.

Youth are referred to Bayswater Fresh by local schools, youth support agencies such as Anglicare and Harrison House, past participants and their families, or simply by 'word of mouth'. The number of youth participating in the two seasons, July-December 2017 and February-June 2018 was 13 and 17 respectively.

Our most recent success story has been a young lady who has just 'graduated' from Fresh. Lets call her 'Jane'. She was referred to us through the Welfare

Coordinator at a Secondary College. Jane comes from a low socio-economic family, and has experienced abuse in her house. When she first joined Fresh she hardly spoke to anyone. It took a while before she opened up and even longer before she wanted a significant role in a FRESH production. We walked with Jane through the many ups and downs of her life. Over time Jane came to trust us - she began to share during pastoral care time and even started going to a church youth group. Since then she has had many lead roles, been on the youth committee. Jane recently sent us a message letting us know that she has a new job, and is doing really well. She also said that next year she is going to apply for an internship with Fresh to give back to the program that she loved so much.

Winter Shelter

TLC Support is a partner in a new Maroondah churches and community collaborative initiative developed to provide accommodation for homeless men during the winter months. Participating churches and their volunteers provided a cooked evening meal, warm safe accommodation and breakfast for up to 10 men one day a week on a rotating basis. The first night of accommodation provided at TLC Church was on 18 June 2018.

The program's mission is 'to provide shelter, food and honour for men who need shelter, comfort and support'. All potential guests were referred to the program through the Wesley Mission Victoria office in Ringwood. Strict conditions were applied to determine an individual's eligibility to join the program.

As this new initiative commenced close to the end of the reporting year a full assessment will be included in TLC Support's 2018-19 annual report. Additional information on Winter Shelter is available at <https://wintershelter.org.au/>.



YaFT-Xplore

YaFT-Xplore offered support and care to homeless and at-risk young people families, couples and individuals as well as supervision, mentoring and teaching to youth-work professionals.

Partnerships with school wellbeing teams, community groups, volunteers, youth agencies, Department of Health and Human Services Victoria (DHHS) and financial supporters enabled YaFT to have positive and lasting impact on many young people and family lives. The generous ongoing philanthropic support, brokerage funds and direct payments, facilitated YaFT to continue journeying with young people and families, and witness them discovering their own potential, connecting with others and moving towards living well.

No limits

This program supports youth at risk and young leaders in a secondary school setting. In 2017, we completed four Phase-One and two Phase-Two processes and in 2018, we completed four Phase-One and are coming towards the end of two Phase-Two processes. Nearly 120 young people completed Phase One and around 50 young people continued on to Phase Two over 2017-18.

Compelled by Love continued its active and generous financial, mentoring and prayerful support for YaFT-Xplore programs. The firm, 3fold Resources, continued to free their wonderful and valued staff as volunteer facilitators at Keysborough Secondary College. This was crucial to young people gaining the most out of each process. YaFT works in partnership with school chaplains and youth workers, but due to an increase in youth workers' work load they will be unavailable in 2019. This will give other volunteers an opportunity to join the No Limits teams and support the wonderful young people.

No Limits activities (photos)



Trust float – trusting yourself to stay rigid and trusting the team to quietly lift you and then lower you like a falling leaf. The feeling is quite extraordinary.



Bean Bag trust run - trusting to run with eyes closed into a bean bag held by the team. This is harder than it looks and takes a lot of trust; there's a brick wall behind the bean bag!

Comments from No Limits participants:

"I've been handing in more work, listening to teachers and feel really good about school since doing No Limits – I feel proud of myself now".

"I can actually be social with people now".

"I started being happier, allowing people to support me, trusting more, got better at listening".

"I've become nicer, this is a huge one. I realise being nice is a little thing that can make another person's day".

"I feel I know more about myself and how other people might feel. I've learnt how important trust really is for my future".



Conquering a fear of heights and discovering belief in self whilst rock scrambling



Happy to be at the top!

Unlimited - Coldstream Primary - Boys to Men program

Through the support of Select Equip, a Bayswater business, we have been working with a group of Grade 5 & 6 boys for the Phase One 'Unlimited' group. This is our second year at Coldstream Primary. We interviewed the boys and kept the group to a more manageable size. We have observed some wonderful developments of the group and individuals. Consistency has been difficult throughout the year as the school runs many other programs and sports which often means Unlimited is put on hold.



Bush Adventure Therapy (BAT)

Sailing-On 2018, a component of BAT, was again a wonderful opportunity for young people, peer mentors, youth work students, volunteers and leaders to experience the wonderful Gippsland Lakes for an eight-day fully self-sufficient expedition, sailing and camping. We had a smaller group than previous years and have found the therapeutic outcomes far greater due to the smaller numbers. We have therefore decided to run smaller groups in future.

A young man who chose to join Sailing-On was struggling with negative thoughts, at times quite powerful and destructive. One of his goals for Sailing-On was to keep these thoughts 'out' during the journey and to develop strategies for keeping them 'out' once back home. The young man was surprised at his



surprised at his

learning, growth and experience on the journey. He stated at one point "I never thought I'd be able to understand feelings, but with these reflections I can, it's amazing!" It was a very real revelation that feelings could be understood and learnt from. This was a result of daily reflections, group and individual chats,



listening to each other and expressing truthfully in a safe therapeutic space what each other were thinking and feeling. This is a massive shift for this young man and has brought significant hope into his life 'back home'. On returning home he spoke with a number of his friends and told them he is having time out from them as he needs to be

in a positive space and get his thinking right. He told them their group was often negative and so doesn't want that. He said, he still considers them as friends but needs some space right now. When this young man was talking to his father about telling his friends he would have time out, his father asked if he wanted some support about what to say. The son replied, "No thanks, I've already told them." This was only a few days after the journey. This is such a courageous choice for a teenage boy to make and clearly indicates his commitment to change and growth. His father reported being surprised and proud at the changes his son has and is making. He recently mentioned that Sailing-On has changed his life and he is "now much nicer to others, thinks about them, not just himself and his friendships are so much better". The same boy is currently completing a four-week trial boat building work experience with the possibility of an apprenticeship if the trial is successful.

Xplore Tri-Yak Adventures (XTAs)

Supported the 2018 Scripture Union migrant solo parent camp. We had two days of fun in the sun teaching sailing and sailing on an adventure out to Point Turner on day two.



One mother commented she was so excited to see her son smiling and happy whilst sailing and hopes to get him involved in sailing back in Melbourne.

Provided over 40 people with a sailing experience, some who were able to 'sail solo', at the TLC Church picnic at Lysterfield Lake.



Continued to run volunteer training days and working bees to maintain equipment and develop a diverse team for programs.

Family therapy counselling

We provide outreach counselling to youth at risk and their families. Referrals come from Youth Refuges, youth agencies, DHHS Child Protection, secondary schools, community groups and self-referral. This is core work for YaFT-Xplore. Our main funding comes through Melbourne City Mission via the Family Reconciliation and Mediation Program (FRMP). FRMP funds 10 sessions per year for young people who are at risk of homelessness and have a support worker.

YaFT provides self-funded family therapy counselling to young people, families, couples and individuals. In 2017-18, YaFT supported approximately 30 young people and their families, couples and individuals through Family Therapy counselling.

Training future youth workers

Robert worked with Take Two Berry Street as a Senior Clinician within a Therapeutic Residential Unit for at risk young people under the care of DHHS. The work involves working intensely with the therapeutic residential staff team to develop therapeutic care practice within the home, to support the young people and families. Reflective practice sessions during team meetings are a key tool we use for teaching, learning and development of therapeutic work practice. The team has mentioned they have come to value these times of listening, reflecting, sharing thoughts and feelings about how to best support the young people.

Working within the residential care system is a challenge due to many factors, a significant one being insufficient resources to meet the best interests of each young person within DHHS care. We continue to support the networks to always keep the young person front and centre in our work and to support the system supporting the young people.

Group supervision and de-briefing

Robert supported a number of youth workers in Melbourne's east and south, as well as the Gatehouse Young Women's Centre (YWC), Youth Refuges, secondary school youth workers and counsellors through external supervision, critical incident debriefing and case consultation. Six weekly group and individual supervision was provided to the YWC team who support young women that are 'vulnerable to commercial sexual exploitation' in and around the Dandenong area.

Management and Support Team (MAST)

YaFT-Xplore has been fortunate to have a small group of volunteers support us to develop a strategic plan for the next five years. The team is called MAST, keeping with a nautical theme.

YaFT-Xplore is privileged to be trusted by a diverse group of youth workers, young people, their families, couples, individuals, volunteers and supporters.

Your prayerful, financial and in-kind support in all the areas mentioned and in particular for the amazing young people we share time with is deeply appreciated.

Robert Coller
Director & Therapist
YaFT-Xplore