



TLC SUPPORT



## **TLC Support Inc. Annual Report 2018-19**

### **Introduction**

TLC Support Inc., a charity registered with the Australian Charities and Not-For-Profits Commission, has completed its sixth year of operation.

During 2018-19, 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.

TLC Support's income for 2018-19 was \$139,154 (\$160,418 in 2017-18) and expenses amounted to \$154,096 (\$144,634 in 2017-18). The year ended with a loss of \$24,821 compared to the previous year's surplus of \$11,816. On the Balance Sheet that leaves a surplus of \$46,847 of assets over liabilities, down from \$71,668 last year.

Total employment expenses were \$72,380 (\$87,936 in 2017-18), a very modest amount considering that we employed staff to conduct Youth and Family Therapy (YaFT) & Explore Adventure Therapy Inc., Fresh Youth Theatre and Karen refugee programs.

TLC Support programs are supported by many volunteers. A conservative estimate of the time donated is 2,500 hours valued at \$62,500.

Grant income and direct donations totalled \$118,499 (\$152,879 in 2017-18). Kiosk sales and sales from activities amounted to \$20,655 (\$7,539 in 2017-18).

Grants included:

- \$1,500 from the Ringwood East and Heathmont Community Bank Branches for part payment of partnership fee for Bayswater Fresh Youth Theatre
- \$2,076 from Maroondah City Council's Community Development Grants Program for purchase of a freezer and shelving for our foodbank
- \$1,233 from Knox City Council's Minor Grants Program for delivery of Breakfast Club on Fridays at Bayswater Secondary College
- \$4,198 from The Andrews Foundation for purchase of a heavy duty lockstitch and heavy duty embroidery sewing machines for our Karen refugee program
- \$4,549 Australian Department of Social Services volunteer grant for purchase of office chairs and air conditioning.

Jeff Garrioch  
TLC Support Inc.  
Administrator and Secretary

## **The Brink**

*The Brink* community program provides a space for people to relax, chat, enjoy friendship and good company, engage in a craft or board game, share a cuppa, and have lunch. 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 Brink* occurs on Tuesday mornings, from 10.00 am, during school terms and has completed its 26th year. The number of attendees per week was approximately thirty-five.

The meals are a focus and some people arrive just in time for the two course meal which is cooked by our volunteer kitchen teams, predominantly led by Peter Aslangul and Gordon Ainslie and assisted by Laura and Stephanie. We are grateful to others in the TLC community who filled in on occasions when our cooks were ill or travelling. Some take-home meals were always appreciated by those who struggle with difficult life circumstances.

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

Each month, birthdays were celebrated with cake and a song. It was fun to share these occasions, 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 an outing to Knox Theatre to see a musical performance of Neil Sedaka and Carol King, and then to Glen Park Community Centre for lunch.

A special thanks to Brian Milgate who set up the coffee shop each week and afterwards reset it for the next program. Brian also served tea and coffee all morning and helped with dishes and kitchen duty. 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 Foodbank continued to supply food parcels to the wider Bayswater community with numbers using the service on the rise. Those who face financial hardship, unemployment and difficult circumstances and have an Australian government support card are able to collect a food parcel from the TLC office each fortnight. Parcels are officially accessible on Monday and Tuesday afternoons 1-4 pm, but if someone is in need, we were able to give them a parcel outside these hours.

In 2018-19, 519 food parcels were given out to 146 people. This was an increase of 44 (9.2 %) over the previous year's distribution of 475 parcels to 175 people. Despite parcels being available on a fortnightly basis, only an average of 6 people (5 in 2017-18) requested more than one parcel in a month.

The majority of food items are purchased from Foodbank Victoria, although some are available at no cost. Regardless, the range is often quite limited, so I buy supermarket items to provide a balanced range of products. This added extra cost to our limited budget, so I certainly appreciate the food and monetary donations given by the TLC community.

A grant from Maroondah City Council enabled us to purchase a large freezer and metal shelving for storing our food supplies. Additional shelving was donated so our store is in a much more organised state.

Thanks to volunteers Amy, Sarah, Kaye, Wendy and Jarka who packed food parcels. Thanks to Peter and Rosa Cormack, Gordon Ainslie and Frank Whitby who collected the monthly order from Foodbank Victoria's Dandenong warehouse. Thanks to Brian, Jeff and Russell for assistance with unpacking each delivery at TLC. Thanks also to Frank and Leslie Whitby, and helpers, who collected bread from a Ringwood bakery.

Many thanks to Sue and Jeanette in the office for their ongoing support of the foodbank program as they are the frontline for the recipients and learn their personal stories. Thanks to Russell who is always trying to find extra funding for the program.

Seventy Christmas hampers, generously filled by TLC community members, were distributed to our foodbank clients.

Frances Batt

## **Karen Refugee program**

### ***Learning Together- Karen Refugee Women's Group***

Up to 15 Karen women, of a group of approximately 25, met weekly on Thursday mornings during school terms to share life experiences, develop new skills, practice conversational English and enjoy time together.

Activities included cooking, making cushions, creating mosaics, tie dying t-shirts, learning to use a Cricut machine, creating incredible sampler quilts, singing, painting, a visit to Judi's house in Rye, making feminine sanitary kits to send to Karen refugees on the Thai-Burma border.

We enjoyed outings to Spotlight, Theos Craft Store, Bayswater Op Shops and the Ferntree Gully Arboretum where we shared lunch. The women are now very confident in buying fabrics for various sewing projects



*Making sampler quilts*



*Singing Practice with Gerry*

We are thankful for a grant from The Andrew's Foundation for a new Juki semi-industrial sewing machine and a new Brother embroidery machine, which Vicki has been teaching the ladies to use.



*Vicki teaching the ladies how to make a sampler quilt*



*Learning to use the new embroidery machine*

Thank you to Vicki Tootell and Kathryn Bell who gave their time and energy creating interesting things for the women to learn.

### **Community Garden**

The Community Garden at the rear of TLC premises is predominantly used by the local Karen community. It's a fabulous garden space where a range of veggies including pumpkins, gourds, chilli and herbs are grown. Sometimes the plots may look a bit overgrown while crops are allowed to go to seed. When matured, the seeds are collected and the garden is turned over ready to plant again. Crops are shared among local Karen families who predominantly live in units where there is limited or no space to grow vegetables.

### **Refugee Community Work**

I spoke at several events including the Multicultural Settlement Committee



Meeting, Doncaster Church of Christ Friendship Group and Eastern University Alumni about the role TLC plays in assisting Karen people to feel part of the local community. I assisted Karen with citizenship, visa, passport and permanent residency applications.

I helped Karen job seekers with resume writing and helped some find local employment. I mentored two Karen leaders in leadership development and attended Karen thanksgiving services, cultural events and weddings throughout the year.

Julie McLean

### **Breakfast Club at Bayswater Secondary College**

Despite the fact that dragging ourselves out of bed to be at a secondary college at 8 am on a Friday morning each school week might seem like a dreaded task for most young adults, I think it has been a highlight for David Home, Tara Hillam and I. We provided breakfast to some incredibly hungry young people, who we know don't always get breakfast at home. We were able to build good relationships with about 30 students who regularly attended breakfast club, as well as uncounted others who drifted in and out just to grab food. They seemed to genuinely enjoy our company, though that may be due to the fact that we had "the best toasties out of any of the breakfast clubs" – which continues to astound us knowing that we bought \$1.25 loaf bread and generic brand cheese... maybe they tasted the love we put into every sandwich? Then there are the smoothies and hot drinks!

This commentary so far should give an indication of the fun we had every Friday morning. Some students joined in our silliness, some rolled their eyes, but they all asked us where we've been when we miss a week!

We were grateful for the continuing relationship with Big Watermelon, Wantirna, who gave us free good quality fruit each Monday. This was available every morning so students had access to extra breakfast or the option to take a snack for lunch.

Breakfast Club 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.

Fletcher Heyward

### **Bayswater Fresh Youth Theatre (FRESH) for social change**

FRESH is an applied creative theatre program focused on building confidence, self-esteem, and personal development for 'at-risk' and marginalised youth aged 11 - 18 years, who experience difficult life situations.

Participants have an environment to develop as an individual away from negative experiences of home and school. They experience healthy self-expression, social engagement, risk-taking and small group discussion, which lead to development of resilience, a sense of belonging and an ability to make appropriate life choices. Participants are supported by leaders and interns, some being past members of the program.

The program operated weekly on Thursdays, after school, during school terms. Youth participated in theatre rehearsals, supported by performance artists, skilled and qualified teachers, directors, and youth workers. The dinner was always appreciated.

There were two end-of-season full-length drama plays, each performed over three nights before paying audiences. The first entitled 'Role out' (role models, people and things that influences us) was performed in November 2018. The second, 'Objects in mirror are closer than they appear' (written by the group about self-image, body image, self-worth and identity) was performed in June 2019.

Six participants attended the annual Churches of Christ State Youth Games (June) and three attended the Fresh Theatre Youth Camp (September).



Youth were 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 2018 and February-June 2019 was 16 and 10 respectively.

We have several success stories. One youth who suffered school refusal due to anxiety, and whose mum tried to home school, came to Fresh for social connections. She has since grown in confidence and has now resumed school. FRESH enabled another participant to regain a sense of belonging after suffering bullying and the resultant need to change schools several times.

Many thanks to the volunteers who assisted with the weekly program, four in season two 2018, and one in season one 2019. Also thanks to the 5-6 people who assisted during the two production weekends, as well as the very important caterers who were always appreciated by the participants each week.

Carly Cassidy

### **Winter Shelter**

TLC Support is a partner in this Maroondah churches and community collaborative initiative developed to provide accommodation for homeless men during the cold winter months of June to September. Participating organisations and their volunteers provided a cooked evening meal, warm safe overnight accommodation and breakfast for up to 12 men one day a week on a rotating basis.

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.

Thank you everyone who volunteered their time over the winter months. TLC Support had a terrific team of over 30 volunteers who were able to fully support the program, both at our premises and at other locations as well.

David Home

## **YaFT & Explore Adventure Therapy Inc.**



YaFT & Explore Adventure Therapy Inc. had a significant year of offering support, growth and development opportunities to many young people, individuals, couples, families and workers. The organisation has a volunteer management and support team who meet monthly to oversee and support delivery of the services outlined below.

### **No Limits program**

This is an early intervention small group process used in secondary schools. The program provides a safe place for young people to discover and grow their potential through action based learning, a combination of experiential and adventure based learning.

In school terms 3 and 4 of 2018, 27 participants completed Phase Two and in terms 1 & 2 of 2019, 41 participants completed Phase One of No Limits.

Compelled by Love provided generous financial and mentoring support for YaFT programs. 3fold Resources continued to free their wonderful and valued staff as volunteer facilitators at Keysborough Secondary College, crucial to youth gaining the most out of No Limits. We partnered with school Chaplains and were pleased to have students from TAFE and university on our teams.

Young people's quotes:



"No Limits made me improve my mindset into a more positive one".

"I can talk to more people without feeling scared and take on new challenges a lot better".

From our 3-Fold Resources volunteer: “This is my third year involved in No Limits and it always pleases me to see how some of the students change as the process progresses. It certainly makes volunteering very worthwhile....”

“The course is full of highlights and one of them has to be the low ropes day trip to Gilwell Park, Gembrook. An important part of the day is facilitators travelling on the bus with students. This time I learnt a lot about the students’ different cultures. It’s great to learn from students too!”

### **Bush adventure therapy**

Sailing On 2019 had 4 new youth participants, 3 from 2018 return as peer mentors, 2 TAFE students, volunteers and 2 Bush Adventure Therapists. The whole team ensured we had a safe therapeutic community in which all could safely grow, and explore their potential. While sailing the Gippsland Lakes for 8 days we explored and reflected upon our theme of re-authoring aspects of our lives.



### **Explore Adventure Therapy Inc. (Explore AT)**

We supported a successful January 2019 Scripture Union camp for families with children who live with autism. The camp was facilitated by occupational therapist directors.

A father commented that we could not have provided a safer, calm, yet gently challenging environment for his son, who does not like getting wet, yet managed to go for a sail with his Dad and other family. This was a massive change and growth for the young man and his family.



### **Family therapy counselling**

We provided outreach counselling to youth at risk and their families. Referrals came from youth refuges and agencies, Department of Health and Human Services Child Protection, secondary schools, community groups and self-referral. Funding primarily came through Melbourne City Mission via the Family Reconciliation and Mediation Program which funds ten sessions per year for



young people who are at risk of homelessness and have a support worker. Self-funded family therapy counselling was provided to young people, families, couples and individuals.

### **Training future youth workers & Bush Adventure Therapists**

Robert continued to work as a Senior Clinician in the Therapeutic Residential Unit of Berry Street using the Take Two intensive therapeutic service, a program of the Victorian Department of Health and Human Services. This has involved working intensely with team staff to develop therapeutic care practice to support the young people and families. Reflective practice sessions during team meetings are a key tool used for teaching, learning and development of therapeutic work practice.



Robert attended and supported the 8<sup>th</sup> International Adventure Therapy 2018 conference at Stanwell Tops, NSW, organised by the Australian Association of Bush Adventure Therapy.

### **GROUP SUPERVISION & DEBRIEFING**

Robert supported a number of youth workers in the east and south of Melbourne and also supported Gatehouse Young Women's Centre (YWC), youth refuges, secondary school youth workers and counsellors through external supervision, critical incident debriefing and case consultation.

We provided six weekly, group supervision and individual supervision for the YWC team who support young women that are vulnerable to commercial sexual exploitation in and around the Dandenong area.

Robert Coller

Director / Therapist YaFT & Explore Adventure Therapy Inc.