



TLC SUPPORT



TLC Support Inc. Annual Report 2019-20

Introduction

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

During the 2019-20 financial year, 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 paid staff and many volunteers.

The members of the TLC Support Inc. Board for 2019-20 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 2019-20 was \$159,438 (\$139,154 in 2018-19) and total operating expenses amounted to \$152,997 (\$154,096 in 2018-19). The year ended with a net profit of \$6,441. The balance Sheet shows a surplus of \$53,288 of assets over liabilities, compared to \$46,847 last year. Most of the cash outflow was to Explore Youth & Family Therapy and Winter Shelter.

Donations totalled \$119,328 (\$118,499 in 2018-19). Income from kiosk sales was \$1,041 and sales from activities amounted to \$13,341. Grant income was \$15,728 and included:

- \$650 from the Ringwood East and Heathmont Community Bank Branches towards part payment of partnership fee for Bayswater Fresh Youth Theatre
- \$2,769 from Maroondah City Council's Community Development Grants Program for purchase of food and a hand-trolley for TLC Support's Foodbank and catering in the Maroondah Winter Shelter for homeless men initiative.

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

Jeff Garrioch
TLC Support Inc.
Administrator and Secretary

The Brink program

'*The Brink*' community program aims to provide a safe, warm and welcoming place for people to gather together. 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 each week for *The Brink*, provide birthday cakes, tea and coffee, and welcome attendees. We have our regular cooking team who create wonderful 2-course meals on a very tight budget for a low cost of only \$4 each.

We said goodbye to one of our original team members who has been part of *The Brink* community from the beginning. Nance has served generously and kindly for over 30 years and she cared and encouraged all who attended Brink. Her hugs and warmth are missed, however at age 91 she believed it was time to step down. We all miss her!

Our numbers were fairly consistent with up to 30 for lunch and 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 the TLC Support foodbank and also direct them to other support services offered in the community and through Maroondah council.

It has been a tough year for many of our participants, particularly those who live alone or struggle with mental health issues. The program offers company and support for many.

The latter half of the financial year has been interesting and very challenging. We started Term One 2020 never imagining the impact of COVID and having to go into lockdown. The team continued to stay in touch and encourage those who had attended *The Brink* with cards, phone calls, emails and our Facebook page 'The Brink Sharing together'. We really hope that we can meet at least once in late 2020 to catch-up with our team and participants and check in with them before the summer break.

Janette Milgate & Sue Smith
On behalf of the Brink Team

Foodbank

TLC Support's Foodbank continued to be an important asset for the Bayswater North community and surrounds, particularly as the coronavirus impacted everyone. We made the decision to stay open during the COVID-19 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. We were also able to direct people to other organisations such as Glen Park Community Centre and Bayswater Church of Christ who have been supplying take away meals.

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 were reluctant to go to shopping centres and felt confident coming to TLC. Other items they were keen to obtain were laundry and dishwashing detergent, and more personal products which we were able to supply.

Fortunately, Russell was able to obtain more funding for Foodbank so our funds are currently very secure. Jeanette and I made face masks and many TLC members and friends bought these and donated money and food items to Foodbank so this was greatly appreciated. Often I have needed to buy extra food supplies from supermarkets to top up supplies which I obtain 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 Gordon Ainsley and Frank Whitby who were able to do some pick-ups from the Foodbank Victoria warehouse in Dandenong earlier in the year. Special thanks go to my husband Adrian who has assisted me in the monthly drives to Dandenong during the lockdown period in the latter part of 2019-20. David Home helped with unloading deliveries at TLC on a number of occasions which was a great help.

The volunteers who normally helped with packing parcels, were unable to do so since March due to COVID-19 and the limited number of people who were able to be in the TLC office. I would like to thank Amy, Sarah, Kaye and Wendy for keeping in touch during these months.

In December 2019, we distributed 50 Christmas hampers to our Foodbank recipients. The hampers were generously filled by members of the TLC Church community. I anticipate possibly increased numbers of hampers in 2020, knowing the need in our community.

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

Frances Batt
Foodbank Co-ordinator

Breakfast club at Bayswater Secondary College

Breakfast Club at Bayswater Secondary College was delivered by Fletcher Heyward, David Home and Tara Hillam one day per school week from the beginning of July to the end of November 2019.

The aim of Breakfast Club is 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. Breakfast was provided to some hungry young people who didn't always get breakfast at home. About 30 students regularly attended, as well as uncounted others who drifted in and out just to grab food.

We thank Knox City Council who co-funded TLC Support's delivery of the program through its Minor Grants Program, and Big Watermelon, Wantirna, who gave 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.

Learning together - Karen refugee women's group

In Term 4, 2019, a group of Karen women gathered each Thursday morning to create some beautiful sampler quilts. In December we held an Exhibition of their quilts in the Gallery. It was so lovely to see their beautiful work. The ladies have gained so much confidence in their sewing and quilting over the past few years that they now make their own clothes and quilts as gifts for friends. Thank you to Vicki Tootell for teaching the ladies these wonderful skills.



Another highlight at the end of 2019 was the ladies being invited to sing and share some of their story of coming to Australia at Eastern College's Open night and at TLC's Christmas Service. Thank you to Gerry Holmes for accompanying them on the guitar.



At the start of 2020, we began the year practicing English with Judi Blowers, then cooking, embroidery and creating wire dragonflies. With the arrival of COVID-19 we ceased being able to meet in person. We have met online a few times to catch up and do some bible

study together and I know the ladies are eagerly waiting for the opportunity to meet up again face to face.

Community Garden

The Community Garden at the rear of TLC premises is a lovely space where a range of veggies including gourds, pumpkins, garlic and herbs are grown. The produce is shared amongst local Karen families who live in units where there is limited space to grow vegetables. This year the garden has become a bit overgrown due to the inability for people to come and maintain it, so they are looking forward to getting it back under control as soon as possible.

Julie McLean

Bayswater Fresh Youth Theatre (FRESH) for social change

FRESH is an applied theatre program that utilizes the creative arts. It is a self-esteem building and personal development program specifically designed for 'at-risk' youth, aged 11 - 18 years, who experience difficult life situations. They develop in an environment away from negative experiences of home and school, with an opportunity for self-expression, social engagement, healthy risk-taking and learning resilience. They develop a sense of belonging and gain ability to make appropriate life choices through creative experience.

Youth are referred to FRESH by other organizations and schools, past participants, or simply by 'word of mouth'. Twelve young people participated in the program's July-December 2019 season.

Each week during school terms, participants attended late afternoon/evening theatre rehearsals, supported by performance artists, skilled and qualified teachers, directors, and youth workers. Also involved were small group discussion, an evening meal and pastoral care to facilitate personal development.

There was one end-of-season full-length drama play in November 2019, performed over three nights before a total paying audience of approximately 100. The play was entitled '*Buyology*' (The study of the need to buy; a play about consumerism). The audience was biggest on the Sunday night, as this was Carly Cassidy's farewell.

We have had several success stories. Fresh participants have joined the youth group. Youth who undertook home schooling due to school refusal grew in confidence and were then able to resume studies at school. Another participant regained a sense of belonging after suffering bullying and change of schools several times. Fresh has been a safe place for participants to discover more about their own identity. Over the last 12 months one young person shared their gender transition journey with us, and another young person opened up about their battle with their multiple personality disorder.

I thank the three volunteers who selflessly assisted with Season 2 program in 2019. I also thank to the 5 volunteers who assisted during the production weekend, as well as the very

important caterers who were always appreciated by the youth. COVID-19 resulted in the February-June season of 2020 to be largely conducted online.

Carly Cassidy

Maroondah Winter Shelter Program

2019-20 was the second year of Winter Shelter, supplying overnight accommodation and meals for up to eleven homeless men per night. TLC Support, Heathmont Baptist, Ringwood Salvation Army, Urban Life, Croydon Hills Baptist, North Ringwood Uniting and a new addition, Holy Spirit Catholic Church, all provided overnight shelter and volunteers, once per week on a rotational basis. More than 300 volunteers cooked, cleaned, washed laundry, made beds, drove buses and made friends with our guests. We now feel much more experienced than the year before!

We met 29 different guests. Some left the program; two of our guests decided to go to rehab, one went to Gateways for accommodation and support, three obtained employment and ten found accommodation.

The COVID-19 pandemic 2020, and the challenges it brought, resulted in a very different program in the latter half of the reporting period. We could not offer the usual overnight shelter to the homeless, but fortunately, some agencies received extra funding and were able to accommodate many homeless people in motels.

During this COVID-19 time, the Winter Shelter program provided 1,442 hot take away meals and food parcels, four times per week to people in need of support during the period May to 30 June 2020. These were provided by Winter Shelter volunteers, FareShare and RACV Club, and were distributed from the day shelter in Ringwood and Adra Vive Café in Croydon. We also delivered meals to motels and to a women's refuge. We assisted community members referred to us by Maroondah Council or others in the local community.

One Sunday evening, I was chatting to a guest as he waited in line for his meal and he broke down in tears. He told me how he was sleeping rough nearby in Ringwood. He said he was crying because he felt so humbled by the care we were giving him and that we were listening to his story.

While the pandemic has put a stop to our usual Winter Shelter program but it has opened up so many new doors with new volunteers, new connections, new guests and new steps forward. We even supported the stranded Circus Royale employees in Bayswater North with meals twice per week.

Gitta Clayton

Winter Shelter Program Coordinator



What an interesting ride it's been from July 2019 to June 2020.

2019 saw Explore complete our program No Limits Phase two at Keysborough Secondary College with a number of young people following through and interviewing for Sailing-On 2020.

Sailing-On was postponed a couple of times and we aim to go ahead mid-November 2020, with the eight day journey in the second week of December.

COVID - 2020 No Limits

In March we managed two face to face sessions for the Acacia crew and one session for Banksia. The rest of No Limits has been virtual. We re-wrote No Limits to be offered online. This was an interesting opportunity to explore further what we held as core for the process and we believe from feedback from the young people that COVID-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 2020. We focussed 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 COVID-19 journey.

One result of smaller groups was the development of deeper therapeutic relationships and deeper support for the young people that we journeyed with. 😊

The following are stories from young people and facilitators, workers and volunteers, that we feel convey a picture of what we've journeyed through in 2019 to 2020.

No Limits - Young people's stories and quotes

One young woman was very quiet and reflective. In Phase one, she didn't feel she had much to offer in friendship or leadership. By the end of Phase 1 she was very keen to grow and develop her relational and leadership skills she had discovered. She asked to join Phase 2. By the end of the Phase she was confident in her leadership and supported the group with care. She was awarded the CbL leadership award due to the amount of growth she challenged herself to move through.

She commented *"I can now talk to much more people without feeling scared and I can take on challenges much better now"*



Reflective space on Mt Erica on the overnight hike

A young man struggled significantly with friendships, feeling depressed and had a poor self-concept. By the end of Phases 1 & 2 he reflected he had been smiling more, feeling happier, made some good friends and felt he was able to enjoy life now. He also commented *"I have noticed my trust levels go up and I have gotten more helpful and supportive"*

Cruising the High Ropes Course



A young woman who stated she lacked confidence to try new things and needed to learn to calm herself down, discovered she loved adventuring, she thrived on the hike and rock scrambling. She stated *"I can do many things by pushing myself slowly to achieve my goals"* and *"I have noticed many changes about myself, like for example I try leading the group"*.

Teamwork, trust & care enables challenge & growth



Facilitator comments and quotes

Leaders found strength words to describe each young person for their graduation. The following are some of those descriptive words: Caring, Reflective, Honest, Calm, Brave, Friend, Hopeful, Strong, Trustworthy, Dependable, Joyful.

Quotes about and to the young people

One session during a discussion about friendship you contributed your thoughts, and everyone went absolutely silent, struck by the depth of your insight. You think and feel deeply about life and you articulate your perspectives in ways that connect and resonate with others. This is such a gift to those around you".

"Even before No Limits, I remember you playing futsal against people almost double your size at Ignite with no fear. Your willingness to try new things and to constantly push yourself has shone through in No Limits. Although you may have moments of fear, you are willing to accept your fear and whatever challenges lay ahead of you with a spirit of adventure".

"Although you like to laugh and be cheeky, we notice you care for others and be deeply sensitive to the needs of others on a regular basis. You often check in when others might be feeling scared and ask genuine, caring questions about their wellbeing".

The following is a sample of strategies the groups came up to grow and feed our strengths: (names have been changed for privacy).

'Lisa': Signature Strength = Teamwork

- Continue being an awesome member of the group!
- Notice what you do to do your share around the house, take a note and make a list.
- Listen to other people's advice, allow disagreement.

'David' - Signature Strength = Gratitude:

- Intentionally think of someone or some people and write a letter/email/send a text to them showing your gratitude
- Express thanks to your parents for cooking for you and show your thankfulness by helping clean up etc. more than you usually would.

'Andrew' - Signature Strength = Appreciation of Excellence and Beauty:

- Go outside and find natural beauty
- Appreciate life – discover something that is special about life during the week



First experience ever of snow

Feedback from young people about their experience of C-19 No Limits (mid-way through):

'Lisa' - proud of waking up in time and staying awake (stays up late).

'David' - feels nice to be with people, do things that aren't full of time, good to talk about feelings

'Andrew' - making lego, proud to show things and be part of No Limits, gaming is fun to do with group



The 2019 hike begins - WOOHOO



We made it to the top! WOOHOO!

Sailing On

We were able to run our first preparation and therapeutic group formation day in March. We went river sledding down the Yarra River around Warburton, formed our group deal together and began the process of forming a safe therapeutic community. We planned for an 8-day journey in December 2020.



We will keep you up-to-date as Sailing On....sails on. 😊

Our 2020 Group Deal, developed after river sledding on the Yarra – Wurundjeri country ☺

Reflection session pre-river sledding (both photos)



A quiet, reflective moment on the water, to enjoy simply being & feeling



Fun on the water together (both photos)



The end of our first day together, much more in store...😊



Volunteers

Our volunteers continue to be integral to Explore's ongoing support of young people. We have a committed board, working hard towards our Strategic Plan & Action plan, with many other volunteers ensuring our equipment and boats are ready for programs. We are deeply grateful for the wide range of support from many people, agencies, businesses such as CbL, Select Equip, TLC Church, to keep enabling healthy change within the young people we journey with 😊.

